Welcome to
Kingfisher Mother and Baby Unit
Perinatal Mental Health Service

Information for women and families
using our service
Welcome

Kingfisher Mother and Baby Unit is an eight bedded self-contained ward situated on the Hellesdon Hospital site in Norwich.

Our family centred Mother and Baby Unit (MBU) offers hospital admissions for women and their babies where a mother is experiencing perinatal related mental health problems, when treatment or care cannot be provided at home. The unit also accepts women in the latter stages of pregnancy (from 32 weeks pregnant).

We will provide specialist care for women and their babies with moderate to severe mental health conditions while they are pregnant or in the first 12 months after birth. By providing specialist therapeutic care and opportunities, parents are able to build a secure bond with their babies while receiving treatment for their mental health.

We are here to support you to get better and return home to your family. We will help you with all aspects of your recovery, including physical health, mental health, and your confidence as a mum or mum-to-be. We are committed to helping you and your family to care for and bond with your baby.

Coming into hospital can be a difficult time for you and your family. We are here to support you as much as possible during this time and your stay with us.
What to expect when you arrive

On arrival
You will be greeted by a member of the team and offered a tour of the unit when you are ready, including your bedroom. If your partner / children are with you, they are welcome to be shown around too. You will be allocated a named nurse and nursery nurse on arrival.

Initial assessment
You will have an initial assessment by one of our doctors and your key worker. As well as discussing your mental health, a physical examination will also be carried out. During this assessment we hope to gain some understanding of your hopes, your strengths, your concerns and preferences for your treatment, so we can give you and your baby the best possible care. You are welcome to ask any questions you may have.

Your belongings and valuables
We ask that you bring a supply of the things you would need to care for yourself and your baby when away from home. Here is a list of what we would recommend:

**For you:** comfortable day clothes; slippers; night clothes; toiletries, including washing powder, hand soap, hair brush, shampoo and conditioner etc. A small amount of money for local shops, any medication you are taking and pregnancy notes, if applicable. Please feel free to ask about items you would like to bring to help occupy your time.

**For your baby:** Bottles and formula (if using). A bottle brush; baby clothes; any medication baby is on, including nappy creams, teething medications, infacol; nappies and wipes; dummies (if using); pram or buggy and car seat (there will be some available on the ward to use if this is not possible).

A cot will be provided for your baby, but you may like to bring your own cellular blankets, special toys or comforters, baby’s red book, baby shampoo and bubble bath.
A member of the team can discuss what supplies you will need before coming to the unit if you have any questions.

You will have storage facilities within your room. For reasons of safety it may be appropriate to keep some of your items in the clinic room, for example: sharps or medication. This is routine procedure for all mums who are staying with us and we will discuss the reasons for this with you. A member of the team will help you unpack, checking your belongings when you arrive to ensure you have everything you need and all restricted items will be stored appropriately. If you have any valuables you would like to be locked in the ward safe, please make a member of the team aware.

Facilities on the MBU

Kingfisher MBU is a newly renovated eight bedroom unit with en-suite toilet and shower facilities. You will therefore have your own bedroom for you and your baby during your stay. Our bedrooms have been designed based on feedback from women who have used mental health inpatient services in the past. All rooms are equipped with a single bed, a cot, a baby changing station and storage facilities, as well as en-suite bathrooms with inbuilt showers.

When you arrive you will be given a wristband which allows you to have access to your room and other areas of the ward, so that your room can be locked when you are not in it. The unit is accessed via an intercom for security purposes, allowing staff to monitor who accesses the unit.

Other Areas in the ward include:

A communal lounge area with dining room: this is an open space where you can relax. There is a TV and sofa / soft seating. We also have dining tables, chairs and high chairs for use during meal times. Groups may also take place in this space.
**Nursery:** this is an area where babies may sleep or nap with comfortable seating and a selection of toys. Outside of the nursery there is an open space with a sofa and chairs and staff would encourage you to use this space, particularly at night, if you are feeding your baby and don’t want to be on your own.

**Milk kitchen:** for sterilisation and preparation of baby bottles. Each baby will be allocated a locked cupboard for the storage of milk powder and bottles. There is also a separate fridge if you are breastfeeding for the storage of your milk.

**Quiet room:** this is a smaller room near the nursery with sensory facilities, a TV and soft seating.

**Outside courtyard:** the courtyard is situated in the centre of the unit with access from two doors. It has a grass area, raised bed flowers and table and chairs.

