

SEED



**Supporting • Empowering • Enhancing
Development**

To improve staff wellbeing and family integrated care

Neonatal Intensive Care Unit MDT team

Rosie Hospital

Cambridge University Hospitals NHS Foundation Trust

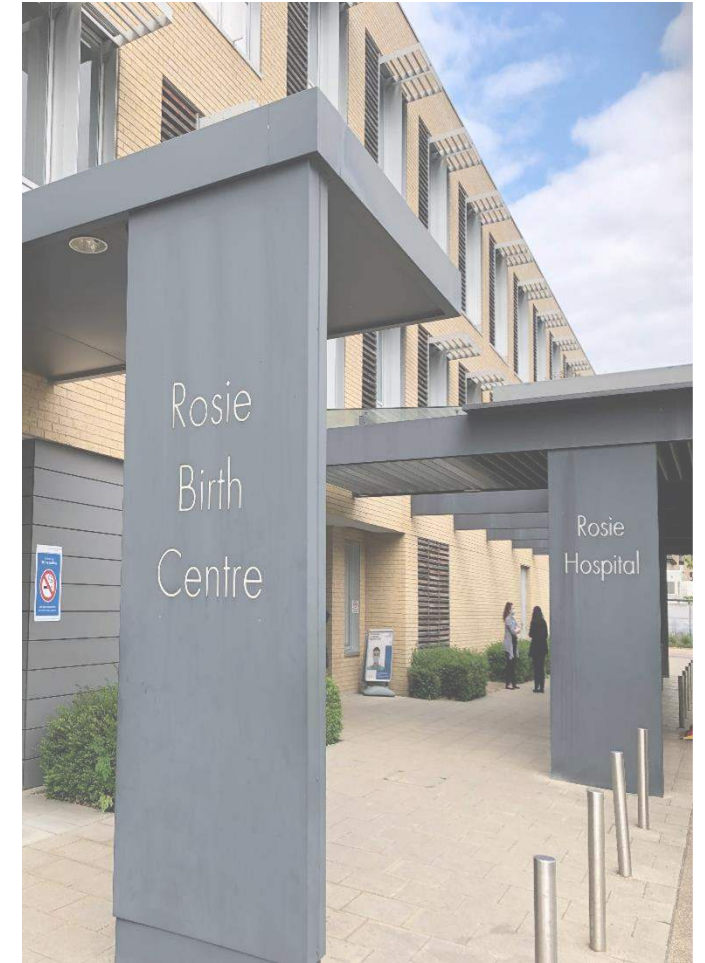
September 2023



**Together
Safe
Kind
Excellent**

About the Rosie...

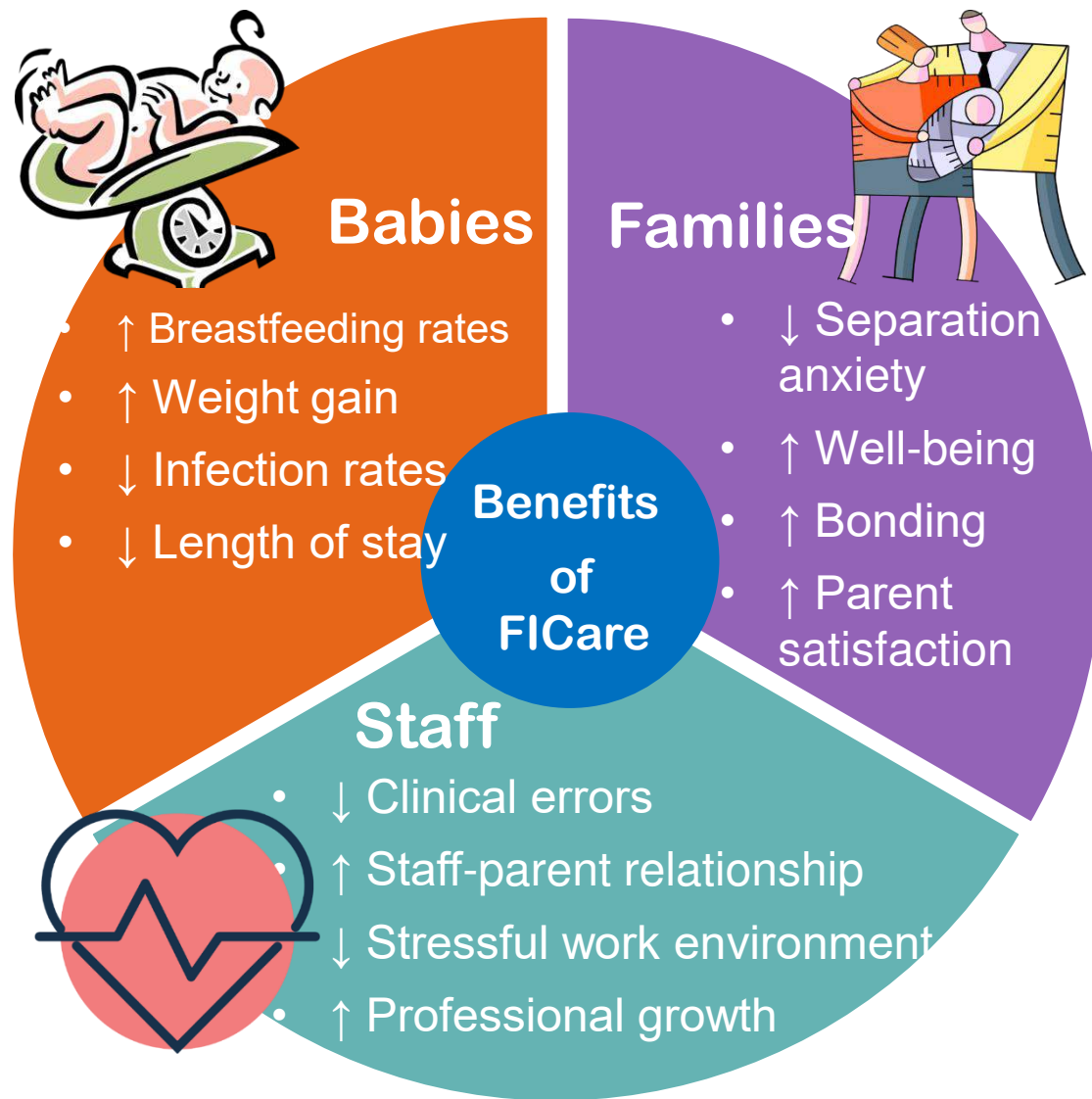
- The Rosie Hospital Neonatal Intensive Care Unit in Cambridge is a 'Level 3' centre based at Cambridge University Hospitals NHS Foundation Trust.
- In addition to providing a full range of neonatal services for the population of Cambridge, we provide tertiary intensive care for sick babies requiring complex medical, surgical, neurosurgical and subspecialty care from 17 units in the East of England.
- We have 28 intensive care/high dependency cots, 12 special care cots and additional transitional care cots. We deliver over 7000 intensive care/high dependency bed days as well as over 5000 special care bed days annually.
- The unit employs more than 200 staff and attract over 800 admissions annually





Family Integrated Care

- Culture of partnership and collaboration between parents and staff in the Neonatal Unit
- Parents are recognised, supported and empowered to be primary caregivers
- Actively integrated as part of team caring for their baby





Bliss
for babies born premature or sick



Bliss Baby Charter

Seven guiding principles that ensure the best care for your baby by involving you.

