

Neonatology

Food for parents, guardians and carers on the Winnicott neonatal unit

Information for patients, relatives and carers

Introduction

We want to encourage you to spend as much time on the neonatal unit with your baby as you can. But we know it can be hard as you also need to eat and drink. This sheet details food and snack options available to parents, carers, guardians. These should help you stay on the unit with your baby for longer.

Hot meals for lunch

- one hot meal per family for lunch is available to order
- a ward host takes orders daily between 11am and 12pm
- you can choose your lunch from a menu which is available in the neonatal unit and in the parents' kitchen
- we serve lunch after 12pm and clear it away after 1.30pm.

If you have a food allergy, please tell the ward host each time you place your meal order. You can get allergen information for all food and drink on request. Just ask at reception.

Snack boxes

If you missed ordering a hot lunch, you can order a packed lunch. We call them snack boxes.

You can order a snack box from the nurse caring for your baby.

These snack boxes include:

- a sandwich
- fruit or fruit juice

Other snacks include:

- biscuits and cake
- crackers with cheese
- yoghurt

Food available in the parents' sitting room and kitchen area

In the parents' sitting room and kitchen area on the unit, you will always find breakfast cereals like cornflakes and Weetabix, milk, tea and coffee.

There is a fridge to store food and a microwave.

Water fountains are also available. Ask staff where to fill your water bottles.

You can also find dry snacks in the parents' kitchen. These include:

- popcorn
- oven-baked and vegetable crisps
- cereal and protein bars
- dried fruit

Cup soup and instant noodles are also usually available

Cosmic



Our charity, Cosmic, funds these extra snacks. So, they are there thanks to the kind donations of our supporters. See cosmiccharity.org.uk

For more information

If you have any queries about the foods available or ordered on the unit, please ask the neonatal dietitian or your nurse.

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 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

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

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

Neonatology
Published: June 2024
Review date: June 2027
Reference no: 969
© Imperial College Healthcare NHS Trust