GUIDELINE

Visiting

Scope (Staff):	Nursing and Medical Staff
Scope (Area):	NICU KEMH, NICU PCH, NETS WA

CAHS commits to being a child safe organisation by applying the National Principles for Child Safe Organisations.

Read the full statement here:
CAHS Child Safe Organisation Commitment Statement

This document should be read in conjunction with this disclaimer

Aim

The aim of this guideline is to ensure consistent information is provided by staff members to parents who are visiting the neonatal units.

Risk

Infants in the neonatal units are a **high-risk** population who are extremely vulnerable. We recognise the rights and responsibilities of the parents to be involved in the care of their infant. Neonatology aims to provide an environment that is safe, professional and friendly.

Background

Staff and parents are asked to:

- Ensure the health and safety of all patients
- Promote developmental care
- Treat all people with dignity, courtesy and respect
- Respect the privacy of others and keep in confidence any information gained about them
- Respect visiting hours and be mindful of quiet times

Key Points

- To ensure the security, safety and protection of all infants in the neonatal units, parents will need to comply with requirements to confirm identity prior to access

to the unit. All custodial parents will be questioned sufficiently to confirm their identity and relationship status to the patient prior to being provided access.

- 4 x consistent support people (includes grandparents) may be nominated to visit throughout the duration of your stay.
- Quiet Time hours are from **12pm - 3pm** every day. The lights are dimmed (except in NICU) and noise is kept to a minimum to allow babies a rest period and to aid developmental care.
- Under **no** circumstances are parents allowed to sleep at the bedside or in the parent lounge overnight. This is for the safety of the babies, staff, parents and visitors.
- Hand hygiene to be undertaken on every visit by all visitors. All staff members have a responsibility to remind parents and visitors to complete if not performed.
- **Anyone with a fever, cough, sore-throat, cold or flu-like symptoms or other infectious symptoms including diarrhoea and vomiting MUST NOT visit the nurseries. Parents are asked to respect these restrictions in visiting for the safety and protection of all the infants in our unit**.
- Access to the FamCam is available for siblings and other visitors to view the baby if they are unable to be physically present due to distance or illness.
- It is against SIDS recommendations to have toys and other objects in babies' beds while they are sleeping. Additionally, it has been identified that there is an increase in microorganisms grown on toys stored in cots. Toys should be used by parents or staff for interaction with babies when they are awake and need "play time". Toys should otherwise be stored on the seats or shelves in the room.
- Flowers are an infection control hazard and can be harmful for the babies and therefore are not permitted on the unit.
- To maintain safety within the unit and prevent accidental falls or slips appropriate footwear must be worn at all times. Additionally, parents and staff are asked to not walk around the unit with infant 'in arms'.
- Staff and parents are asked to refrain from taking food into the unit and **hot drinks are not permitted** for infection control and safety reasons. Cold drinks are allowed in the rooms. Food and hot drinks may be consumed in the parent lounge areas.
- Use of mobile phones is restricted due to the known impact on some items of medical equipment.
- Visiting guidelines are subject to change at the discretion of unit management. Parents may be asked to leave the unit at short notice if ward acuity and procedural circumstances change.

- Staff are encouraged to ask visitors not meeting the visiting criteria to leave the nursery. Staff are to notify security if visitors become aggressive or abusive.
- **Zero tolerance towards aggressive and abusive behaviour is to be maintained for the safety of staff and other parents.**
- Official visitors to the neonatal unit must be approved by the medical or nursing director and accompanied at all times by a member of the NICU staff.
- All visitors, including parents are not permitted to view other infants in the unit unless the infant's parent is present and has invited them to do so.
- Parents **ONLY** may use the facilities in the parent lounge areas at all times.

Visiting Times

- Parents are essential care givers for their babies, are not considered visitors and are welcome 24 hours a day.
- Grandparents, siblings and nominated visitors can visit during normal visiting hours (8am to 8pm KEMH or 7am – 7.30pm at PCH) but must be always accompanied by a parent.
- Siblings may visit briefly during visiting hours. A **maximum of 2 children** are allowed at the bedside and they must be accompanied by a supervising adult.
- Children under the age of **SIX** require 1:1 parental supervision.
- Hospital staff are unable to supervise visiting children.
- Maximum of **2 adults** at the bedside at all times, **one of which MUST be a parent.**
    - Parent crafting rooms at KEMH: Only one parent may stay overnight in the parent crafting rooms. The parent/carer not designated to parent craft must leave the premises by 10pm.
    - Cuddling of the baby by visitors including siblings is the decision of the parent. Children must have 1:1 adult supervision whilst holding the baby.

Special Considerations

- Alterations to visiting that fall outside the guideline can be approved at the discretion of the CNC/CNS team.
- Parents of infants in the neonatal unit who are linked in with other services and have a complex care referral or pre-existing security concerns will have a visiting plan organised and documented in conjunction with the complex care team.
- If parents are unable to be with the neonate due to extenuating circumstances, they may designate a friend or other family member to be with the neonate in their absence. This should be the same person throughout the duration of the admission. This must be approved by the Clinical Nurse Consultant or Shift Co-

ordinator and the appropriate documentation must be filed in the infant's medical record. Consent must be obtained from a parent in order for the designated visitor to cuddle the baby in this situation.

- Unrestricted visiting can be removed in discussion with the Head of Service/ Consultant on call/ Nurse Unit Manger/ Infection Prevention and Management if there is a statewide pandemic or other circumstances that risk safety.
- Staff are to escalate non-compliance with the visiting guideline to the Shift Coordinator. If required, escalation to CNC/ Consultant within office hours or Hospital Out of Hours Team after hours will occur.

Related CAHS internal policies, procedures and guidelines
PCH – Visitor Management System
PCH – Child Safety, Security and Visitor Management
CAHS – Aggressive, Offensive and Inappropriate Behaviour Management

References and related external legislation, policies, and guidelines
O&G Clinical Guideline – Planning For a Complex Care Needs Patient at KEMH

This document can be made available in alternative formats on request.

Document Owner:	Neonatology		
Reviewer / Team:	Neonatal Coordinating Group		
Date First Issued:	October 2006	Last Reviewed:	16th December 2024
Amendment Dates:	16th December 2024 December 2025: visitors cuddling of the baby is decision of parents.	Next Review Date:	16th December 2027
Approved by:	Neonatal Coordinating Group	Date:	16th December 2024
Endorsed by:	Neonatal Coordinating Group		
Standards Applicable:	NSQHS Standards: Child Safe Standards: 1,10		

Printed or personally saved electronic copies of this document are considered uncontrolled

Healthy kids, healthy communities

Compassion | Excellence | Collaboration | Accountability | Equity | Respect

Neonatology | Community Health | Mental Health | Perth Children's Hospital