

On-site Facilities

Information is available on the Trust website at: <http://dudleygroup.nhs.uk/patients-and-visitors/on-site-facilities/>

Cash machine

Cash machine by WH Smiths which is free to use.

Shops

WH Smiths is open weekdays 8 am until 8 pm and weekends 12 pm until 7:30 pm.

Starbucks is located in the hospital restaurant main reception.

Gregg's and Tesco are opposite the hospital site.

Restaurant facilities

The hospital restaurant is situated by main reception and provides hot and cold meals/snacks.

Support

Mothers can contact triage, if you feel unwell, or have not been seen by your Community Midwife.

We have a BLISS representative who visits the neonatal unit to offer advice and support. There is also written information and leaflets about premature babies and specific conditions which may affect your baby.

There is a hospital chaplaincy service which can offer support and spiritual advice to families of any faith. If you wish to talk to the chaplain or you would like your own religious leader to visit please discuss with the nurse caring for your baby.

Counselling

Please discuss with the nurse or doctor caring for your baby. You may also want to talk to your Health Visitor, GP or contact Bliss for advice, their website is: www.bliss.org.uk

Interpreting Services

We can provide interpreting by telephone or face to face. Please discuss with the nurse caring for your baby.



Staffordshire, Shropshire & Black Country
Neonatal Operational Delivery Network

About neonatal care and facilities at Dudley hospital logo

The unit is on the second floor, East Wing.

Russells Hall Hospital

Pensnett Road

Dudley

West Midlands

DY1 2HQ

Neonatal unit direct line: 01382 244364



Transport

Information is available on the Trust website at:

<http://dudleygroup.nhs.uk/about-us/getting-here/>

Bus stops are located outside the main hospital entrance. There are regular bus services to Dudley, Kingswinford and Stourbridge. Further information and timetables can be found at:

<https://nxbus.co.uk/local/west-midlands/dy1%202hq>

The nearest car park is the maternity car park - east wing of the hospital. Parking charges are: free for the first 15 minutes, £1.00 for 30 minutes, £2.00 for an hour, £3.00 for an hour and a half, £4.00 for up to 3 hours and £5.50 for 24 hours. Further information can be found at: <http://dudleygroup.nhs.uk/patients-and-visitors/car-parking/>

There is one free car parking permit available for each family. You will need to complete an application form and take this to the General Office which is open office hours Mon-Fri. There is a £20 refundable charge when you return the pass.

The nearest railway stations are Cradley Heath, Dudley Port and Tipton.

Visiting Information

Mobile phones should be kept on silent and used outside of the neonatal unit. You can use your phone to take photographs of your baby.

On entering the neonatal unit outdoor coats and hats should be removed. Any valuables/mobile phones, etc should be kept on your person.

Before you visit your baby, please wash your hands at the sink. If you feel unwell please contact the neonatal unit before visiting.

Parents can visit at anytime. Siblings can visit with parents at anytime. Grandparents can visit with parents at anytime. In addition to parents and siblings each baby can have up to six nominated visitors. We will ask you to complete a nomination form for your visitors. Visiting is between 2 and 4 pm at the weekend for nominated visitors other than grandparents. Please discuss with the Nurse in Charge or Lead Nurse if there are any problems with visiting.

The maximum number of visitors at any time is three; one of whom must be a parent. Other family members must wait outside the unit and take turns to visit. During ward rounds you will be asked to leave the room until your baby is seen. You may be asked to leave the intensive care room if there is a very sick baby or during medical procedures.

Quiet Time

Every day between 5 pm-7 pm soothing music is played for the babies. Care is co-ordinated so that babies have adequate rest between handling, in order to promote growth and development.

Neonatal Unit Facilities

There is a sitting room where mobile phones can be used (with a selection of books and toys for younger siblings) and a toilet which can be used by families on the neonatal unit during the daytime. Tea and coffee is available for parents in the parent kitchen on the neonatal unit. For safety reasons we ask that hot drinks and food are not brought onto the neonatal unit.

There are two bedrooms for parents to room in with their baby prior to discharge or to establish breastfeeding, you can stay by the cot side or use the bedroom if it is available.

Breastfeeding Facilities and Support

There is a breastfeeding room on the unit where mothers can express their milk in privacy. You can loan a breast pump from the neonatal unit, this can be used until you are no longer expressing. Neonatal unit staff are trained to advise and support mothers with breastfeeding.

The Neonatal Team Caring for Your Baby

The nurses caring for your baby will update you on your baby's care.

[Photo](#)

Dr Anand Mohite, Medical Clinical Lead

[Photo](#)

Julie Marks, Lead Nurse

[Photo](#)

Karen Anderson, Matron

[Photo](#)

Mandip Lal, Staff Nurse Breastfeeding Advisor

[Photo](#)

Samantha Hill, Staff Nurse Breastfeeding Advisor

[Photo](#)

Sister Anya Wright, Lead for Family Centred Care

[Photo](#)

Sister Julia Atkins, Lead for Developmental Care

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The Medical Team

There is a consultant round between 9:30 am -11:30 am Monday-Friday where he/she will update you about your baby's condition and progress. If you are unable to attend the consultant round please inform the Nurse in Charge and she can make an appointment for you to see your baby's Consultant. If you would like to speak to the Registrar or the Advanced Neonatal Nurse Practitioner (ANNP) for a medical update please inform the nurse caring for your baby.

Please discuss any concerns with the nurse caring for your baby. If you wish to discuss your concerns further please ask to speak to the Lead Nurse in the first instance or the Matron.

Patient Advocacy Liason Service (PALS)

Please speak to the nurse caring for your baby or the Lead Nurse if you have any concerns about your baby. If you are still concerned you can contact PALS on Freephone 0800 073 0510 (Mon-Fri 9 am - 5 pm) or e-mail: pals@dgh.nhs.uk

Further information is available on the Trust website at:

<http://dudleygroup.nhs.uk/patients-and-visitors/advice-complaints-and-compliments/>

Care for Your Baby

Babies on the Neonatal Unit for longer than 48 hours will have a hearing screen.

Babies who meet the criteria will have eye screening.

Babies who require specialist advice/support will be referred to the dietician, physiotherapist or speech and language therapist.

Before discharge we provide resuscitation training and reducing the risk training for all parents which includes advice on reducing the risk of cot death.