- 1 Your baby is in the best environment for their development. They have private time with you and they are treated with dignity.
- 2 You are given information and support to help you make decisions about your baby's care.
- 3 Your baby is cared for by a highly trained team in the nearest, most appropriate unit to your home.
- 4 You are involved in shaping care for your baby and making improvements at your unit.
- 5 You and your family are consistently involved in your baby's care because you have the knowledge and facilities to do so.
- 6 You receive practical support and information to enable you to feed your baby.
- 7 You feel prepared for the transition to home and have access to ongoing support.

The Bliss Baby Charter helps neonatal units to measure and improve family involvement in care based on these seven principles.
bliss.org.uk/baby-charter

Registered charity no. 302973 Scottish registered charity SC040878

Family Integrated Care
A Framework for Practice

November 2021



Implementing the Recommendations of the Neonatal Critical Care Transformation Review

NHS England and NHS Improvement



NATIONAL DRIVERS

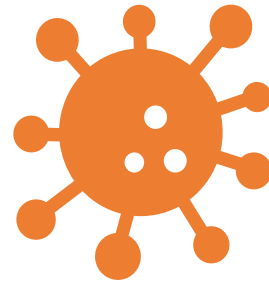


UNITED KINGDOM



THE BABY FRIENDLY INITIATIVE

LOCAL DRIVERS



COVID Recovery



SEED



**Supporting • Empowering • Enhancing
Development**

The Rosie Neonatal Family Integrated Care Project



SEED vision

Engaged and empowered staff

Co-created with families

Individualised care

QI methods

Digital tools



FiCare co-production & action planning sessions

Facebook live Q&A sessions

Quarterly themed meetings

RMNV board on unit

Co-produced SCBU rooming-in document

'Look at our whole journey' In-person event

Sibling video

Parent unit booklet

Co-chair embedded as team member

Co-produced wellbeing booklet

Parent swipe card access

Co-chair visits unit fortnightly to listen to parents feedback

Parent on interview panel



ROSIE
Maternity & Neonatal
Voices

Working in partnership to improve maternity & neonatal services

RMNV is a multi-professional working group led by service users.

Neonatal membership includes neonatal service users, staff and relevant stakeholders.

We all work together to co-produce service improvements.



Co-produced parent led ward round info

Support cake and chat

Parents integrated in research design

Neonatal listening events and anonymous surveys

Refer parents to family support team

Parent transfer info

Support Bliss Baby Charter

Neonatal web link added to clinic reports in fetal/maternal med, pre-term birth & multiples clinic

Parent stories shared on unit

Supported re-opening of on-site accommodation



Rosie Neonatal Voices

Feedback from families



Your opportunity to GET INVOLVED

The SEED project aims to grow and cultivate Family Integrated Care in the Rosie and beyond

How do you think we can improve Family Integrated Care?

Share your views and ideas! On the suggestion board in the beverage bay or by filling in the online form here [=>>](#)

What is Family Integrated Care (FICare)?
FICare is the creation of a strong working partnership between parents and staff in the Neonatal Unit, where parents are empowered to be the primary caregivers and are actively integrated as part of the team caring for their baby.

Family Integrated Care (FICare) vs Family Centred Care (FCC)?
FICare is an evolution and adaptation of FCC. In FCC, parents are encouraged to have greater involvement in their babies' care but largely remain in a supportive role. FICare advances FCC further by supporting parents as primary caregivers and equal partners in the care team.

FICare Myths and Truths

Myth	Truths
Parents look after their extremely premature babies	Just like we do currently, parents are supported to learn about and be involved in their babies' care as soon as possible.
Parents are expected to take on advanced clinical skills	Parent-delivered FICare evolves as the parents become more confident and competent in caring for their babies and as their babies become more stable, requiring less intensive medical care.
Parents are at the bedside all day everyday	The professional duties of the clinical team remain the same. Nurses and other AHPs teach and support parents in taking on a more active role as caregivers to their babies. These include skills in basic care such as feeding, administering oral medications, bathing and weighing.
FICare will fill in the nursing staffing gaps	Parents will be encouraged and supported to stay in the hospital for as long as practically possible, primarily during the day, in order to facilitate participation in ward rounds and teaching sessions. If necessary, schedules are modified to suit each family's circumstances.
	The nurse-to-baby ratio remains the same.
	FICare aims to strengthen and broaden NICU nurses' role as advanced carers and expert coaches for parents.

