

Contact Telephone Numbers

Neonatal Unit, Lister Hospital 01438 284125

Further Information

For more information see the Bliss Baby Charity website at:

www.bliss.org.uk

Bliss helpline telephone number: 0808 801 0322

or e-mail: hello@bliss.org.uk

Family-integrated care initiative 2018
for BLISS accreditation



Adapted from Luton & Dunstable Hospital

Information for Parents

Headphones for Parents in the Neonatal Unit



Guidelines for use

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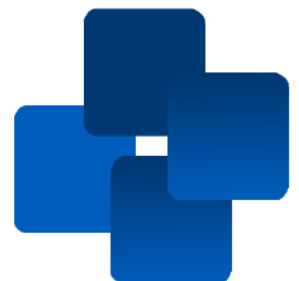
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www.enherts-tr.nhs.uk

You can request this
information in a different
format or another language.



Our vision

Our vision here at the Neonatal Unit in Lister Hospital is to continually improve services and work in partnership with parents and families to provide family-centered care.

As a part of this, we provide open access to the Unit 24 hours a day to parents. This supports you in bonding with your baby which helps reduce anxiety associated with your baby's admission to the Neonatal Unit.

By using the headphones provided, we hope that we can improve parent access whilst maintaining privacy for our patients and their families.

When am I to use the headphones?

You are required to wear the headphones if you are in the nursery when other families' care is being discussed. Most often this will be when ward rounds are taking place (morning and evening) and at nursing handover times. The headphones have a digital built-in radio, which has a strong reception in each nursery, and must be switched on when being used.

If you do not wish to wear the headphones, then you will be asked to leave the nurseries during the ward rounds and handover times to protect other families' confidentiality.

You are also welcome to use the headphones at other times in the nursery if you wish.

How to use the headphones

- All of the headphones are labelled with a number for tracking purposes. The time has already been set on the headphones with the radio channel preset to 97.6 FM (Heart radio). Please do not alter this.
- The radio **must** be switched on during ward rounds when the headphones are worn.
- The volume is pre-set at number 4. Parents are **not** allowed to adjust the volume at any time. The sound level must be a **minimum of 4** so that external noises are not heard.

- Children under 16 years of age are not allowed to use the headphones. Please be aware that children may be asked to leave the clinical area during ward rounds.
- When no longer required, please return the headphones to a nurse for cleaning.

What do the headphones look like?



1. Antenna
2. Headband
3. Stainless steel elastic wire
4. Cable connecting speaker & power
5. Battery cover
6. Height adjustment guide arm
7. Ear cushion
8. Digital display screen with low battery indicator
9. Set button
10. AM/FM switch
11. Volume control knob
12. Radio on/off power switch
13. Ear cups
14. Adjusting knob for functions