

Creating positive connections: working together with families in the neonatal unit

Jenna Gillone, Clare MacLennan, Jennifer Dixon, Emma Carmichael, Kate D'Eath

Purpose of project

- Multimodal quality improvement initiative
- Aim to create positive connections in the neonatal unit for babies & their families & with the multi-professional team

Methodology & Implementation

- Coproduction with families
- Development of unit resources
- Continual evaluation & development

Understanding who the family are from the very beginning

- Encourage effective communication
- Fits individual families' needs & preferences
- 'All about me' boards
- Family led information boards to share key pieces of information

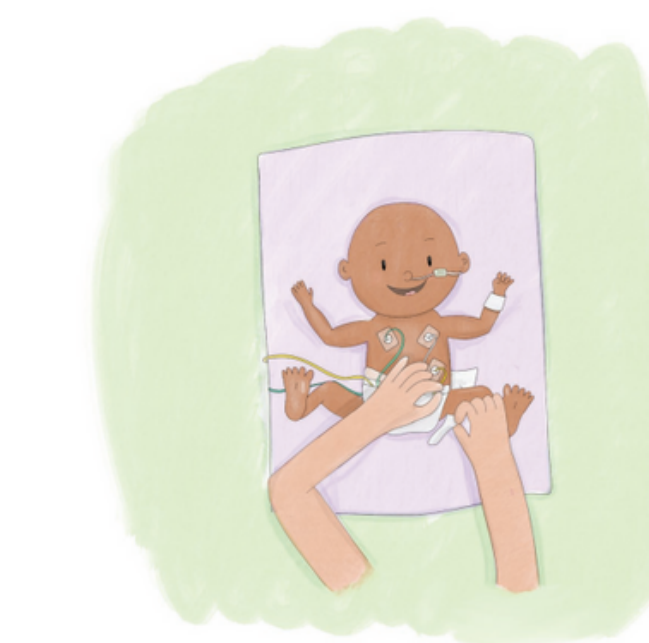
<p>About me</p> <p>My name is _____</p> <p>I am _____ days old</p> <p>My current weight is _____</p>	<p>I had my first cuddle on _____</p> <p>I last had skin to skin on _____</p>	<p>My family would like to know more about.....</p>																
<p>About my important people</p>	<p>Things I like.....</p> <p>Things I don't like.....</p>	<table border="1"> <tr><td>Getting me out of my incubator</td><td></td></tr> <tr><td>Kangaroo care</td><td></td></tr> <tr><td>Changing me</td><td></td></tr> <tr><td>Reading/singing</td><td></td></tr> <tr><td>Oral feeds</td><td></td></tr> <tr><td>Tube feeds</td><td></td></tr> <tr><td>Bathing</td><td></td></tr> <tr><td>Giving me medicines</td><td></td></tr> </table>	Getting me out of my incubator		Kangaroo care		Changing me		Reading/singing		Oral feeds		Tube feeds		Bathing		Giving me medicines	
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We would like to acknowledge all of the families who contributed to this work, and the funding support from Tiny Lives Charity

Improving communication with non-English speaking families

- Audit of our use of translation services to establish most common languages
- Identified with families, key messages that could be represented with pictures & words or short phrases in different languages
- Professional artist designed communication cards
- 5 most common languages, as well as 'no language' cards with pictures only for use in any language



Schimbarea scutecelor



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الرضاعة الطبيعية



Promoting closeness through sling use

- A Sling Loan Initiative was developed, supporting families in Neonatal Care with the use of the Close Caboo sling
- Trained allied healthcare professionals promoted the use of slings with all families who met eligibility criteria
- Data was collected over a 1 year period & feedback obtained from families
- Feedback was highly favourable with positive impact reported on families lives & carers gaining confidence in sling use

"It made my day getting him in the sling for the first time"

"The sling has given me more independence"

"I would not have had the confidence to use a sling with my baby without this support"

"My baby feels so close to me in the sling, it is lovely"