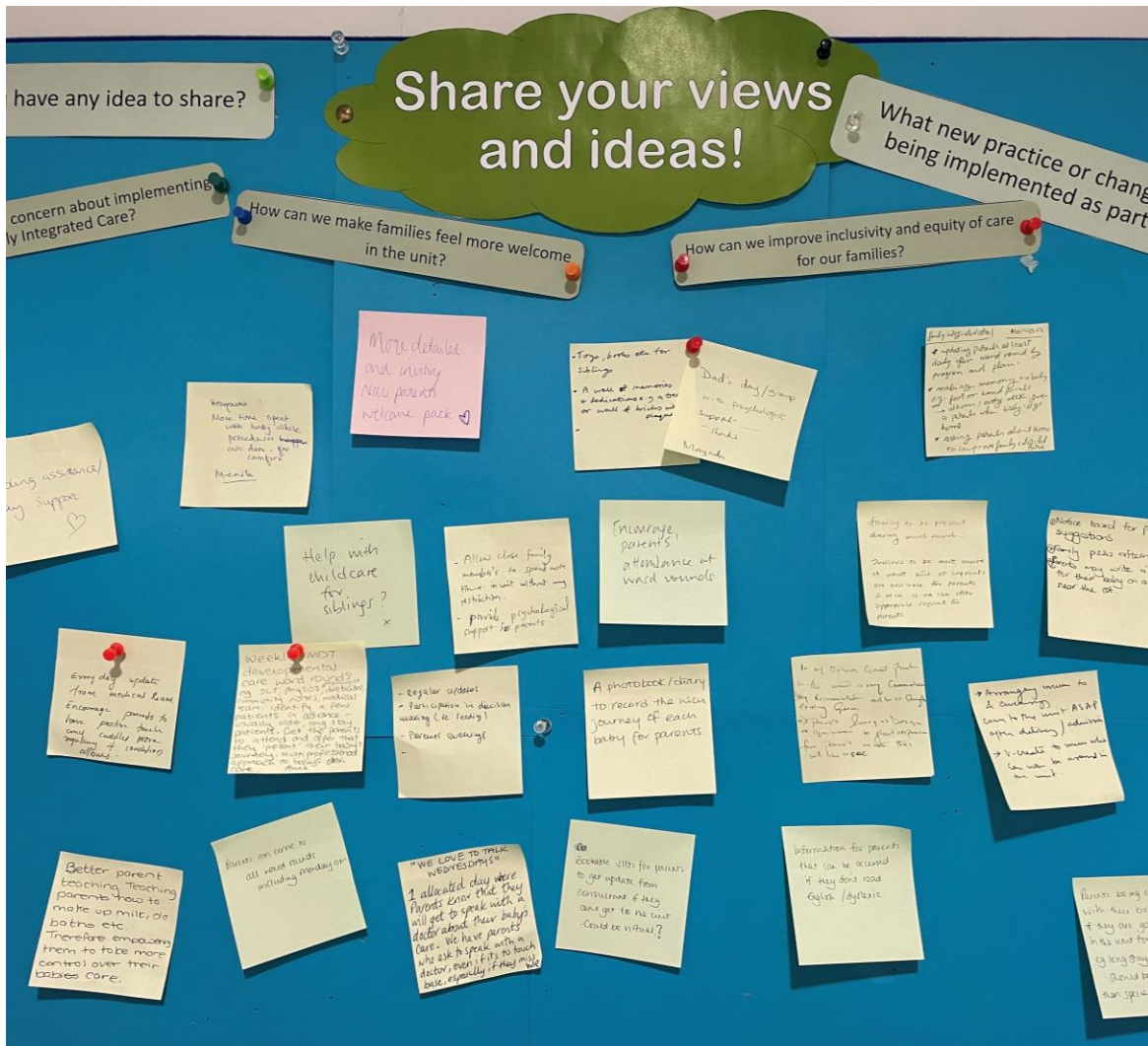
Benefits of FICare

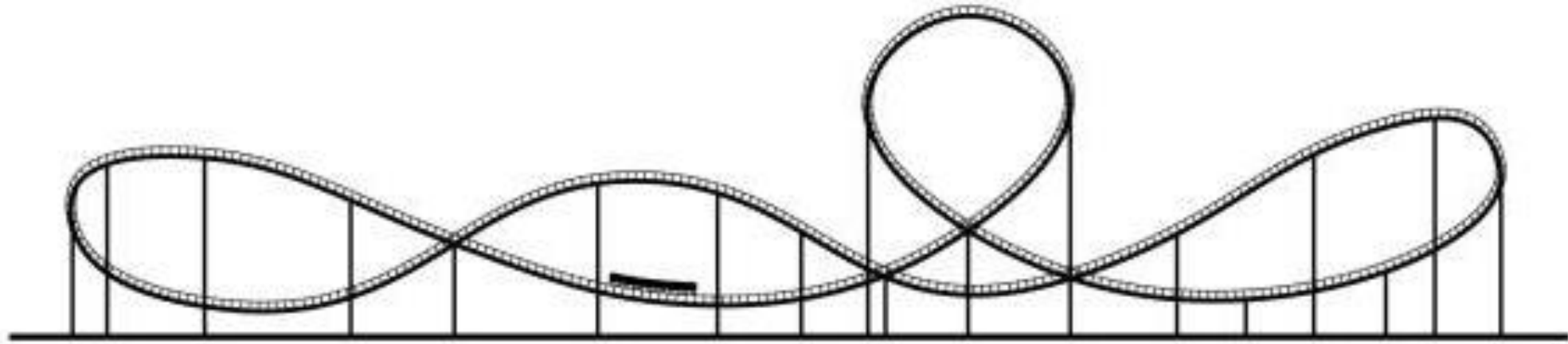
- Babies:**
 - Shortening rates
 - Weight gain
 - Infection rates
 - Length of stay
- Families:**
 - Separation anxiety
 - Milk-banking
 - Binding
 - Parent satisfaction
- Staff:**
 - Clinical scores and incident reports
 - Staff-parent working relationships
 - Staff work environment
 - Opportunities for professional growth and development

FICare in Action

FICare is not a one-size fits all approach. It is achieved by optimising our environment and practice in line with FICare principles.

- Examples of FICare practice in our unit:
 - Video for siblings
 - Parent swipe card access
 - Family room in reception facilities
 - Parents participating in daily care
 - Video updates from medical team
 - Encourage parents to have babies placed only cuddles from only medical professionals
 - Parent-delivered skin-to-skin contact
 - Video updates
 - Examples of FICare practice other hospitals have implemented
 - FICare champions following between babies
 - The FICare Jett: Online educational resource and diary function
 - FICare champions following between babies



