

## Fact Sheet

# Keeping You Safe While We Care for You

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### You the patient

#### What you should expect

- To be told the name of all of the clinical staff (doctors, midwives, nurses and others) involved in your care
- To know what is happening with your care and be informed of tests, observations and results
- To be told how long you can expect to be in hospital and what to bring
- When you are in hospital, you will be asked your name and that will be checked with your ID band many times
- If you are prescribed medication, you will be told what is being given and why
- You will hear doctors, midwives, nurses and other staff caring for you, discussing your care in front of you and are welcome to participate
- You will not always be able to have only female doctors and midwives - all staff are qualified to give you care

#### Protecting you and others from infections

- Doctors, midwives and nurses will be attending to hand hygiene before and after they leave you - you should encourage your visitors to do the same
- If you have a wound (for example an operation or a needle) or injury, that will be checked every day
- Staff may wear protective gear like masks, gloves or gowns.

#### Keeping your skin healthy

- If you have difficulty moving around (for example after an epidural or operation) staff will help or encourage you to change position or move around frequently
- If you feel numbness or have had an anaesthetic, please report any concerns you have about your skin to the midwives or nurses

- Do not ever use hot water bottles. If using heat packs, please ask the midwives and nurses first
- Never use a hot pack when you have an epidural or have numbness anywhere

#### Preventing injury from falling

- Tell the staff if you feel dizzy or faint and do not attempt to walk without assistance if you are.
- Always wear safe footwear when walking about the ward (no socks/stockings).
- Watch out for spills (like wet shower floors) or trip hazards (like tangled bed sheets).
- Some visitors/support people may be prone to fainting. Please encourage them to use chairs if feeling unwell.
- Some pain medication may make you sleepy - please ask for help if you feel affected.

### Your baby

#### What you should expect

- Your baby will have two (2) identification bands on at all times that will be checked by the nurses and midwives regularly
- To learn how and when to feed, change and clean your baby
- To know when tests are done, why they are done and the results.

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#### Safe Sleeping for babies

- Always place your baby on his/her back to sleep
- Never place extra toys or loose blankets in the cot
- If you are really tired, never fall asleep with your baby in your bed
- If you take pain medication, it may make you drowsy, so do not sleep with your baby after this.

#### Protecting your baby from infections

- Doctors, midwives and nurses will be attending to hand hygiene before and after they attend to your baby
- We will discourage visiting by people who have coughs, colds or fevers
- We will encourage you to start your baby on the immunisation program
- We will ensure equipment that is shared is thoroughly cleaned.

#### Keeping your baby's skin healthy

- You will be advised how and when to wash or clean your baby's skin
- When your baby has an injection or blood test, a dressing may be applied, and you will be advised to check the site later
- If you have concerns about the state of your baby's skin or any marks from birth, please ask a nurse or midwife.

#### Preventing injury from falling

- Use the cot to place the baby in when walking around the ward
- Never leave your baby unattended on a raised surface at any time
- Don't fall asleep when holding or feeding your baby. If tired, ask for assistance
- If pain medication makes you drowsy, make sure baby is safe from falling by using bedrails or getting help
- Place your baby to sleep on his/her back following birth in his/her safe cot next to your adult bed.

[www.cec.health.nsw.gov.au](http://www.cec.health.nsw.gov.au)

**We welcome further feedback on this brochure as a way of continually improving our service.**

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