

Local Guideline



John Hunter
Children's Hospital
CHILDREN, YOUNG PEOPLE AND FAMILIES



Health
Hunter New England
Local Health District

NICU Parent Emergency Accommodation

Sites where Local Guideline applies	Neonatal Intensive Care Unit, JHCH
This Local Guideline applies to:	
1. Adults	No
2. Children up to 16 years	No
3. Neonates – less than 29 days	Yes
Target audience	Approval gained from the Children Young People and Families Network on 7 th September 2017
Description	All clinical nursing managers/team leaders in NICU. Provides guidance for NICU NUM's and Team Leaders in the use of the emergency parent accommodation rooms in the parent space in NICU.

[Go to Guideline](#)

Keywords	Accommodation, Emergency, Ronald McDonald Family House, Ronald McDonald Family Room
Document registration number	JHCH_NICU_06.06
Replaces existing document?	No

Related Legislation, Australian Standard, NSW Ministry of Health Policy Directive or Guideline, National Safety and Quality Health Service Standard (NSQHSS) and/or other, HNE Health Document, Professional Guideline, Code of Practice or Ethics:

- [HNELHD Local Procedure: JHH_JHCH_0001Relative accommodation: Booking procedure for Kookaburra Cottages & Uncle Bob's Yallarwah Place.](#)

Prerequisites (if required)	N/A
Local Guideline note	This document reflects what is currently regarded as safe and appropriate practice. The guideline section does not replace the need for the application of clinical judgment in respect to each individual patient but the procedure/s require mandatory compliance . If staff believe that the procedure/s should not apply in a particular clinical situation they must seek advice from their unit manager/delegate and document the variance in the patient's health record.
Position responsible for the Local Guideline and authorised by	Pat Marks. General Manager / Director of Nursing CYPFS
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Date authorised	13 th November 2017
This document contains advice on therapeutics	No
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Review date	18 th December 2020

Note: Over time links in this document may cease working. Where this occurs please source the document in the PPG Directory at: <http://ppg.hne.health.nsw.gov.au/>

Purpose and risks

This local guideline has been developed to provide guidance to the Clinical NUM's and Team Leaders in NICU around the use of the parent bedrooms for emergency accommodation situations. There are only two bedrooms available, and should only be used for short-term, emergency accommodation situations. It is not to be used for 'rooming-in' situations, where the infant can be cared for at home, or on the Hospital In the Home program (HITH).

These are the risks:

- *Parents will be offered the use of the room without exploring alternative options. I.e. Ronald McDonald House*
- *Beds will be used for postnatal women whose baby is in the NICU, who still require postnatal care.*
- *Rooms will be used for extended periods of time, and thus 'block' the room.*

These risks are minimised by:

1. *Bedrooms are offered to families on a short-term (maximum of 2 nights only) emergency situation*
2. *Not used for 'rooming-in' situations*
3. *Managed by the NUM NICU or NICU Team Leader, in consultation with Neonatologist on duty.*

Risk Category: *Clinical Care & Patient Safety;*

Glossary

Acronym or Term	Definition
Ronald McDonald Family Room	Refers to the two bedrooms with en-suite located in the Family Space
HMS	Home Maternity Service
NUM	Nurse Unit Manager
HITH	Hospital In the Home
NETS	Newborn and Paediatric Emergency Transport Service
NICU	Neonatal Intensive Care Unit
RMcD House	Ronald McDonald House

Guideline

This Guideline does not replace the need for the application of clinical judgment in respect to each individual patient or family.

Parents may be offered accommodation in the parent bedrooms in the following situations:

- Infant is retrieved from a peripheral hospital to NICU JHCH out of hours (i.e. evening or overnight). Accompanying parents may travel with NETS team or

independently, with no alternative accommodation available. The parent may be offered to stay overnight in the parent bedroom, until the following day, where Social Work may be engaged to assist with longer term accommodation options.

- Infant is critically unstable, and parents have been advised to stay on Unit, or as close as possible, should the infant deteriorate further.
- Parent of a growing premature infant requiring home oxygen, may be offered one night accommodation prior to the infant being discharged, to ensure they are comfortable caring for the infant and the equipment, in the event the infant is NOT suitable to be discharged home on the HITH program. This is at the discretion of the NUM 2 and Consultant Neonatologist.
- Parents will be offered a maximum of two (2) nights' accommodation in these rooms and will be required to sign an agreement form to this effect.
- Parents who are not eligible for accommodation at Ronald McDonald House, but are required to stay close to their infant to ensure they are safe before discharge. This is subject to room availability, maximum nights' and at the discretion of the NUM 2 and Consultant Neonatologist.