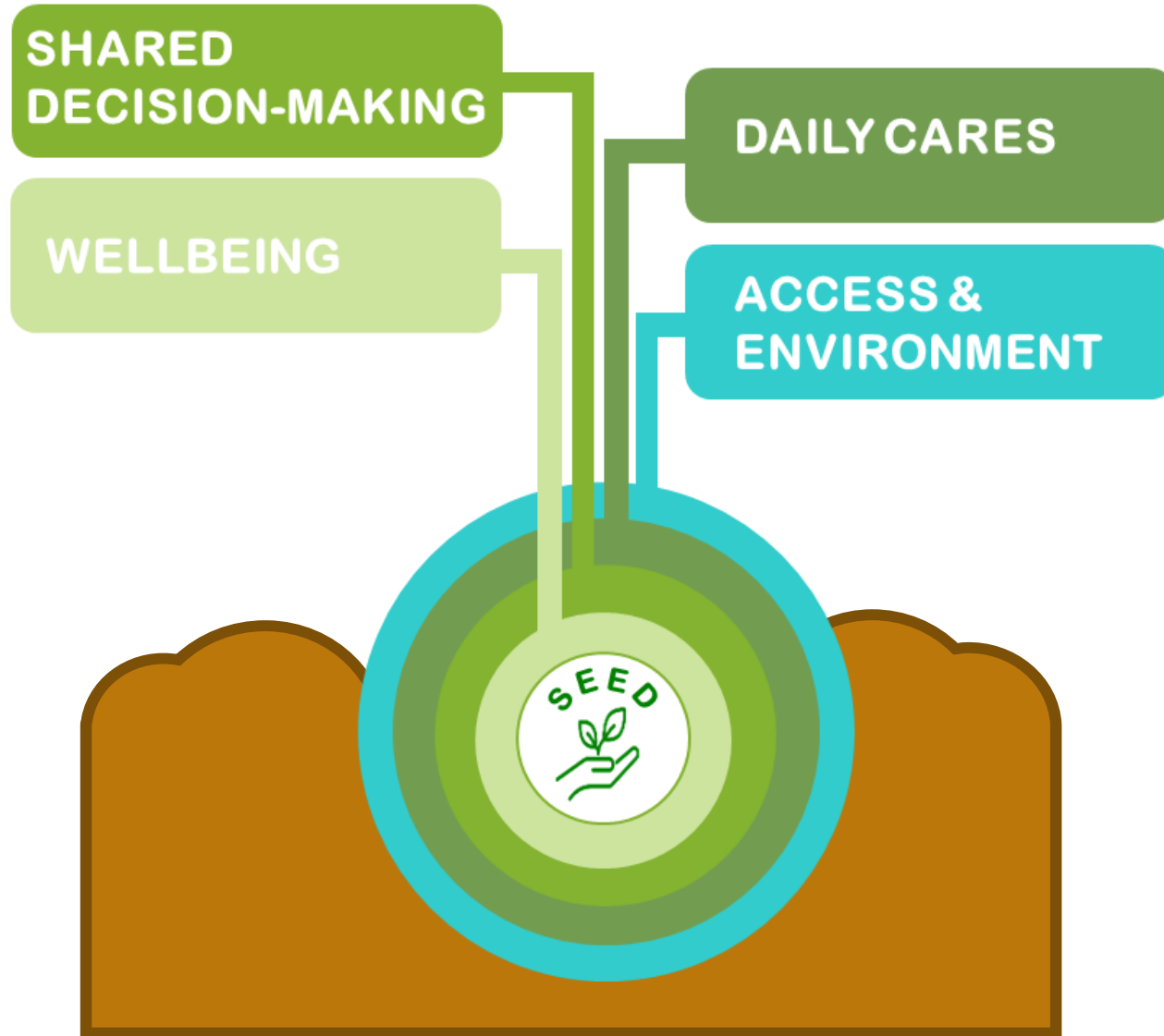


Admission



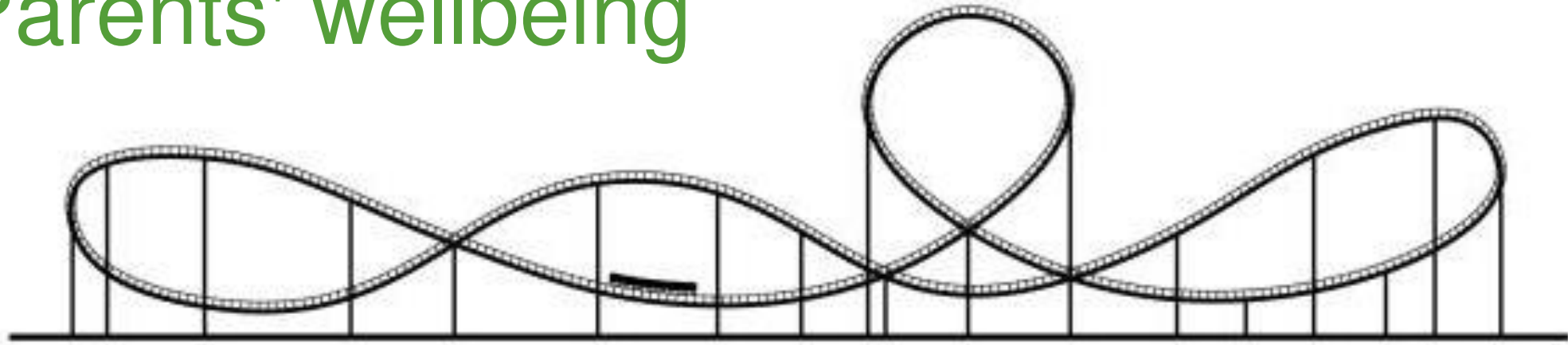
Discharge

Bonding	NICU Learning journey	Discharge planning and transition to home
Reassurance Self-care	Orientation to NICU	Participation in care, responsive care Coaching and confidence



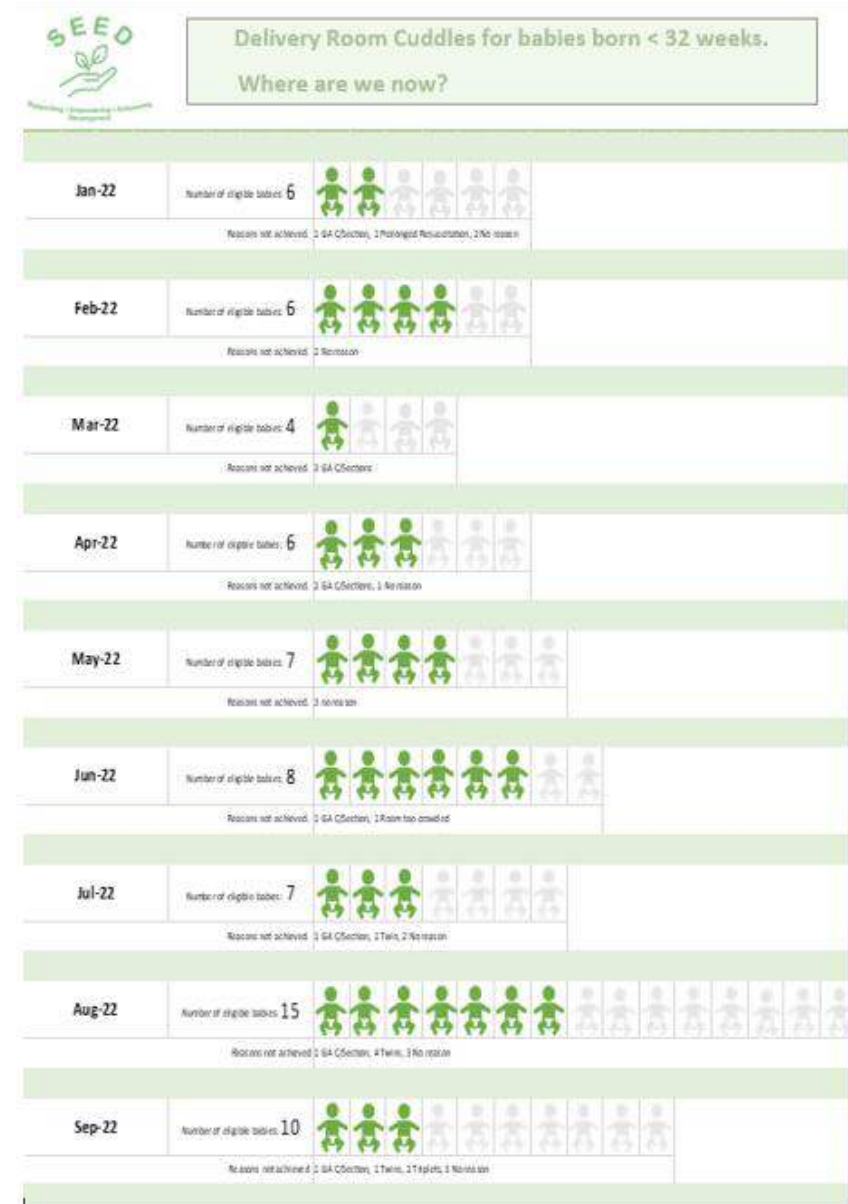
SEED
Programme
Workstreams

Parents' wellbeing



Safe DU Cuddles

- To provide a moment of instinctive normality.
- To provide an opportunity to build that initial physical, psychological and emotional bond.
- To provide an opportunity for firsts. First cuddles, words, photos, videos.
- To support early expression and harvesting of colostrum.
- To provide an update about the care their baby has needed so far before admission to NICU.
- To provide a moment of calm after the stress of delivery and before separation and transfer to NICU.



