

**STANDARD OPERATING PROCEDURE FOR
THE NEONATAL 'STORY OF ME'**

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1.0 Introduction

'The Story of Me' was created to capture the journey that parents' experience with a sick neonate and to acknowledge the emotional aspects of this experience. 'The Story of Me' commemorates a baby's time spent in CHI and remembers the milestones, helping to create lasting precious memories. To help enable parents to capture these precious moments, a series of milestone cards are used. These are designed to help parents create memories with their baby, capture their milestones and create a story of their baby's time in hospital. These cards also help parents to reflect on the trials and triumphs that make their story unique. A poster 'Our CHI Family' for care givers from CHI to sign has also been created and will be completed prior to a baby's discharge.

2.0 Definition of a Standard Operating Procedure

A '**Standard Operating Procedure**' is a way of carrying out a particular course of action and includes operations, investigations, pharmaceutical treatment, examinations and any other treatment carried out

3.0 Applicable to

Staff caring for neonatal patients and their parents.

4.0 Objectives of a Standard Operating Procedure

The objective of this SOP is to guide hospital staff on how and when to use the milestone cards and the 'Our CHI Family' poster.

5.0 Definition of Terms

Milestone Card: One of a series of 15 cards to acknowledge a significant event in the baby's journey. Each card has a space on the reverse for parents or caregivers to document what happened in that day or week, creating a unique memory book 'The Story of Me' for each baby.

6.0 Procedures

6.1 Milestone Cards

The series of milestone cards include the following cards to reflect significant events in the baby's journey:

- Hello World – details of baby, name, DOB, time, weight, length
- My first time opening my eyes
- Today I am breathing all on my own

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- My first nappy change
- My first feed
- I've moved into a cot
- My first hand hug
- My first kangaroo cuddle
- My first snuggle
- This is what brave looks like
- Today I am tube free
- My first bath
- My first outfit
- I am ready for the car seat
- Home sweet Home

6.2 Issuing of the Milestone Cards

- Parents will be informed about the use of milestone cards and if they wish their baby to participate in their use will be verbally agreed.
- Give a copy of the '*Story of Me*' Parent Information Leaflet to the parents.
- Staff may contact the Neonatal CNSp team if a baby is nearing a milestone. The Neonatal CNSp will issue the relevant milestone card in conjunction and consultation with the parents and the staff caring for the baby.
- In some instances, the Neonatal CNSp may issue more than one card to parents or staff, depending on the prognosis and condition of the baby.

Special Considerations

- It is important to remember that this may be very sensitive as some babies may not reach certain milestones or parents may sadly experience the loss of their baby. Therefore, the full series of cards are not given to parents at the outset.
- The card will be left at the bedside for the parents or given to the nurse caring for the baby.
- Information is given by the Neonatal CNSp to the parent (or nurse to then pass the information to the parent) on how to complete the milestone card.
- The parent can take a photo of the card beside the baby in the cot or incubator and complete the back of the card as they wish. Photographs may also offer a means to share important moments in the baby's journey with family and friends outside of hospital, if parents wish.
- On completion of the relevant milestone cards for each baby, parents can then turn the collection of cards into a book, '*The Story of Me*'. This can be done by placing in a small photo album (purchased by the parents) or punching a hole in the side of cards and tying them all together with a ribbon.

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6.3 'Our CHI Family' Poster

- This poster records all the members of the CHI team, who have or are caring for the baby during their hospital stay.
- The poster will also be given by the Neonatal CNSp to the baby's family or to staff on the ward.
- Each staff member can sign the poster prior to the baby's discharge from hospital.

6.4 Ordering and Storage of the Milestone Cards and Poster

- The cards and poster will be ordered by the Neonatal CNSp team.
- These items will be stored in the Neonatal CNSp team office.

7.0 Implementation Plan

- The neonatal CNSp will demonstrate the milestone cards and poster use to the nursing staff on the wards or units where they are appropriate to be used. The education will include information to ensure the cards and poster are used T appropriately and sensitively.
- An information folder is available on each ward or unit which will use these cards, outlining their use.
- The neonatal CNSp or relevant staff members will discuss and inform parents about their use and seek permission for their use.

8.0 Evaluation and Audit

The Neonatal CNSp team will seek feedback and evaluate the use of the milestone cards and poster on a regular basis.

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