

Patient Information

Neonatology

Neonatal Community Outreach Service (NCOS)

Introduction

This leaflet aims to provide you with more information about the Neonatal Community Outreach Service. We aim to provide an earlier discharge home for you and your baby. It is not unusual to feel nervous about taking your baby home for the first time from the Neonatal Unit. The Neonatal Outreach Community Team (NCOT) will support you throughout the discharge process and provide on-going support and visits at home.

About the NCOT

We are a team of experienced neonatal nurses and nursery nurses who work across the three neonatal units within Coventry and Warwickshire. These are located at University Hospital Coventry, George Eliot Hospital and Warwick Hospital. We aim to work with you to support and empower you to feel confident caring for your baby at home. NCOT will care for babies in the community who require care at home including those who require:

- Nasogastric (NG) tube feeds
- Home oxygen
- Home Phototherapy

Taking your baby home

We will meet with you before your discharge to identify your baby's needs and agree a care plan. We can discuss any anxieties or concerns there may be surrounding your baby's discharge. We will work with you to make sure the move into our care once discharged home is smooth. We will



Patient Information

provide teaching packages to make sure you feel confident and competent in caring for your baby at home.

Visiting you and your baby at home

After discharge, the team will continue to visit your baby at home. The number of visits we make will depend on each individual and the needs identified for your baby.

Our team will provide feeding support and nursing care at your home according to the needs of your baby. We will be in regular contact with your baby's consultant so that they are kept informed of the progress your baby is making. We will also work alongside your Health Visitor who will support you through your baby's key stages of development.

NCOT will care for your baby at home for around 4-6 weeks if required. If your baby requires ongoing nursing care after this period we will support you in the handover of care to the Community Children's Team.

NCOT contact information

We are available seven days a week between 8am – 6pm. You can contact us at any point between those times on the following numbers:

Tel: 024 7696 6783

Additional contact information:

University Hospitals Coventry and Warwickshire Hospitals NHS Trust
Neonatal Unit Tel: 024 7696 6668

George Eliot Special Care Baby Unit Tel: 024 7686 5258

Warwick Special Care Baby Unit Tel: 01926 495321 ext.: 4560 / 4750

If you are worried about your baby, and feel that they need urgent help, please do not delay and dial 999.

Patient Information

Further information:

For more information please visit: www.bliss.org.uk

Bliss helpline telephone number: 0808 801 0322

Email: hello@bliss.org.uk

To view the Bliss booklet 'Going Home', please visit:

<http://www.bliss.org.uk/Pages/Category/going-home>

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 76 96 5835 or 0178 866 3214 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

Document History

Department:	Neonatology
Contact:	26783
Updated:	February 2022
Review:	February 2025
Version:	1
Reference:	HIC/LFT/2639/22