Remember My FIRST Cuddle!

Early physical contact with my parents helps with our bonding



Check my ETT/mask is secure
Keep the ETCO2 detector on



Ensure my ETT/mask is attached to the ventilator
Keep my SaO2 \geq 90%



Check my heart rate is stable



Keep me cosy between 36.5°C - 37.5°C

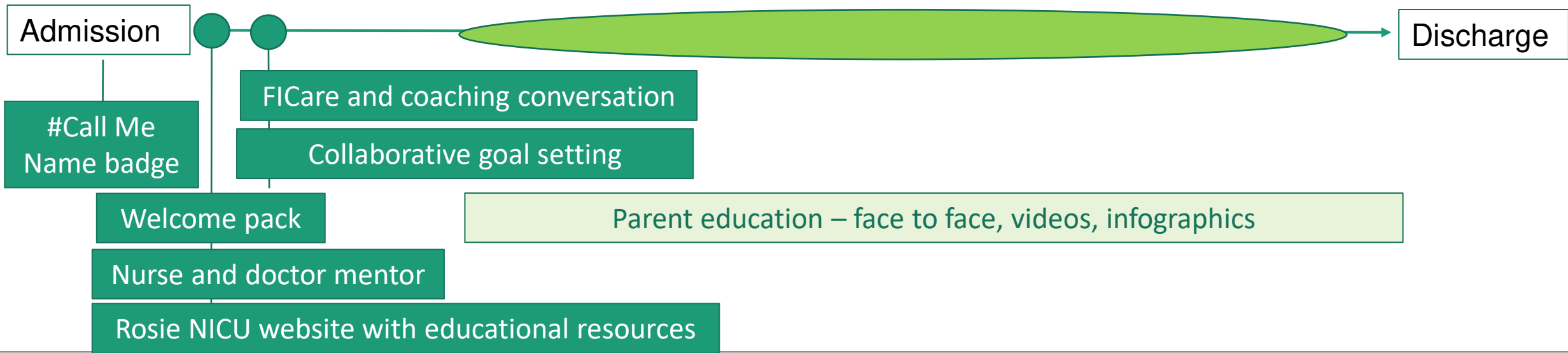
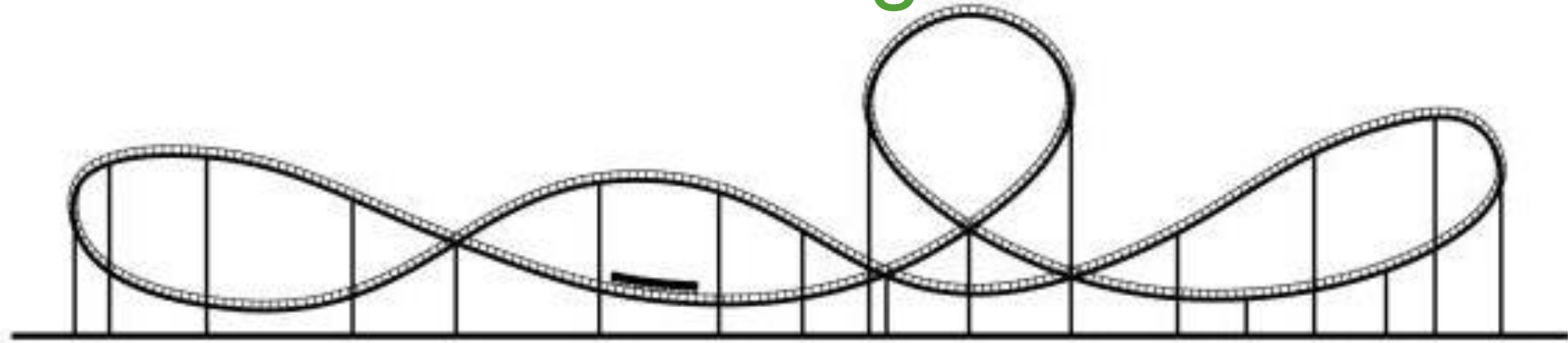
Caution/ Contra-indications:

- X Difficult airway or airway malformation
- X Needs imminent intervention not available in delivery unit
- X Shocked infant requiring significant fluid resuscitation/ inotropes



Cuddle rates improved from 50% to 87% with no detrimental effect on their clinical status.

Shared decision-making

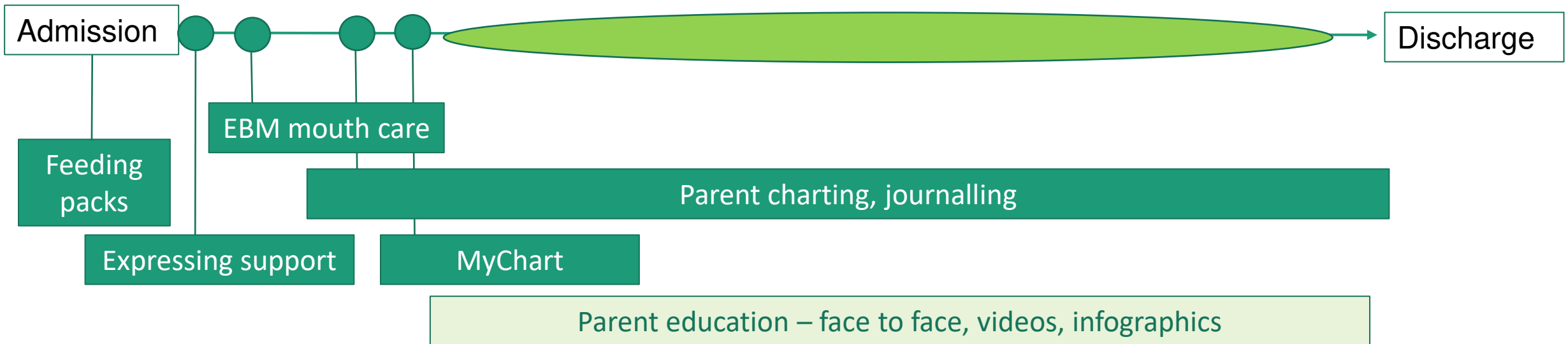
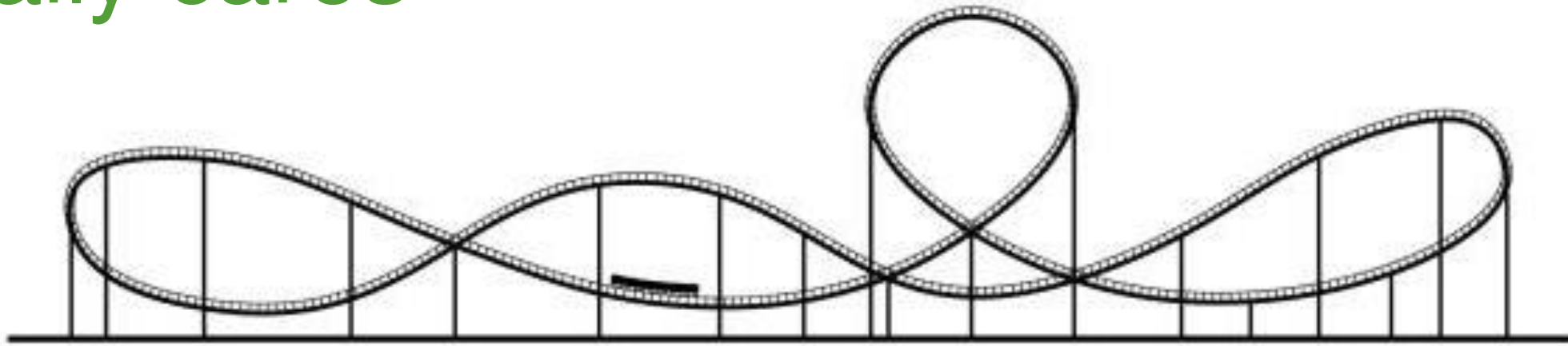




