

SCN Fact Sheet

Dear SCN Family,

Your baby is here with us in the SCN to receive special care. This can be a stressful time for your family, a time that you may feel unprepared for. You have a very important role as part of your baby’s health care team and we want to offer you support throughout your time here. We strive to provide care that is family-centred and the best for the development of your baby. We welcome any questions, concerns, or suggestions you may have to help us achieve this.

Sincerely,

Your SCN Team

WE BELIEVE:

Families are important. The wellbeing of each family is basic to the health and wellbeing of society.

Each family member is an individual entitled to recognition and consideration.

Changes in the health status of one family member may affect other family members.

Family members benefit from supporting one another.

Families are the primary providers of care for their own members.

Professional care in times of childbearing or illness is meant to assist families in their basic caregiving function.

Families are self-defined and may include members who are not related by blood or marriage.

FAMILY-CENTRED CARE

The care we provide reflects what matters most to our patients and families. We call this family-centred care. Based on what patients and families have told us, we will:

Communicate	<ul style="list-style-type: none"> ❖ Get to know you and your family and treat you with dignity and respect. ❖ Work together as a competent team. ❖ Communicate with each other and your family about your baby’s care. ❖ Give you prompt feedback on your baby’s progress
Collaborate	<ul style="list-style-type: none"> ❖ Ensure you understand the health concerns about your baby. ❖ Share decision making about your baby’s care ❖ Help you learn skills to take part in your baby’s care. ❖ Plan the next steps in your baby’s care together.
Respond	<ul style="list-style-type: none"> ❖ Respond promptly when you or your family need help. ❖ Include persons who are important to you in your baby’s care. ❖ Provide a convenient, accessible, friendly, welcoming environment. ❖ Seek and respond to your family’s comments about our care.

How can I take part in my baby’s care?

During your first visits to the nursery you may feel anxious or unsure of what you can do to help your baby. The SCN team will help you feel more comfortable and learn how to care for your baby. You are an important, valued member of your baby’s health care team. We encourage you to “partner” with the people caring for your baby. We will give you lots of information and support along the way. To learn about your baby’s condition and care, your baby’s nurse

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will give you printed information. The SCN team welcomes all of your questions. We hope that you will take part in your baby's care as much as possible.

To support you, your baby and your family, we offer a range of services:

Breast-feeding & Lactation Support

There is an expressing room in the SCN where you may use an electric breast pump. You may also express at your baby's bedside. We have several staff who are lactation consultants who are available to assist and answer your questions. You will be provided with an information pack on expressing breastmilk and feeding your baby soon after he/she is born. You will be given a breast pump kit to use in hospital. Prior to your discharge from postnatal we will provide you with information on where you can hire a pump for use at home. You will need to buy a breast pump kit for home use.

Digital Camera & Photos

The SCN has a digital camera which staff will use to take photos of your baby for you. These photos will be printed for you in black and white. If you would like a digital copy please bring in a USB for us to copy these photos for you. There are some occasions where you may be too sick to visit your baby, in these instances we will provide you with a digital photo frame to view your baby's pictures.

Kangaroo Care

We will support you to provide kangaroo care for your baby. Kangaroo care is a way of holding your baby so that there is skin-to-skin contact between you and your baby. Your baby, wearing only a nappy, is held against your bare chest.

Parents Tea Room

A Parents Tea Room is located inside the SCN. Families are welcome to help themselves to coffee, tea, and biscuits. There is a microwave, fridge, electric jug and toaster available for your use.

Pastoral Support

The Pastoral Care Department offers emotional and spiritual support and is available to all families. A member of the team can be contacted during normal business hours, 7 days a week. Please let us know if you would like support from the Pastoral Care Team.

Open Parent Visitation/Parent's Choice Visitation Plan

We welcome parents 24 hours a day however there may be occasions during procedures when you may be asked to leave. Your baby's brothers and sisters may also visit if they are healthy. Visitors need to come with you. If you want your baby to receive visitors when you are not with your baby you will need to provide that in writing for us.

Peer Support

We have a number of different community groups who are able to offer support through telephone or group. Contact details for these groups are available in the SCN.

Rooming in

We offer rooming-in accommodation to support discharge and help you develop confidence in the day-to-day and care of your baby. Your baby will stay with you while you room-in and you will be able to receive guidance and support from our experienced staff.

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Rotary Cottage

The Rotary Cottage is in the grounds of Calvary Health Care, ACT. Please discuss with your baby's care team if you would like to stay at Rotary Cottage. There is a small charge for this accommodation.

Social Worker

The SCN has the services of a Social Worker who specialises in the needs of families who have babies requiring ongoing hospitalisation. The support offered by the Social Worker includes: counselling, assistance with accommodation and transport, financial assistance, community support