

Neonatal outreach service

Part of the community children's nursing team

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

What does the neonatal outreach nurse do?

A neonatal outreach nurse is a registered nurse with a special qualification for working with babies, who works within the community children's nursing team.

S/he will endeavour to enable your baby's safe discharge home as soon as possible and will support you at home. This can be an anxious time for the whole family. The neonatal outreach nurse will try to ensure that this transfer from ward to home is smooth and stress free and that you feel supported, happy and confident to care for your baby before and after you go home.

A neonatal outreach nurse works in partnership with you (the parent/carer), as well as other health care professionals to ensure that the health care needs of your baby are met. These professionals may be:-

- Paediatric consultants
- GPs
- Nurse specialists
- Health visitors
- Community midwives
- Social workers
- Physiotherapists
- Dieticians
- Pharmacists
- Children's Centre

The neonatal outreach nurse provides support, guidance and education for families and their babies.

Which babies receive help from a neonatal outreach nurse?

Babies that meet the criteria for referral to the neonatal outreach nurse include infants

- born below 34 weeks gestation
- born below 1.5kg or weighing below 2kg at discharge

- requiring oxygen at home
- with additional needs as requested by the paediatrician
- who need blood tests

Where is the service provided?

Our aim is to provide a smooth transition from hospital to home. The neonatal outreach nurse will support you during the period leading up to discharge in hospital and in the early days at home.

Support will also be given over the telephone and the neonatal outreach nursing team, or community children's nursing team in their absent, can be contacted by telephone or mobile telephone (see below).

What does the neonatal outreach service provide?

The neonatal outreach nurse will visit you in your home or contact you by telephone during the first few days following your infants discharge from hospital.

The neonatal outreach nurse may visit you at home to observe and monitor your baby's progress, offer support and answer any questions you may have. This may include weighing your baby, taking blood samples if required and feeding support.

When your baby's condition does not require the added help of the neonatal outreach nurse or the community children's nursing team, we will discharge your baby to the health visitor for on-going care.

Contact details

The neonatal outreach nurse works within the community children's nursing team and is based at North Devon District Hospital.

Telephone: 01271 322771

Mobile: 07813 441310 (Alice Dawkins)

07552 254619 (Rachel Buller)

Community children's nursing team

Telephone: 01271 322771

Office hours: Monday to Friday, 9am to 5pm

For out-of-hours, contact your GP, Devon Doctors or NHS 111 (24hr Service)

Your feedback

In order to improve this service, we very much appreciate any feedback and suggestions.

Please contact Neal Carter (01271 311628) or complete and return a feedback form.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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