



Parents' Charter



North Trent Neonatal Network

In the North Trent Neonatal Network, we believe that every baby and their family has the right to receive appropriate care and be treated with respect and dignity

In partnership with you we will wherever possible:

- Introduce ourselves to you
- Display our visiting guidelines and encourage you and those closest to you to visit at anytime
- Provide written information about the unit and the more frequent medical conditions, tests and treatments
- Provide information about specific support groups relevant to your needs
- Communicate with you to explain your baby's medical problems and discuss his or her progress
- Inform you if we need to share information with other agencies
- Provide care for your baby in the most appropriate unit within the network and as close to home as possible
- Agree a plan of care for your baby and involve you in any changes
- Invite you to be present and involved in discussions about your baby's treatment
- Ensure that you are updated at least daily and are kept informed regarding your baby's medical condition and treatment
- Respect and try to accommodate your religious and cultural beliefs
- Listen to your concerns and work with you to find acceptable solutions
- Answer your questions honestly
- Provide a comfortable relaxed environment to foster a good relationship between you and your baby

- Support you to be involved in your baby's care and assist you to hold and touch your baby
- Support you to recognise and respond to your baby's physical and developmental needs
- Advise and support you in your choice of feeding
- Assist you to breastfeed and express breast milk in privacy and comfort
- Provide overnight facilities wherever possible when your baby is very sick
- Give you a photograph of your baby
- Help you to take photographs of your baby whenever you wish
- Support you in learning the skills required to care for your baby at home
- Communicate your baby's ongoing needs to community health care professionals

We ask that you:

- Let us know if you are unable to visit your baby or make contact with the unit at least once a day
- Provide us with a telephone number to contact you
- Ask whenever you want to know something or don't understand
- Be honest with us particularly if you have concerns or questions about your baby
- Tell us about any personal circumstances, which may affect decisions about the care we give your baby
- Discuss any preferences you have about your baby's day-to-day care with us