#Call Me Name stickers



































- Address parents by their preferred name
- Highlight their role and place in the NICU



Daily cares



Parent education sessions

- Revised time-table (one session per day at 11:30)
- Better advertising of these sessions

 Parent Education Programme					
Please turn over for more information about each session. All sessions will be held in the quiet room or library, opposite the parents' room.					
	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	11:00 Establishing breastfeeding 	Expressing drop-in 	Preparing your baby for breast/bottle feeding from the early days 	Your sensory baby 	Parent's perspective 
	13:00 Orientation to NICU 	Baby carrying and slings 		Cake & Chat 	Which milk? 
Week 2	11:00 Safe sleep at home 	Establishing breastfeeding 	Responsive, supportive bottle feeding 	Positioning to support development on NICU 	Nutrition & growth 
	13:00 Expressing drop-in 	Preparing for home 	Cake & chat 	Orientation to NICU 	Baby massage 
Week 3	11:00 Establishing breastfeeding 	Expressing drop-in 	Understanding and talking to your baby 	Early activities at home 	
	13:00 Orientation to NICU 	13.15pm: Post-natal care for mums 	Supportive bed changes and clothing 	Cake & chat 	Life on NICU 
Week 4	11:00 Orientation to NICU 	Establishing breastfeeding 	Responsive, supportive bottle feeding 	Baby carrying and slings 	Preparing for home 
	13:00 Expressing drop-in 	Safe sleep at home 	Cake & Chat 	Orientation to NICU 	Wrapped baths / top and tail washes 


Orientation to NICU	Please join our ward clerk in the reception area for a tour of NICU and to discuss general housekeeping information
Life on NICU	An opportunity to learn about the equipment used on NICU and what it all does!
Nutrition and growth	Understanding growth, how this is measured and monitored and what nutrition is required to support good growth
Which milk?	Breastmilk and breastmilk substitutes available on the neonatal unit and beyond, and when to use them
Preparing your baby for breast and bottle feeding from the early days	Come and find out about lots of ways you can help your baby to get ready for the day when they can feed by mouth.
Responsive, supportive bottle feeding	How to gently introduce bottle feeds, if not breast feeding. Learn the signs that bottle feeding is going well. Looking out for clues that your baby needs some extra support, and how you can help
Establishing breastfeeding	Come along and meet with Nina or Lou from the feeding team to learn about the key principles of effective breastfeeding including positioning and attachment at the breast. We will also discuss how to wean off the Nasogastric tube to full breastfeeding.
Expressing drop-in	A drop in session for expressing advice. We know it can be difficult to establish and maintain a supply of breastmilk when your baby is in NICU - so we are here to support you.
Wrapped baths / top & tail washes	Let us help and support you with bathing or giving your baby a top and tail wash whilst on NICU.
Supportive bed changes & appropriate clothing	Come and find out more about what clothing your baby can wear whilst on NICU and which blankets are suitable. We will also demonstrate how to make appropriate supportive boundaries for your baby's incubator or cot whilst on NICU.
Baby carrying and slings	Why 'wear' your baby? Benefits for parents and babies Safe sling use Types of slings and wraps - have a go with a dolly!
Understanding and talking to your baby	Your baby is already communicating with you in lots of ways. Come and find out what their different behavior's mean, and how you can support their language
Your sensory baby	Supporting your baby's sensory development Benefits of kangaroo care / skin to skin / positive touch Sensitive approaches to nappy changing, bathing, sleep and routines
Positioning to support development on NICU	Tips for positioning to support comfort and development Why we use boundaries and how to make them Ways to protect your baby's head shape
Baby massage	Learn and practice baby massage skills whilst soothing and connecting with your baby
Cake and chat	Would you like to meet other parents? Come to this session and have a chat with a cuppa and a piece of cake. We will have additional support from our psychology team on alternate weeks.
Post-natal care for mums	An informal session with the women's health physio, discussing pelvic floors and cores.
A parent's perspective	Are you interested in speaking to a previous NICU Mum? Come and meet Kelly who can offer support and listen to you share your experience and feedback.
Early play ideas for home	Positions for play Tips for introducing tummy time
	Activities to promote reaching developmental milestones EI SMART - early intervention to support development
Safe sleep	Let's discuss the practicalities of taking your baby home and how to promote safe sleeping.
Preparing for home	How are you feeling about taking your baby home? Come to this session to find out more about the support you will receive once you are discharged from NICU.



Working in partnership to improve maternity & neonatal services

Access and environment



SWIPE CARD ACCESS -
? FINGERPRINT
ACCESS



V-CREATE
(IPADS AVAILABILITY IN
ALL ROOMS)



ACCESS AND COMFORT
IN ROOM 12



SIBLING PLAY SUPPORT



MEALS FOR PARENTS



PARKING

NICU's SEED Programme Launch Week

27.03.23 ~ 02.04.23



The Supporting • Empowering • Enhancing Development (SEED) Programme has been developed to improve Family Integrated Care in the Rosie NICU.