**Laundry room:** where you will have access to a washing machine and tumble dryer.

We would like to support you to maintain your usual routine, where possible, and understand this may be part of your recovery. On the unit we have access to an occupational therapy kitchen: this is a kitchen facility where you can prepare tea / coffee and snacks. It may be that the occupational therapist (or staff team) will work with you to prepare food in this kitchen. Groups may also take place here.

**Introducing the staff supporting you**

**Doctors**
Kingfisher MBU has a consultant psychiatrist and perinatal speciality doctor. They will oversee your care, meet with you regularly to discuss your progress and plan your next steps. They may make recommendations for your treatment and / or prescribe medication. Your family or loved ones can also be involved if you wish.
**Nursing team**

All nurses, assistant practitioners and clinical support workers within the MBU team specialise in perinatal mental health. You will be allocated a named nurse on admission. They will meet with you throughout your admission and through recovery, discussing your needs and planning your care with you and the multi-disciplinary team. You will also have a key worker allocated to you each day who will support you on that day, offering you one-to-one time to discuss your progress, concerns or worries and answering any questions you may have. They will also keep you informed of what is happening within the unit on that day.

**Nursery Nurses**

Every baby will have a named nursery nurse. They will support you with caring for your baby and can advise on issues like growth and development, feeding and general baby health. They will also provide support around mum and baby bonding and facilitate activities to encourage this.

**Psychologists**

The psychologist within the team is here to help you explore your difficulties and how this may relate to you currently, or since you have become a mum. This can be done with you in a group setting or on a one-to-one basis.

**Occupational Therapist (OT)**

The occupational therapist within the team will aim to facilitate a range of activities during your stay, these may be therapeutic or recreational. They may also be provided in a group or on a one-to-one basis. The OT will take into account your interests, hopes and aspirations. Working with you to set goals and work towards recovery.

**Peer Support Workers**

Peer support workers are women who have personal experience of perinatal mental health problems; they will be able to provide support to you during your stay in a way that is different to the multi-disciplinary team. We hope that you find value in shared personal experience as we know peer support can offer comfort and help instil hope for your future.
**Midwife**
As we can have women stay with us from 32 weeks ante-natal, we have a midwife who works within the team to offer specialist advice and monitoring to women in the ante-natal stage or within the first six weeks of delivery. The midwife will be able to offer you advice and monitoring, helping you plan for delivery and support your post-delivery care needs.

**Health Visitor**
The health visitor who works within the team works closely with you, the nursery nurses and multi-disciplinary team to ensure your baby is thriving during your stay on the unit. They can offer support and advice similarly to your health visitor, if you were at home.

As you can see, there are many staff involved in your treatment and care during your stay at Kingfisher Mother and Baby Unit. This group of professionals is known as the multi-disciplinary team (or MDT). The MDT is led by the Consultant Psychiatrist who will meet with you at least once a week in a ward review meeting that usually takes place on a Wednesday. The unit is staffed 24/7 by the nursing team and nursery nurses who will provide support to you and your baby.

**Your care and treatment**
The care and treatment offered will be individualised and tailored to meet yours and your baby’s needs. This will be jointly agreed with you and the multi-disciplinary team and will be detailed in your care plan.

Some of the specific treatments available on the unit are: psychological therapy, medications, bonding interventions, infant massage, occupational therapy, video interactive guidance (VIG).
Care for your baby

Within the unit we aim to support you to provide the care your baby needs while you are receiving treatment; your needs will be tailored specifically to you and your baby. Your baby will have a named nursery nurse who will help you to make a plan of care for your baby, the purpose of this is to help the staff team to understand what support you require to meet your baby's needs during your stay.

During admission you will be supported by staff to provide as much care to your baby as you are able to. It is common for mothers to need a higher level of support when first admitted and as your treatment progresses we hope that you will feel more confident and independent in the care of your baby.

We have cots, pushchairs, baby bouncers, changing mats and selection of toys and books for babies that may be used during your stay.

You can have a cot in your room next to your bed for your baby to sleep in; we provide cot sheets and blankets. There is also a nursery for babies to sleep in if you wish, which may be part of your care plan. Or can be useful if your baby is used to sleeping in their own room.

