

Background

The Royal Hospital for Children in Glasgow is the largest paediatric teaching hospital in Scotland. The hospital provides care to children resident within Greater Glasgow, but is also a tertiary referral centre for children from the West of Scotland and, in some sub-specialties, from the whole of Scotland.

The hospital's neonatal unit manages the care of babies who require treatment for surgical or cardiac conditions. RHC NNU has 12 neonatal beds, and cares for over 800 babies every year.

All neonatal care is provided onsite, including cardiology for patients from across Scotland. The hospital continues to provide a breadth of neonatal expertise that sees it being recognised as a centre for excellence in healthcare in the UK and beyond.



Challenge

Neonatal staff at RHC NNU recognise how important it is for parents of babies and the wider family unit to be involved in the care of their baby. Following team discussions, **family-integrated-care** was identified as providing the method by which the NNU could improve communication between medical staff and parents.

The first step was to establish a group of both staff and parents who could meet monthly to discuss issues affecting the unit, and who could work together to enhance **family-integrated-care** for newborns in the neonatal unit.

The HUGG (Helping Us Grow Group) was formed with a single vision: "To empower parents to be primary caregivers for their baby during their stay in the neonatal unit."

The group identified times when parents are not able to be by their baby's bedside as an additional source of stress.

Dr Neil Patel, Consultant Neonatologist, at the Royal Hospital for Children, Glasgow, said: "Many parents are not able to be with their baby in the neonatal unit all day." The medical team investigated whether technology could provide the answer to the challenges that parents of premature and sick babies face.

Solution

Following positive feedback from parents, RHC NNU ran a trial of vCreate's **secure video messaging platform**, and have since made video updates available for all babies.

vCreate enables nurses to record video messages securely and send them to parents. Mums and dads can access the clips at any time and through any device. Then, when the baby goes home, parents can download the clips, and save them to form part of a baby care diary.

vCreate worked closely with the hospital's governance and IT team to ensure that the solution reflected data protection and security criteria. In accordance with data protection regulations, once the parents of a baby have downloaded their clips, the administrator is alerted and reminded to delete the clips.



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Outcomes

Forward thinking and always innovating, the medical team at RHC NNU looked outside of the NHS for a solution to the challenges their patients faced.

Video updates are popular with parents who say that receiving messages of their baby provides a sense of reassurance. Jack and Sarah Weightman were among one of the first groups of parents to use **secure video messaging** as part of the pilot study when their baby, Sophie, was admitted to the NNU. Dad, Jack, says: "It's great as it keeps the family involved 24 hours a day. Mums get a longer maternity leave, but dads often have to go back to work sooner. This not only keeps dads involved but lets the whole family see. It can be hard for the wider family not being able to attend the hospital, but they can watch and share the videos to feel involved."

vCreate continues to support RHC NNU to deliver FICare, whilst also providing a sense of wellbeing to parents of newborn infants.



For more information head over to www.vcreate.tv/nhs