

Special Care Nursery Patient Information



MaternityCare

francesperryhouse.com.au



**Frances Perry
House**

Part of Ramsay Health Care

Welcome to Frances Perry House Special Care Nursery

Congratulations on the birth of your new baby. We look forward to supporting you and your family during your time with us.

While having a baby admitted to the Special Care Nursery can be overwhelming, please be assured that our team is here to offer the best care to your family.

A neonatologist or paediatrician and experienced nurses and midwives, specialising in the care of preterm and unwell newborns, will care for your baby. We are here to support you, and answer any questions you may have, so feel free to ask anything, at any time.

In the Special Care Nursery, we take a family-centered care approach. We encourage you to visit your baby as often as possible, both day and night. We are here to support you in your choices, help with bonding, assist with breastfeeding if you choose to breastfeed, help you to provide skin-to-skin care, bathing and dressing your baby.

Our nursery is located on the 7th Floor of Frances Perry House and for security reasons can only be accessed by a swipe card. Parents and family can ring the bell outside the double doors, and staff will open the door.

Feeding your baby



Our staff are here to support you in your choices regarding feeding your baby. They can assist you with the establishment of breastfeeding, expressing, and hire or purchase of breast pumps and equipment. If you choose to give your baby formula, we will supply this along with nappies and wipes.

Visiting the Special Care Nursery

We have an open visiting policy for parents and siblings, and ask that family and friends visit between the hours of 8am-8pm, with a maximum of 2 visitors at any time.

During visiting times, visitors should be accompanied by at least 1 parent, unless written consent is given by the parents for family to visit in their absence.

If you have any special considerations regarding visitors, please speak to the nurse looking after your baby.

To reduce the risk of infection we ask that, other than siblings, children under the age of 12 do not visit the nursery.

Newborn, premature and unwell babies receiving care in the SCN are susceptible to infections, so we ask that you wash your hands after removing your coat or jacket at the designated hand washing basins, then repeat the handwashing before each contact, as well as after nappy changes.

Please inform staff if you or any other member of your immediate family is unwell with any of the following:

- Cold
- Gastroenteritis
- Cold sore
- Any other infectious disease

There are three nursing handovers throughout the day:

7:00am - 7:15am

2:15pm - 2:45pm

9:45pm - 10:15pm

We encourage you to be involved in those handovers if you are in the unit.





A special care nursery that nurtures

Frances Perry House is
focused on providing
the highest quality care
for your new baby

Refreshments

There is a parents lounge located next door to the SCN that you can use at any time. There are tea and coffee making facilities available on level 7. Please take all hot drinks into the parents lounge. Cold drinks may be brought into SCN. There are food outlets available on the ground floor of the building.

For the comfort of others in the unit, we ask that mobile phones are switched off during your visits and any calls be taken next door in the parents lounge.

Car Parking

A weekly ticket for the carpark is available, as are daily tickets. Please speak to the staff for further information.

Discharge Information

Your paediatrician and nursing staff will give you regular updates on your baby's progress, including when he or she is ready to come home. Please ensure you have your car seat installed prior to the discharge date. Discharge time is usually between 9am and 10am. Please speak to the nurse in charge should you need to make alternative arrangements.

Contact details

You are welcome to call for regular updates day or night. We will only give out information to parents. You can reach us on the following contact numbers:

Special Care Nursery

(03) 9344 5340 or (03) 93445341

If you have any health fund enquiries, please contact the reception desk on level 6
(03) 9344 5000





Additional Resources

Australian Breastfeeding Association

<https://www.breastfeeding.asn.au>

Breastfeeding Helpline (talk to a breastfeeding counsellor)

T: 1800 mum 2 mum (1800 686 268)

SIDS and KIDS Victoria

<http://www.sidsandkidsvic.org>

T: 1300 308 307 or (03) 9822 9611

Red Nose Australia

<https://rednose.org.au/section/safe-sleeping>

T: 1300 998 698

Maternal and Child Health helpline

<https://www.education.vic.gov.au/parents>

T: 13 22 29

COPE (Centre of Perinatal Excellence)

<http://cope.org.au/readytocope/>

Kid Safe (home and car safety)

<http://kidsafe.com.au/>

Raising Children Network

<http://raisingchildren.net.au/>

PANDA (Perinatal Anxiety & Depression Australia)

<https://www.panda.org.au/info-support>

<https://www.panda.org.au/images/resources/Resources-Factsheets/Anxiety-And-Depression-In-Early-Parenthood-And-Pregnancy.pdf>

<https://www.panda.org.au/images/resources/Resources-Factsheets/Perinatal-Anxiety-and-Depression-in-Men.pdf>

<https://www.panda.org.au/images/resources/Resources-Factsheets/Adjusting-To-The-Challenges-Of-Parenthood.pdf>

<https://www.panda.org.au/images/resources/Resources-Factsheets/Caring-for-Someone-with-Perinatal-Anxiety-and-Depression.pdf>

<https://www.panda.org.au/images/resources/Resources-Factsheets/Recovery-from-Perinatal-Anxiety-and-Depression.pdf>

<https://www.panda.org.au/images/resources/Resources-Factsheets/Wellbeing-and-Self-Care.pdf>

Twins

<http://www.twins.org.au/>

<https://www.breastfeeding.asn.au/bfinfo/twins.html>

<https://www.amba.org.au/>

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