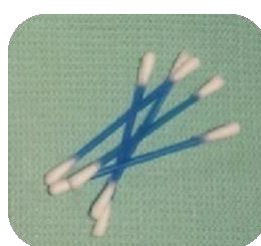


Neonatology

What do I need to bring in for my baby/babies while they are in the neonatal unit?

- **Nappies** All major supermarkets and pharmacies stock own brand premature nappies or may carry pampers micro nappies for babies 1.5-3kg. If you are unsure please ask someone on the ward. We recommend bringing in one pack of nappies, and we will store them in the unit for you.
- **One pack of cotton wool balls**
- **One pack of cotton buds** for cleaning your babies mouth
- **Nappy cream.** We use Bepanthen® or Sudocrem®



Sunflower or coconut oil for skin care (for massage and to rub onto your baby to help remove sticky tapes). You will not need a lot so try and get the best quality you can – refined/purified or organic is best, rather than the basic quality for cooking. It is useful to put this into a small bottle or tub, which you can buy from a pharmacy.

A pillow to support you with comfortable feeding. This could be a standard bed pillow from home.

Muslin cloths. These are useful for lining nests, wrapping around them while you do skin-to-skin, or wrapping around them to support them while they have a bath. Please write their name on it's labels with a marker and take them home to wash.

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:

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**.

We have a free and premium wi-fi service at each of our five hospitals. For further information please visit our website: www.imperial.nhs.uk