In the next few years, we will collaboratively work through a series of improvement projects, organised into FIVE workstreams:

- | Wellbeing | Shared Decision-making | Daily Cares |
- | Access & Environment | Staff Support & Education |

FIRST UP...

Name labels for parents
Recognising parents as key members of their babies' care team

COMING SOON...

Improving
Delivery Room
Cuddles

Parent
Education
Programme

Sibling Play
Support

Staff
Study Days



Working in partnership to improve maternity & neonatal services

Rosie Hospital



We recognise you as equal partners in the team caring for your baby on the neonatal unit.



Together
Safe
Kind
Excellent



Dear Parents,

It is with great pleasure that we invite you to the launch week of the SEED programme.



SEED stands for **S**upporting, **E**mpowering, **E**nhancing **D**evelopment.
This programme has been developed to improve Family Integrated Care in the Rosie NICU.

Please feel free to visit the posters at the NICU entrance between Tuesday 24th and Friday 31st to find out more about

What is Family Integrated Care?

Why is Family Integrated Care important?

Our plans to improve Family Integrated Care in the Rosie Hospital.

The Rosie Family Integrated Care Bingo is a fun and educational activity we had designed for staff and families. We hope you'd find it informative and enjoyable.



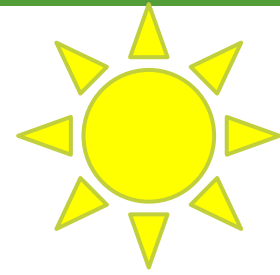
Rosie NICU SEED Programme

Improve parental wellbeing and participation in their babies' care

More "Good Days at Work"

Increase breastfeeding rates

Reduce length of stay



#CallMe Name Sticker
Recognising and respecting parents' role as equal partners in their babies' care. Parents are invited to wear these stickers to help us address them by their preferred name.

"What Matters?"
Asking families "What Matters to You?" We will support staff to adopt the roles of **'Mentor Nurse/Doctor'** and actively seek to understand what matters most to each family to set collaborative goals and plans for their baby.

Staff Education
Study days on The Unicef UK Baby Friendly Initiative and Family Integrated Care are being rolled out to all staff.

Parent Education Programme
A rolling Parent Education Programme and parent information materials are being developed to provide parents with the knowledge and skills to confidently care for their babies.

Delivery Room Cuddles
Currently ~50% of very preterm babies do not get a cuddle in DU before admission. We aim to implement safe DU cuddle for all babies well enough to receive it. Look out for the DU cuddle sign (out this week) on how to support this.

SHARED DECISION-MAKING

DAILY CARES

Early EBM
Currently only one out of 3 babies admitted to NICU receive EBM, as mouth care or nutrition, in the first 24 hours. We aim to improve this to 85%.

WELLBEING

ACCESS & ENVIRONMENT

Staff Wellbeing
We will be hosting a series of 'Joy in Work' activities to understand what makes 'A Good Day at Work' and to improve staff wellbeing and enjoyment at work.

Comfort Club & V-Create
Student doctors from Cambridge University Paediatrics Society will help to provide comfort and development care to babies and take V-create photos and videos for parents when parents cannot be on the unit.

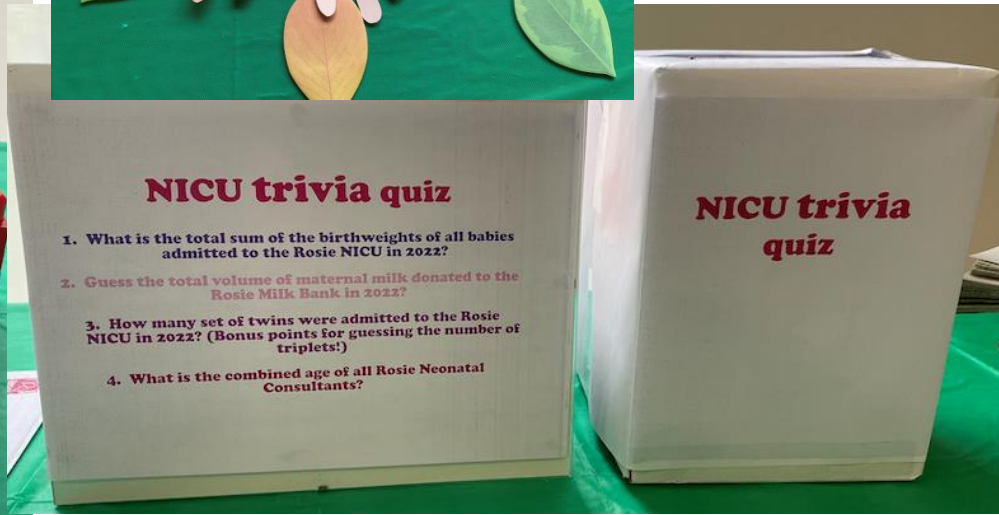
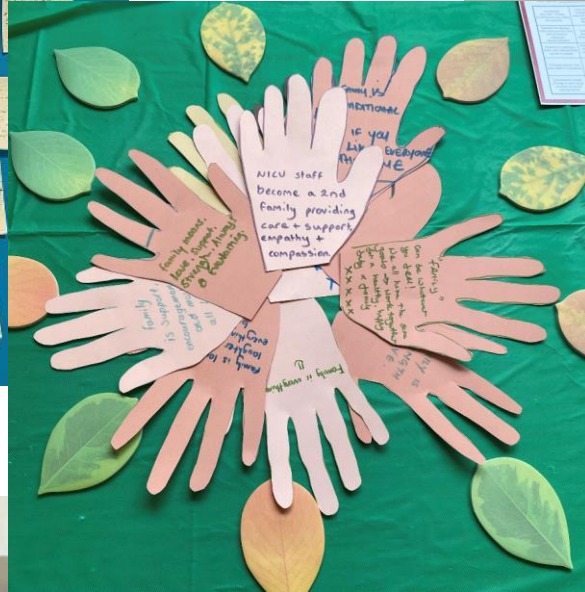


