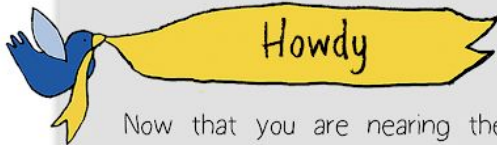


# PREP FOR HOME



## COVID-19 EDITION



Now that you are nearing the end of your journey, we wanted to share with you some community info that you might find useful as you're preparing for home! We know how long you've waited to hear the 'H' word and you're getting so close now it can almost feel scary, that's why we've put together this document because knowledge is power, right? Oh and just so you know, we are doing our level best to update this info regularly. However, throughout COVID-19, things are changing all the time. So, if you're having trouble accessing a service, do give the cotside team a shout and we'll ensure you get connected with whatever support you need.



After having your baby, the midwife team who looked after you and your baby in pregnancy and labour will change and you'll be introduced to dedicated health visiting team working

out of the community hub in: [Jerrard Wing, East Devon, Honiton Hospital](#), telephone [0333 234 1903](#) or email [rde-tr.EasternPHNhub@nhs.net](mailto:rde-tr.EasternPHNhub@nhs.net). As part of your discharge planning from the unit, a member of the nursing team will make contact with the hub and they will get in touch with you. If you've any worries or concerns about your baby, you can contact the health visiting team in 3 different ways. You can email the health visiting hub directly, ring and speak with a Health Visitor or text only [07520 631721](#) and a health visitor will text you back. Their service runs Monday- Friday 9am - 5pm. Of course, you will still receive your 'new baby' contact, though there may be variations in the way these visits are carried out at present due to COVID-19, for example some contacts may be via telephone or through online connections. This is to keep you and your baby safe, as well as to protect the workforce and ensure these vital services can continue to operate. Please remember your G.P is also available if you have any worries or concerns.



After leaving the Neonatal Unit, many of your babies will receive follow up care from the consultant team. Those who qualify will be allocated their own consultant, this is usually the Doctor who was there at your baby's birth. In usual circumstances, you'd be invited to bring your baby into the clinic but right now consultations will happen over the phone or via internet connections. Don't worry though, your baby will receive great care and importantly, this will be delivered by someone who knows you and your baby. The hospital will write to you about these appointments, letting you know when and how they will happen. Some parents may be wondering whether they will receive a 'vulnerable' letter. The answer to this is that not all neonatal babies will be issued with one of these. You are more likely to receive a vulnerable letter if your baby is on oxygen or has a specific condition that places them into the shielding category.





# ESSENTIAL SERVICES

## Accident and Emergency

Whilst it's really important to follow government advice and stay home in this period, it's vital to remember that that A&E is still open and there to treat babies who have serious illness. It can sometimes take a while to gain your confidence after returning home and it can be a tough call to make, knowing when it is appropriate to seek emergency care. Enclosed with this publication is some guidance that shows a red/amber/green system. It's aimed at helping you to ensure your baby receives the right care at the right time.

Remember, the medical team in the hospital wouldn't be sending you home if your baby wasn't ready. With social distancing in place your baby is even less likely to become ill. This documentation is being provided in the unlikely circumstance that your baby develops an illness and requires extra care.

## Pharmacy

Some of you will be taking your baby home on prescribed milk or drugs. For those super complicated prescriptions the hospital will provide you with a plentiful supply. However, when it comes to ensuring some of the more common drugs and milks are in stock, we would recommend contacting your local pharmacy even before your repeat prescription is due. This will then give the pharmacy a little extra time to make sure they have what you need available. Special stocks for special babies!



## Feeding Support



Your health visiting team are the best people to provide you with feeding support as they have the most up to date info and guidance. However, if you are looking for something a little bit extra or looking for peers to chat to through the long nights that await, the following groups could be a good source of informal support.

**Cullompton - Breast Buddies** continue to offer Facebook support and are considering ways digital media can support breastfeeding. Check them out on Facebook

**Tiverton - Healthy Babies UK** continue to offer Facebook support and are considering ways digital media can support breastfeeding. Check them out on Facebook

### NATIONAL SUPPORT

ABM Breastfeeding helpline  
03003305453 - 9.30am - 10.30pm  
La Leche League helpline  
03451202918 - 8am - 11.00pm  
National Breastfeeding helpline  
03001000212 - 9.30am - 9.30pm  
NCT Infant feeding line  
03003300700 - 8am - 12am



# DEVELOPMENTAL SUPPORT

One of the things that many parents will be wondering about is how they can support their baby's development throughout their early weeks at home. Lots of SNUG parents have told us how they have enjoyed taking part in 'Bounce and 'Rhyme' at their local Library. We are pleased to tell you that the weekly groups are still going ahead (albeit online) so you and your little 'Snug bug' can still enjoy the singing sessions. Your baby will love the stimulation of new voices and singing with you and best of all, this service is completely free. To participate all you need to do is find your local library on facebook and join the facebook live event - [Barnstaple Library](#) are running theirs [Wednesday at 10:30](#); and [South Moulton Library](#) [Saturday at 11:30](#). Whilst you can't visit the library to discover new stories, you can still Download and stream free eBooks, eAudioBooks and eMagazines by going to [librariesunlimited.overdrive.com](http://librariesunlimited.overdrive.com)

