

Freedom of Information Request

Ref: 25-686

3 September 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

I am writing to request information under the Freedom of Information Act 2000 regarding the implementation and evaluation of Family Integrated Care (FICare) within your neonatal services.

Please could you provide the following:

1. Confirmation of whether Family Integrated Care (FICare) is currently implemented in your neonatal unit(s), and if so, the date of initial implementation.

Family Integrated Care was officially introduced on our unit in May 2018. The team created teaching resources and parent competencies to help them develop their skills and confidence looking after their baby whilst on the neonatal unit.

2. Copies of any internal policies, protocols, or guidance documents relating to FICare.

Please see attached the teaching powerpoint introducing Ficare.

3. Details of any staff training programmes or materials used to support FICare delivery.

All staff receive family centred developmental care teaching when they start on the unit as well as yearly updates on team away days. We also offer sensory beginnings and Family and Infant Neurodevelopmental Education (FINE program) courses which focus on neonatal development and the importance of parental presence and care.

4. Details of any staff training programmes or materials used to support FICare delivery relating to older siblings.

We currently do not have a package focused on older siblings. We will add this when we next review our ficare teaching package in the near future.

5. Any audit reports, evaluations, or outcome data relating to the effectiveness or impact of FICare on neonatal care or family experience.

We do not have a formal audit process. We were running weekly parent craft session

incorporating Ficare as one of the weekly sessions however we had really poor to nil uptake after a really successful start and despite changing times, venues and days parents sadly didn't attend. We will look at relaunching these in the winter months after works are completed in the unit.

6. If FICare is not currently implemented, please indicate whether there are plans or discussions underway to introduce it.

Not applicable.

In addition (and if relevant), please could the Trust provide information on its policies or regulations regarding parental and sibling access to babies receiving neonatal care:

1. Are both parents and siblings permitted to spend time with babies in neonatal care units?

Yes, we have 24/7 access for parents and siblings.

2. Are there any time restrictions or limitations on how long parents or siblings may spend with babies in neonatal care?

We encourage families to be here as long and as much as possible. The only times they will be asked to leave will be for emergencies or extenuating circumstances.

3. Does the Trust have any policies to ensure that babies from multiple births (e.g. twins, triplets) receive equal parental contact time compared to singleton babies?

Parents have 24/7 access and are encouraged to spend as much time with their babies, it is their decision how long they spend with each child. We try our hardest to nurse multiple births next to each other or in the same room where possible so families can be together.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be

contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust