

Home visits

We will discuss with you the best way for use to visit and weigh your baby in the first couple of weeks and will make a plan with you.

We will support you with telephone calls; texts and possible secure video calling.

If medically indicated we will visit you at home.

We are working to the guidance below.

Royal College of Midwives 2020

1. Call to let us know if you or anyone in your home has symptoms of Covid-19 before we visit.
2. Open the window of the room where we will be meeting you, so that it is well ventilated.
3. It is important that we do not touch too many surfaces in your home when we visit, so please open doors for us when we arrive and leave.
4. Please make space for us to see you and your baby alone. Other members of the house should maintain social distancing (2m+).
5. We will be wearing protective clothing, including a mask, apron and gloves.

How to contact us:

We are based in the Dyson Centre for Neonatal Care at the RUH (Zone D2). We work different days each week and not at weekends. We will have made a plan with you when we will be visiting you.

You can contact the service via our mobile phones. If we do not answer our phone we may be on a home visit, so please leave a message and we will return your call as soon as possible.

Cath Ould: 07775 580858

Tracey Fortune: 07584 512925

Alternatively you may leave a message on our office phone: 01225 821976

Outside of the service hours, please call the Neonatal Unit: 01225 824438

01225 821850

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Community Neonatal Outreach Service

Parent Information



Community Neonatal Outreach Service

Babies who have been in the Neonatal Unit sometimes require some additional support in the first few weeks or months at home.

The Community Neonatal Outreach Service is here to make things easy for you and your baby when you are discharged from the Neonatal Unit, and for the first six weeks at home.

Who are we?

We are experienced senior neonatal nurses who work at the Royal United Hospital in Bath and provide the Community Neonatal Outreach Service.

We also link with other professionals like your Health Visitor, family GP and Social Worker, to ensure we all have a full understanding of your needs.

What service do we provide?


- We provide nursing care for your baby if this is needed.
- We advise you and sometimes teach you parenting skills to care for your baby.
- We can offer advice on general parenting skills.
- We provide practical and emotional support in coping with a new baby.
- We advise you on what professional support services are available, where needed.
- We can provide Basic Newborn Resuscitation Training.

Discharge planning for home

We aim to help you plan for your baby's discharge early on in your stay with us.

This plan will make clear the things you and your baby will need at the time of your discharge. This will help to prepare you for taking your baby home.

We can find out who will be the best people to provide any particular services you may need and make sure these services are available when you are discharged.



This means that your discharge should go smoothly and you will be fully aware of all the people and services supporting your family and feel confident about contacting them.

We will visit you and your baby in your home

We'll help you plan for your baby's discharge early on in your stay with us.

We will visit you and your baby once you are home to make sure any services, support and care continue to meet your needs and that your baby is thriving.

These visits may be up to an hour long and will be arranged at a time convenient to you. Sometimes they will be joint visits from your Health Visitor or Social Worker so that all your needs are met.

COVID 19 Pandemic

HOWEVER, in light of the current pandemic we have had to modify the Community Neonatal Outreach Service to ensure patient/family safety and observe social distancing.