Family involvement

Our unit recognises the value of family as a whole and therefore are keen to involve family members in the delivery of care. We offer families individual or group meetings with nursing staff in order to share information, identify additional needs and signpost to other agencies, as required. If someone in our care does not consent to their personal information being shared, general information and support will still be offered as well as listening to any concerns.

Confidentiality

We have to respect the confidentiality of everyone in our care and we need to have consent before we can share any of their personal information. There may be situations where we need to break this confidentiality where we have concerns around risk and safety.
Visitors

Your partner or nearest relative can visit between **10am – 8.30pm** every day. You are welcome to have visits in your own bedroom or within pre-arranged areas of the ward. In order to protect the dignity of other mothers within the unit, we ask that family / visitors do not routinely use communal areas of the ward.

Visiting times for other family members and friends is between **1pm – 7pm**. Visits are normally expected to be limited to no more than two people and we recommend they last no more than two hours. Where appropriate, visits outside of these times can be arranged by discussing them in advance with a member of the team. Outside of the above times we suggest visitors to the unit give at least 24hrs notice prior to visiting to avoid disappointment on the day.

We know that having visitors is a really important part of your recovery, keeping you connected with your loved ones. It’s important for other family members to be able to bond with your baby and for you to have the opportunity for family time. On occasions, we may have to restrict these visits to keep a safe and therapeutic environment for everybody on our unit. We will always discuss this with you.

We have a designated car park outside Kingfisher MBU and other car parks are available nearby on site.

Leaving the unit

Please talk to the nurse in charge if you would like to take some time away from the unit. We need to make sure that you and your baby are supported and safe, so we plan and prepare for leave from the unit on an individual basis.

Our staff will encourage and support you towards being able to take time away from the unit, if you want to. We know this can be an important part of recovery and this helps to build your confidence to return home.

There is an outside area in the unit you can have access to. Please ask a member of our nursing team if you would like to use this area.
Additional information

Smoking
The Trust operates a ‘Smokefree policy’ on all its sites to protect everyone from the harmful effects of tobacco and second-hand smoke. This means that you cannot smoke tobacco products (cigarettes and roll-ups) in any Trust building or in our grounds. Nicotine Replacement Therapy is available to help people to stop smoking while they are in hospital; including nicotine patches, inhalators and lozenges, we pledge to offer this within 30 minutes of admission. Each area has a dedicated Smokefree Health Champion who is able to offer advice and support if you would like to quit smoking.

E-cigarettes and vaping devices are permitted to be used in outside areas. Please be aware that the use of e-cigarettes and vaping devices will not be permitted inside any inpatient buildings, including bedrooms and communal areas – this means you are unable to use E-cigarettes and vaping devices inside any Trust properties. Ward staff will be able to advise you where the designated outside areas are.

Being Smokefree is one of the ways NSFT will help to ensure that staff and service users have the support they need to lead healthy lives.

Phones and devices
Mobile phones and devices are permitted for use on the unit; however, confidentiality is an important part of our work, which must be maintained at all times. Please do not use your camera to take pictures of other people while on the unit or discuss the unit, staff or other patients on social media. We have access to wi-fi, so please ask a member of the team for more information. As we are a regional service we also understand that you may be separated from your loved ones, so we have access to video conferencing and skype facilities, please ask a member of the team for more information.
Electrical items
Any electrical item will need to be tested by our on-site electrician before use, unit staff will facilitate this testing.

Meals
You will be asked to choose your meals daily in advance from a list we will have in the dining room. We can accommodate a variety of diets, so please let us know if you have any specific requirements (for example; vegan, Halal, gluten-free).

You can also choose / prepare meals for your babies if they are six months old or older, and you are weaning.

We have a kitchen for you to access if you would like to prepare snacks, tea and coffee.

Medication
Regularly reviewing medication you are prescribed is an important part of your care. You may already be taking prescribed medication when you arrive and you may be prescribed new or additional medication to help you during your stay with us. For reasons of safety all medication must be kept in our clinic room for you and your baby. Staff will support you to give medication to your baby if needed.
Contact us:

Address: Kingfisher Mother and Baby Unit, Hellesdon Hospital, Drayton High Road, Norwich NR6 5BE

Telephone: 01603 786 781

Patient Advice and Liaison Service (PALS)

NSFT PALS provides confidential advice, information and support, helping you to answer any questions you have about our services or about any health matters.

If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

Email: PALS@nsft.nhs.uk or call PALS Freephone: 0800 279 7257

Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.