

# Neonatal community outreach team (NCOT)

## Information for children, families and carers

We've written this factsheet to explain how the neonatal community outreach team (NCOT) can help and support you. We hope it will help to answer some of the questions you may have. If you have any further questions or concerns, please speak to a member of our team.

### Who are we?

We are a community neonatal team based at Princess Anne Hospital. We provide specialist support for babies who are going home from the neonatal unit or the postnatal wards and their families.

This includes helping you prepare to take your baby home and ensuring that you feel confident and ready for the transition from hospital to home. In some cases, we will continue to support you, your baby and your family after going home.

### What services do we offer?

#### Parentcraft, health education and promotion

We offer information and support on feeding, health and hygiene, going home with medicines, safe sleeping guidelines and recognising signs of ill health in your baby.

#### Breastfeeding support

We offer advice and support with breastfeeding, expressing and maintaining your milk supply.

#### Infant resuscitation training (CPR)

Cardiopulmonary resuscitation (CPR) is a first aid technique that can be used if someone is not breathing properly or if their heart has stopped. CPR training is available to any family on request, and is a valuable skill to learn.

A member of our team will carry out the training at a time that suits you. We may specifically advise some parents to undertake the training, for example if your baby is going home on oxygen or with a feeding (nasogastric) tube.

## Discharge planning

We work alongside your baby's multidisciplinary team (team of specialist healthcare professionals) to help oversee the discharge process, getting your baby ready to go home from hospital. For babies that will have ongoing medical needs, this may involve arranging discharge planning meetings. These meetings will give you the chance to meet all the professionals who will be involved in your baby's care once they are back at home. You will have the opportunity to ask any questions or discuss any concerns you may have.

## Home visits and/or telephone follow-ups

We ensure that babies and families who need additional support once they are at home will receive care that is tailored to their individual needs. We are readily available by telephone to offer advice and reassurance, and to discuss anything that may be concerning you.

## Working together with other relevant hospital and community services

We work together with other health and care professionals involved in your baby's care, ensuring they are regularly updated (for example, midwives, general practitioners (GPs), dietitians, social workers, health visitors and hospital consultants).

## Who might we provide follow-up care for?

There are many reasons why a baby might be cared for by our team after going home from the neonatal unit or the postnatal wards.

For example, babies who:

- weigh less than 2kg when they leave hospital
- have feeding problems and/or poor weight gain
- are going home on oxygen
- are going home partially tube-fed
- were born at less than 35 weeks
- may need further blood tests after they leave hospital

If you have any questions about the follow-up care that your baby will receive once they leave hospital, a member of our team will be happy to discuss these with you.

## Contact us

If you have any questions or concerns, please contact us.

Neonatal community outreach team (NCOT)

Telephone: **07766 994816** (Monday to Saturday, 7.30am to 4.30pm)

Woodland ward (special care baby unit)

Telephone: **023 8120 6553** (out of hours)

## Useful links

[www.uhs.nhs.uk/for-visitors/southampton-childrens-hospital/childrens-services/neonatal-intensive-care-unit](http://www.uhs.nhs.uk/for-visitors/southampton-childrens-hospital/childrens-services/neonatal-intensive-care-unit)

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For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **[www.uhs.nhs.uk/additionalsupport](http://www.uhs.nhs.uk/additionalsupport)**

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