



## CLINICAL GUIDELINE

### Visiting Guidelines

<b>Scope (Staff):</b>	Nursing and Medical Staff
<b>Scope (Area):</b>	NICU KEMH, NICU PCH, NETS WA

This document should be read in conjunction with this [DISCLAIMER](#)

Infants in the NICU are a **high risk** population who are extremely vulnerable. We recognise the rights and responsibilities of the parents to be involved in the care of their infant. The NICU aims to provide an environment that is safe, professional and friendly.

### Visiting in the Neonatal Unit is restricted to Parents ONLY.

Staff and parents are asked to:

- Ensure the health and safety of all patients
- Promote developmental care
- Treat all people with dignity, courtesy and respect
- Respect the privacy of others and keep in confidence any information gained about them
- Respect visiting hours and be mindful of quiet times

### Aim

The aim of this guideline is to ensure consistent information is provided by staff members to parents who are visiting the NICU.

### Key Points

- To ensure the security, safety and protection of all infants on the NICU, parents will need to comply with requirements to confirm identity prior to access to the unit. All custodial parents will be questioned sufficiently to confirm their identity and relationship status to the patient prior to being provided access.
- Quiet Time hours are from **12pm - 3pm** every day. The lights are dimmed (except in ICU) and noise is kept to a minimum to allow babies a rest period and to aid developmental care. Parents are welcome to sit with their baby.
- Under **no** circumstances are parents allowed to sleep at the bedside or in the parent lounge. This is for the safety of the babies, staff and parents
- Hand hygiene to be undertaken on every visit by all visitors. All staff has a responsibility to remind parents to complete if not performed.
- **Anyone with a cough, cold, runny nose, viral illness or infectious disease (e.g. Chicken pox), MUST NOT visit the nurseries. Parents are asked to**

**respect these restrictions in visiting for the safety and protection of all the infants in our unit.**

- It is against SIDS recommendations to have toys and other objects in babies' beds while they are sleeping. Additionally it has been identified that there is an increase in microorganisms grown on toys stored in cots. Toys should be used by parents or staff for interaction with babies when they are awake and need "play time". Toys should otherwise be stored on the seats or shelves in the room.
- Flowers are an infection control hazard and can be harmful for the babies and therefore are not permitted on the unit.
- To maintain safety within the unit and prevent accidental falls or slips appropriate footwear must be worn at all times. Additionally parents and staff are asked to not walk around the unit with infant 'in arms'.
- Staff and parents are asked to refrain from taking food into the unit and **hot drinks are not permitted** infection control and safety reasons. Cold drinks are allowed in the rooms. Food and hot drinks may be consumed in the parent lounge, which is located just outside the Ward.
- Use of mobile phones is prohibited due to the known impact on some items of medical equipment.
- Visiting guidelines are subject to change at the discretion of unit management. Parents may be asked to leave the unit at short notice if ward acuity and procedural circumstances change.
- Staff are encouraged to ask visitors not meeting the visiting criteria to leave the nursery. Staff are to notify security if visitors become aggressive or abusive.
- **Zero tolerance towards aggressive and abusive behaviour is to be maintained for the safety of staff and other parents.**
- Official visitors to the neonatal unit must be approved by the medical or nursing director and accompanied at all times by a member of the NICU staff.
- All visitors, including parents are not permitted to view other infants in the unit unless the infants parent is present and has invited them to do so.
- Parents ONLY may use the facilities in the parent lounge areas at all times.

## Visiting Times


- Parents are welcome 24 hours a day.

## Special Considerations

- Parents of infants in the NICU who are linked in with other services and have a complex care referral or pre-existing security concerns will have a visiting plan organised and documented in conjunction with the complex care team. Refer to O&G Clinical Guidelines - Planning For A Complex Care Needs Patient At KEMH.
- Unrestricted visiting can be removed in discussion with the Head of Service/ Consultant on call/ Nurse Unit Manger/ Infection Prevention and Management if there is a state wide pandemic or other circumstances that risk safety.
- Staff are to escalate non-compliance with the visiting guideline to the Shift Coordinator. If required, escalation to CNC/ Consultant within office hours or Hospital Out Of Hours Team after hours will occur.

<b>Related CAHS internal policies, procedures and guidelines</b>
PCH – <a href="#">Visitor Management Policy</a>
CAHS – <a href="#">Aggressive, Offensive and Inappropriate Behaviour Management</a>
O&G Clinical Guideline – <a href="#">Planning For a Complex Care Needs Patient at KEMH</a>

This document can be made available in alternative formats on request for a person with a disability.

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