The rooms are not to be routinely used for the following:

- Any infant who is admitted from HMS for treatment of jaundice. These babies may be eligible to be admitted to HITH (see guideline No: Will be added, CPG is still in review stage.)
- Unwell mothers who require ongoing inpatient maternity care.
- Babies who are feeding well and taking five breast feeds. These babies should be discharged home and if required admitted to HITH for full establishment of suck feeds.
- Babies who are being cared for independently by their mother, but require a course of intravenous antibiotics. These babies should be considered for HITH.

In the event that both bedrooms are occupied, and a parent is requesting or recommended to stay close by the baby, they may be offered to stay in the recliner chair at the baby's bedside. Parents should be informed that this is only offered in extenuating circumstances, as it is not comfortable or practical long term option.

NICU Ronald McDonald Family Room Facilities

Bedrooms

- All linen will be provided, and located in the linen cupboard outside the bedrooms.
- Upon vacating this room, the NUM 2/Team Leader will inform housekeeping services, who will clean and remake the bedroom ready for the next family.

NICU Ronald McDonald Family Room and Quiet Room

Families who are in the NICU are welcome to take some 'time out' in the NICU Ronald McDonald Family Room. Here they are able to make a cup of tea or coffee, or a light snack, and generally have a break from activity within the NICU. The Ronald McDonald Family Room will be equipped with tables and lounges, as well as a child friendly play area and activities.

Ronald McDonald House volunteers will be available at varying times throughout the day in this room to provide ongoing support for families.

NICU Baby Buddies are also available during the day to provide support and assistance for families, particularly with siblings.

Miracle Babies will host a morning tea for families in this room, each Thursday morning. Families are encouraged to join our Miracle Babies volunteers in the Family room, for a light morning tea and a chat.

The 'quiet' room may be used for the parent to rest in throughout the day.

Procedure for Booking Parent Accommodation

- Need for accommodation identified with NUM/Team Leader.
- NUM/Team Leader confirms room availability (diary with booking information)
- Parent orientated to Parent Accommodation room, and given swipe care for access to room.
- Ensure parent has linen/towels
- Provide family with Personal Care Emergency Pack (if applicable)
- Complete booking information sheet, complete with parent signature

Swipe Care Access to Bedrooms

- Security and access to each of the bedrooms will be via swipe card access.
- Upon booking a parent into the bedroom, the NUM/NICU Team Leader will need give the parent a swipe card that will only access that particular room. Please document card number on the booking agreement form.
- When the family leaves the room, the swipe card will be returned to the NUM/team Leader, ready for the next family.
- In the event that a family fails to return the swipe card once they leave the room, the NUM/Team Leader must inform security to deactivate that card.

Personal Care Emergency Pack

- NICU will have a small supply of Personal Care Emergency packs (basic toiletries) to give to families who arrive to NICU expectantly, or out of hours.
- Please see NUM 2/Team Leader if this required.

Staff Preparation

It is mandatory for staff to follow relevant: “Five moments of hand hygiene”, infection control, moving safely/safe manual handling, documentation practices and to use HAIDET for patient/carer communication: **H**and hygiene **A**cknowledge, **I**ntroduce, **D**uration, **E**xplanation, **T**hank you or closing comment.

Implementation, monitoring compliance and audit

The level of implementation, monitoring or compliance

1. the document will be communicated to staff via the HUB and accessed on the PPG
2. Education and training will be provided to NUMs and Team Leaders
3. the document will be monitored for effectiveness and compliance

APPENDIX

NICU Emergency Parent Accommodation – Parent Agreement Form

Patient MRN Label

Parent Name: _____

Contact phone number: _____

Nights Booked: In: _____

Out: _____

Room No: _____ Swipe Card No: _____ Swipe Card Returned Y or N _____

I,(parent name) acknowledge that I am being offered temporary accommodation in the NICU Parent Accommodation rooms, up to maximum of two (2) nights, from(date) to(date). I agree to vacate the room by 10am on the morning of (date).

I understand the maximum stay is to ensure all families have access to this facility should they require it.

Parent name: _____

Parent Signature: _____

NUM/NICU Team Leader: _____

NUM/NICU Team Leader Sign: _____

Date: _____

Reason for

Accommodation: _____

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20th August 2017

7th September 2017

FEEDBACK

Any feedback on this document should be sent to the Contact Officer listed on the front page.