



Support for you and your baby on NICU and SCBU

A guide for parents and carers

Support for you and your family

- We completely understand how stressful it is for you, and your family, to have a pre-term or sick baby receiving care on the Neonatal Intensive Care Unit (NICU) or the Special Care Baby Unit (SCBU).
- All the staff on NICU and SCBU will offer you as much support as possible. We are not only here to look after your baby's physical wellbeing and development, but also, the emotional wellbeing of you and your baby. If you have other children, you may also be worried about how this is affecting them.
- We know there might be times when you need to talk to someone about the impact that having a sick or pre-term baby, is having on you and your family. Sometimes it's helpful to talk to someone who is not part of the medical and nursing team. We have a consultant Psychotherapist available for parents on NICU and SCBU.

Our Psychologist

- Paula Arrizu is our counselling Psychologist who works with parents and infants as part of the paediatric mental health team.

What can I talk about?

- You do not need to have a specific problem. If you think it would be helpful to talk about how you are feeling, it probably will be. If you leave a message on the number below, you will be called back and offered a chance to talk on the phone, or a meeting can be arranged on the unit when you are visiting your baby.
- Becoming a parent can be challenging, and having a pre-term or sick baby is especially difficult. Keep this leaflet if you feel you would like to talk about any difficulties you are experiencing.
- Even if you have left NICU or SCBU, you can still call the number below and leave a message. You may be offered a phone call, an appointment in Children's Outpatients or a referral to an appropriate service or support group in the community.



Contact

You can leave a message for Paula on 07584 506 426 or you can call 020 7288 5300 during working hours Monday-Friday 9am- 5pm.

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

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