



## Using Headphones on the Neonatal Unit

Enabling Parents to stay with their Baby during Ward Rounds and Handovers

On the neonatal units at St Mary's and Queen Charlottes and Chelsea Hospitals we aim to provide around the clock access for all parents and involve them in their baby's care.

Confidentiality, privacy and bringing babies and families together are core values on our neonatal units. The use of headphones allows the parents to stay in the nursery baby whilst other families are discussed without breaching confidentiality.

The headphones are special headphones which cancel out surrounding noises. They are completely soundproof and have an inbuilt wireless radio. The headphones have excellent reception in all nurseries with good sound quality.

### When to use them

- **Parents are required to wear the headphones if other families' care is being discussed whilst they are in the nursery. Most often this will be at ward rounds (morning) and nursing handovers (morning and evening).**
- **If parents would like to use the headphones at other times in the nursery to block the noise of the unit/ alarms.**

### How to use them

- Check with the parent(s) if he/she is planning to stay or leave the nursery before the staff starts the ward round or handover
- The headphones are placed in a box in each nursery, labeled with number and Winnicott Foundation logo
- Clean the headphone with Clinell® Sanitising Wipes. If the parent is staying in the nursery, pass her/ him a set of headphone, and make sure the headphone positioned appropriately.
- Return the sets to the boxes when no longer needed after cleaning it with Clinell® Sanitising Wipes
- Parents are not allowed to use their own MP3 player or mobile phone connected to the headphones
- Consider to discuss particularly sensitive information outside of the nursery

### Parents can be asked to leave the nursery in special circumstances

- Headphones can help to maintain confidentiality, but there may be certain situations when the neonatal team needs more space to deliver safe, efficient care. This may happen during admissions, emergencies and procedures.
- Please explain the reason of asking parents to leave to the families and allow them to return as soon as possible.

### Additional information:

- Surface swabs for MRSA will be carried out in every month of each numbered headphone set.
- Batteries are available in the ward clerk offices.

**Contact the "Headphone Team" if you have any questions/ feedback about the project**

Beverley Hicks Lead for Developmental Care, Aniko Deierl and Alexander Rakow Consultant Neonatologists,

Rosie Hurlston and Becky Armstrong Clinical Psychologists



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