

Neonatology

Food for parents/carers/guardians on the neonatal unit

Information leaflet

Introduction

We want to encourage you to spend as much time on the neonatal unit with your baby as possible but acknowledge it can be hard as you also need to eat and drink. This information sheet details food and snack options available to support parents/carers/guardians to stay on the unit with their baby for longer.

Hot meals for lunch for parents / carers

One hot meal per family for lunch is available to order. Orders are taken by a ward host at between 11am – 12pm daily. There is an *A la Carte* menu available on the Neonatal Unit / parent's kitchen. Lunch is served after 12pm and cleared away after 1.30pm.

If you have a food allergy please advise the ward host each time you place your meal order. Allergen information for all food and drink is available on request at Reception.

Snack boxes

Packed lunches, known as snack boxes, are available for ordering if you have missed ordering a hot meal for lunch. They can be ordered by the nurse caring for your baby. These snack boxes include:

- a sandwich
- fruit / fruit juice

Other snacks include:

- biscuits
- cake
- crackers with cheese
- yoghurt

Food available in the parent's kitchen area

In the parent's sitting room on the unit, there are breakfast cereals for example cornflakes and Weetabix, milk, tea and coffee available at all times.

There is a fridge to store food and a microwave in the parent's kitchen to prepare food. There are also water fountains available – do ask staff where you can fill up your water bottles.

Also available in the parent's kitchen, are dry snacks such as:

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

Cup soup and instant noodles are also usually available.



These additional snack items are currently funded by the kind donations of our supporters to our charity Cosmic. If you have any queries about the foods available or ordered on the unit, please do not hesitate to 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 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. 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 express your concerns in **writing** to:

Chief executive - complaints
Imperial College Healthcare NHS Trust
Trust Headquarters
The Bays, South Wharf Road
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**.