

Queen Charlotte's and Chelsea Hospital and  
St Mary's Hospital neonatal units

# Integrated family delivered care

## Information for parents and families

### Introduction

#### What is the Integrated family delivered care project?

The Integrated family delivered care project is a new model of care in our neonatal units that offers a committed shared vision to provide excellent, family centred, compassionate care for our premature and full-term babies and their families.

We want to support you to have an active role in your baby's care from the moment he or she is born. Our aim is to help you to become equal members of the neonatal team and to join in caring for your baby with the support of a competency-based training programme.

The Integrated family delivered care training programme will ensure that parents feel engaged, enabled and empowered to be the main caregivers for their baby. We believe parents are the experts in their baby's care, and even the best medical attention cannot replace your presence and the special love you have for your baby. Your closeness, touch, voice and contact are essential to your baby's holistic (complete) development.

#### What does this model of care involve?

Once your baby is medically stable, you may like to consider joining in with the Integrated family delivered care project. This care model is designed to help you feel confident, skilled and comfortable to do the majority of care for your baby as you feel ready and able to do so, with support and supervision of the nurse looking after your baby.

Parents are encouraged and supported to become active members of their baby's care team and become involved in participation and decision making for their baby on the daily medical ward rounds. They are encouraged to feel comfortable enough to have skin-to-skin cuddles with their baby and to enjoy the benefits of the weekly education programme run by our team.

#### How can the Integrated family delivered care project help me?

As part of the Integrated family delivered care model, our multidisciplinary team (MDT) has worked with parents whose babies were looked after in the unit, to create a range of useful information including a mobile app and a parent binder.

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The mobile app and the contents of the parent binder give you lots of information to learn more about neonatal care, and provides a way to help you record the activities that are all part of caring for your baby like: expressing milk, feeding and skin-to-skin cuddles, as well as note events, store photographs, keepsakes and memories of your time in neonatal care. You are welcome to have and use all of this material to help you care for your baby and record your progress even if you are not able to participate in the Integrated family delivered care programme.

We hope these resources will help you to understand the various aspects of prematurity and the development of your baby and support you to prepare and engage in your baby's early life journey.

## Research studies

We already know that babies who have strong bonding with their parents have better developmental outcomes. Current studies from Canada have shown that family integrated care programmes have improved clinical outcomes than those delivered in traditional healthcare settings.

Family integrated care programs have also shown decreased parental anxiety and depression; increased parent-infant bonding; higher breastfeeding rate and improved infant health in addition to reported improvements in weight gain and possible reduction in infections.

Your decision not to take part in this care model will not affect the care your baby receives in our neonatal units any way.

## How to get involved

To help you decide whether you want to be a part of the Integrated family delivered care project there will be orientation (welcome and learning) sessions each week given by our project co-ordinator, who will tell you more about the project, and answer any questions you may have. **Please do not hesitate to ask if you have any questions about the Integrated family delivered care project. You are very welcome to contact any members of the neonatal team or our project coordinator email: [ifdc@imperial.nhs.uk](mailto:ifdc@imperial.nhs.uk)**

## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at [pals@imperial.nhs.uk](mailto:pals@imperial.nhs.uk). The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

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Alternatively, you may wish to express your concerns in **writing** to:

Complaints department  
Fourth floor  
Salton House  
St Mary's Hospital  
Praed Street  
London  
W2 1NY

## Alternative formats

This leaflet can be provided on request in large print, as a sound recording, in Braille, or in alternative languages. Please contact the communications team on **020 3312 5592**.

## Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK\_FREE or WiFiSPARK\_PREMIUM

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