

Date 07/04/2026
Your Ref
Our Ref 11209

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
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Dear

FREEDOM OF INFORMATION – FAMILY INTEGRATED CARE

I write in response to your request for information in relation to Family Integrated Care.

Question:

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

Answer:

Pledge of improvement with Bliss Baby Charter agreed in October 2022 but this is a family centred care programme and not FICare. Awarded Silver in November 2025

Question:

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

Answer:

No FICare specific policies in place but rather have peripheral guidance such as developmental care/Breastfeeding/Discharge/Virtual tour/Welcome packs/Access guidance/Use of Bliss leaflets

Question:

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

Answer:

Staff are introduced to Bliss baby charter at induction but no formal in-house training for FICare. Staff have attended FINE 1 training

Question:

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

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
Lothian NHS Board is the common name of Lothian Health Board



Answer:

Have a sibling support pack in place and a dedicated sibling play area. Older sibling can access psychological support if required and there is also a HUB at the Royal Hospital for Children and Young People (RHCYP) they can access

Question:

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

Answer:

Parent survey includes FICare related questions. Parents can also provide feedback on the Care Opinions platform. The feedback from this is reported to staff or management dependant on the feedback. Also use the iPAT audit tool for positioning

Question:

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

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

- a. Are both parents and siblings permitted to spend time with babies in neonatal care units?
- b. Are there any time restrictions or limitations on how long parents or siblings may spend with babies in neonatal care?
- c. Does the hospital have any policies or practices to ensure that babies from multiple births (e.g. twins, triplets) receive equal parental contact time compared to singleton babies?

Answer:

We are aware that Bliss Baby Chart are redesigning the charter to focus on FICare rather than FCC.

a.	24/7 access
b.	No
c.	No policies

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by



using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive