



# Welcome back to Christchurch Women's NICU

Whānau/Family Information – Neonatal Services

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We would once again like to apologise for having to transfer you to another level 3 neonatal service to care for your pēpi/baby while we were over capacity. The decision to undertake a transfer is never taken lightly. The senior team base the decision on what is felt to be the safest option for you and your pēpi care at the time.

We will give you a tour of the unit on your arrival to familiarise you with the surroundings – we also have maps around the unit which outline our ward layout. If we do not get a chance to complete a tour on your arrival, please let us know.

Once you settle in you may notice there are differences in the way the Christchurch neonatal unit functions in comparison to where you have been. Working in partnership with parents/caregivers is embraced within our Family Integrated Model of Care and you will be encouraged to be fully involved with your pēpi care. Parents are welcome 24 hours a day and we welcome any questions you may have.

- Our medical ward rounds occur daily, and we welcome parents to be present on the ward rounds to be updated and kept informed about their pēpi progress. The round is cot-side daily in rooms 1-4, and for rooms 5- 7 cot-side on a Tuesday, Wednesday and Friday.
- We will provide you with an information pack and we also have a website that provides videos and information about the Christchurch NICU – the address is Neonatal Service | Te Whatu Ora - Waitaha Canterbury ([cdhb.health.nz](http://cdhb.health.nz))
- We have a social work team who will introduce themselves to you after your return. We have psychologists working in NICU, please let us know if you would like to meet one of them.
- If you are expressing/breastfeeding, we do have a supply of electric breast pumps that we can loan to you for use at home while your pēpi is in the unit, this is at no cost to you.
- The paediatrician you are admitted under on your return will become the primary paediatrician for the follow up care of your infant after discharge.
- Parking – there are options described on the website.

Further information is available on the Neonatal Service website – use the QR code below