## Home Start

Have you ever heard of Home start? We have been working alongside them in our community for many years. One thing they are truly brilliant at is offering emotional support to parents. If you find yourself feeling a bit wobbly after being discharged home, Homestart can provide a one-to-one befriender who will be there especially for you on a weekly basis, they are also run a virtual group for pregnant/new Mum's called 'Mothers in Mind'. Of course, as with all services at the moment, support needs to happen online or over the telephone. However, their friendly team is still very much up and running and we can tell you that they are lovely! If you'd like to self refer to Home Start, you can do so by phoning 01342 826299 or talking to your allocated peer worker who can set the wheels in motion!  
[home-start.org.uk/](http://home-start.org.uk/)



# EMOTIONAL WELL-BEING



## Children's Centres

We've also been chatting with our local Children's centre and have been super impressed with all they are doing to help support babies' neurodevelopment throughout COVID-19. They have a couple of excellent programmes they are running that are just brilliant for relaxing baby and helping you to get to know your newborn at home. The first free course that they are offering is 'Baby Massage' - Those who enrol will receive pre-recorded video teaching sessions where you can learn the various techniques. These will be followed up with one to one phone chats, so if you have any questions, you get all the support and advice you need. The second developmental opportunity for your baby, is with the 'Here's looking at you baby' course. This course is designed to help you understand your baby's unique cues and can really help support with bonding and attachment. If either of these courses are of interest to you, you can either self refer to the childrens centre directly or speak to your allocated peer worker and he/she can make the referral on your behalf. [Simply email middevoncc@actionforchildren.org.uk](mailto:middevoncc@actionforchildren.org.uk) or text ANN on 07702512809 - Remember to let them know you're baby is a SCBU/NU Baby

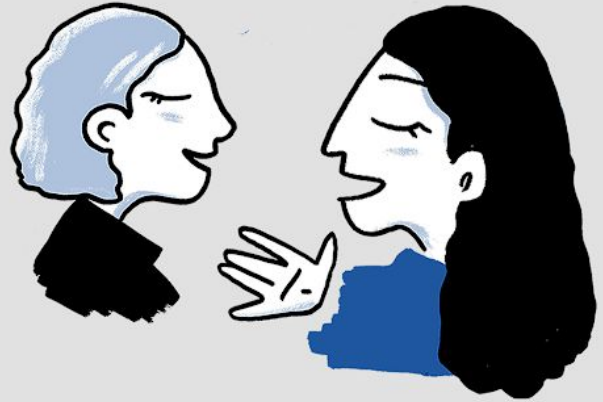


# OTHER SUPPORT



## Peer Support

Often just knowing that you have the SNUG community alongside you whilst you are in hospital and after you are discharged home is enough. Our friendly peer support teams can be there for you online and can connect you with other families who are going through a similar experience. Being part of a community to make you feel as though you are not the only one who has good days and bad days. Having ups and downs doesn't necessarily mean you need extra support but knowing that it's there if you need it can make a huge difference.



## Baby Bank

We know that sometimes it can be hard to source things throughout COVID-19 and that many families will be under financial strain as a result of an unexpected NEONATAL stay. The Exeter baby bank is a very valuable resource, offering essential items and equipment for babies. If you are struggling they may well be able to help, just mention it to your nurse or health visitor and they will get in touch with the baby bank on your behalf. Please be aware that the baby bank only accepts referrals from healthcare partners and aren't able to deal with individual requests

## Specialist Services

Social distancing and lock down can take its toll on families and it's important that we are all aware that help is still out there if you are dealing with a sensitive issue within your family structure. The Neonatal Journey is long and arduous and for some this may mean that new or underlying issues may re-emerge. SNUG is a non-judgemental service and we'd like families to know that it's okay to reach out and ask for additional support. Below, we have listed details of local specialist services and how they can be contacted. If you are facing difficulties and would like support with taking a vital first step, please don't hesitate to reach out to your peer worker and we will do our best to get you connected with whatever help you need. Additionally, you can contact these services confidently and independently via the contact details below.

### Support for Alcohol & Substance Abuse

Local support in Devon  
0800 233 544  
[edp.org.uk/get-help](https://edp.org.uk/get-help)

Drinkline  
0300 123 1110 (9am-8pm)

### Support for Domestic Abuse

Splitz  
Devon Helpline:  
0345 155 1074.  
[splitz.org](https://splitz.org)

Stop Abuse for Everyone  
(SAFE)  
030 30 30 0112.  
[info@safe-services.org.uk](mailto:info@safe-services.org.uk)

### Support for your Mental Health

Talk Works  
Can be referred via your GP or self refer on their website  
[talkworks.dpt.nhs.uk](https://talkworks.dpt.nhs.uk)  
0300 555 3344

The Samaritans  
116 123 or [jo@samaritans.org](mailto:jo@samaritans.org)