The Rosie Family Integrated Care BINGO – Family version

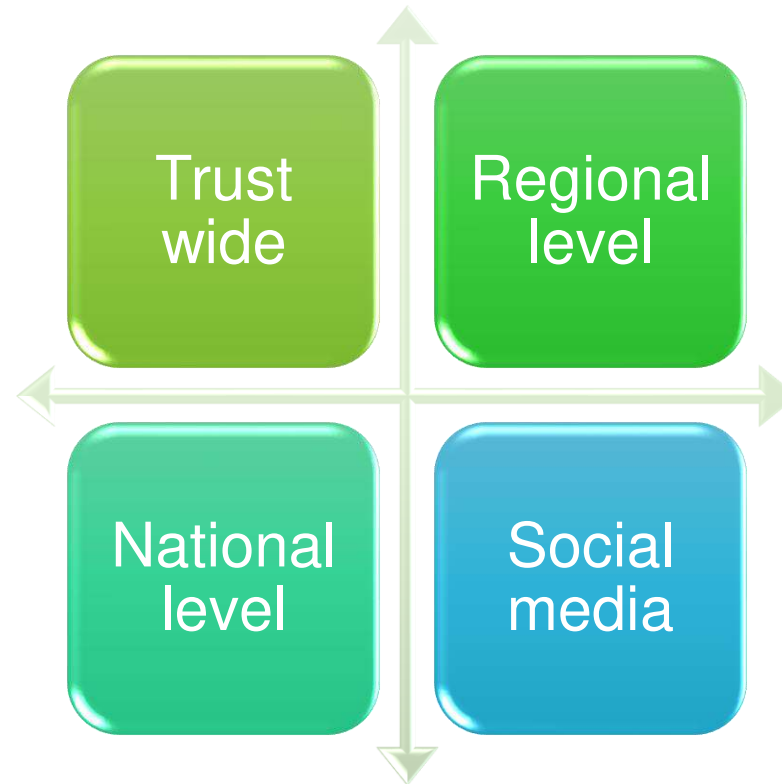
This is a snap shot of the activities that families experience in their NICU journey. Not every baby or parent or sibling will be ready for some of the activities below. Please ask a member of staff if you are unsure or if you would like support.



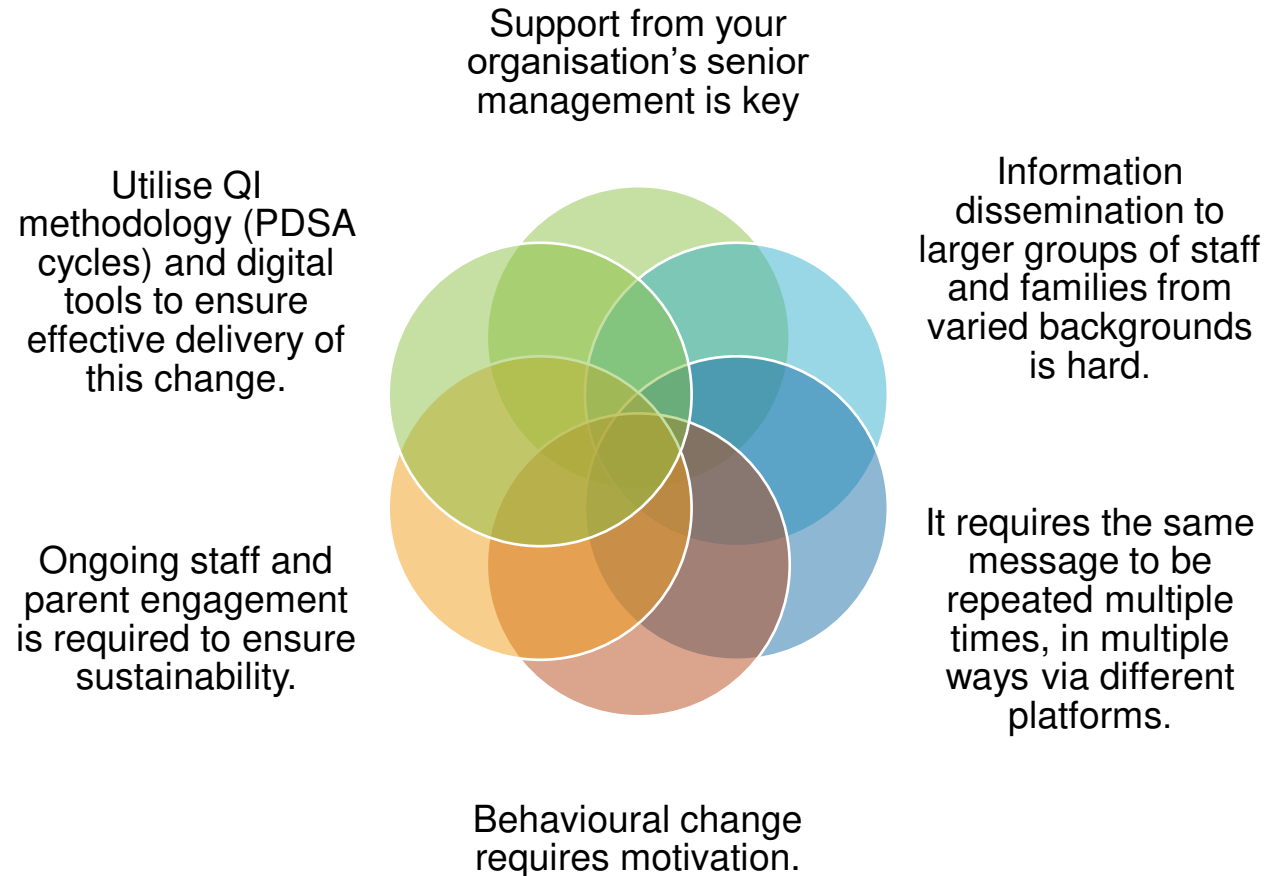
Read a book to my baby to help with their brain development	Held my baby's hand to provide positive touch	Gave or was shown how to give colostrum to my baby to boost their immunity	Asked for an update for my baby to learn about my baby's progress	Asked about the machines and monitors supporting my baby
Wore a "#Call me" name sticker.	Visited the 'SEED' poster display to learn about Family Integrated Care	Helped change a nappy to keep them comfortable and protect their skin	Was shown around the unit to familiarise with my surroundings	Got support with expressing milk to kick start my breast feeding journey
Said "I love you" to my baby	Added to my baby's Beads of courage to create a record of their journey	Assisted with a tube feed to provide nourishment for my baby	Ate 3 meals today to nourish myself	Kissed my baby and enjoyed their gorgeous smell
Sang a song to my baby to comfort them	Cleaned my baby's eyes/ face	Chose bedding or clothes for my baby to wear	Had a photo taken with my baby	Signed up to V-create so I can be sent a picture/ video of my baby
Had skin-skin with my baby to help us bond	Offered my baby a breast/ bottle feed to establish oral feeding	Gave mouth care with expressed breast milk or sterile water	Spoke to an AHP to learn how to best support my baby (Dietician/SLT/ PT/OT)	Registered my baby with a GP to ensure seamless continuity in care



Spreading Awareness

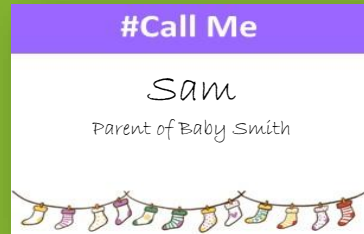


Key learning points



Any questions?

#Call Me Name Sticker



SHARED
DECISION-MAKING

DAILY CARES

WELLBEING

ACCESS &
ENVIRONMENT

Delivery Room Cuddles

Remember My FIRST Cuddle!
Early physical contact with my parents helps with our bonding

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Keep the ETCO2 detector on
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Family Integrated Care Bingo

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