

Airedale General Hospital Keighley - Neonatal Unit	Skipton Road Steeton Keighley BD20 6TD
Switchboard	Unit Telephone Number
01535 652511	01535 292391

Maps & Directions
How to access the unit
During office hours access to the unit is through the children’s outpatient clinic. At the weekend and evenings, follow the signs for “Ward 21 – Maternity” and the unit is just down the corridor on level 2. There is a lift at the maternity entrance which is accessible at all time.
Nearest Car Park
20 minutes – free 2 hours - £3.00 2-4 hours - £5.00 4-24 hours - £8.00
Car Parking Charges
There are several pay and display carparks surrounding the hospital and parents whose baby is on the neonatal unit can have a free parking permit. Please ask your nurse for a form to enable you to obtain a permit.
Nearest Bus Stop
The Number 25 (Keighley to Burnley and vice versa) stops at several locations on the perimeter road, the nearest bus stop is the West Car Park and then goes out onto the main road above the hospital (Skipton Road) where there are stops at either side of the road by the entrance to the hospital.
Nearest Railway Station
Steeton Station (on the Airedale line which runs between Skipton and Keighley) is a 15 minute walk from the hospital.

Visiting Information
Parents
Parents have open access and are welcome any time on the unit.
Number of Visitors
A maximum of 2 visitors, due to space restrictions within the nurseries.
Siblings
Siblings are welcome to visit at any time with their parents. There is a play area and computer for children to use.
Grandparents

Grandparents are welcome to visit between the hours of 2pm and 8pm.
Family & Friends
Other visitors over the age of 18 are welcome between 4pm and 7pm.
Restrictions
Only parents, grandparents and siblings (over the age of 2) are allowed to visit. If you wish other members of family or friends to visit, please have a conversation with the nurse looking after your baby, or the nurse in charge. Anyone feeling unwell with colds etc.; are asked not to visit the unit.
Hygiene & Infection Prevention
All visitors are asked to use the hand gel on entry and exit from the unit. They are also asked to wash their hands when inside the nursery and hand gel can also be used inside the nursery. Visitors are also asked to remove their outdoor coats prior to entering the nursery.

<h2>Ward Information</h2>
Mobile Phone Use
Mobile phones may be used in the parent's rooms but not in the nurseries. You are welcome to take photographs of your baby with your mobile phone. We do ask that mobile phones be switched to silent when on the unit.
Parent Facilities
There is a parent sitting room with a microwave with tea making facilities (tea and coffee are provided), a TV, together with internet access, magazines and weekly local papers, plus a selection of takeaway menus and information leaflets. There is also a quiet room for discussions.
Parent Accommodation
The unit has 2 rooms for families to use prior to discharge or, in the case of an emergency
Breastfeeding Facilities & Support
Breastfeeding support is offered by several members of neonatal staff who have undergone further BFI training. Nurses can support parent's feeding choices. There are breast pumps available for you to express milk on the unit by the cot side or in private. Privacy screens are provided. Breast pumps can also be loaned out once you are discharged home and your baby is still resident on the Unit.
Facilities for Siblings
There is a play area for pre-school age children and books, TV and internet is available for older siblings.
Parent Support Group
The Bliss representative visits each week and contact information is on display in the parent's kitchen and main corridor. There is a local Bliss Support Group. Please enquire regarding local support available to you within the Neonatal Unit. Additional Parent Support can be accessed via the following link http://www.bliss.org.uk/helpline
Religious & Spiritual Support
There is a prayer room/church on level 1 ground floor (orange signs) behind the main entrance and multi-faith support can be contacted through switchboard (<i>see switchboard contact above</i>).

Play Specialists
Can be accessed from the Children's Ward. Long term babies will be visited and toys will be provided.
Telephone & Computer Access
Airedale NHS Foundation Trust and the Neonatal Unit have free Wi-Fi access. Direct unit telephone numbers are given out on admission and our direct line number is 01535 292391.
Bereavement Support
An onsite bereavement officer or spiritual support is available when required. This can be arranged through the nursing staff on the unit.
Counselling
Counselling can be accessed if required, please ask a member of the nursing staff.
Other Important Stuff
Airedale Hospital is a Level 2 Unit with capacity to care for 12 babies. On admission, parents will be given an information booklet which gives full details of the unit together with a photograph of their baby. The unit can also loan breast pumps to breastfeeding mothers.

<h2>Who is who?</h2>
Clinical Lead
Dr Ramani Gunasekera, Paediatric Consultant (Secretary 01535 292434)
Nurse Manager
Sarah Szpara, Nurse Manager 01535 292391 Sarah.szpara@anhst.nhs.uk
Breastfeeding Advisor
The Breastfeeding Advisor, Liz Osborne, is based on the postnatal wards and visits may be arranged by asking a member of the neonatal staff or staff on the postnatal unit.
Family Centred Care/Developmental Care Lead
Rebecca Inman, Staff Nurse, is our named Lead for Developmental Care

<h2>What to expect</h2>
Ward round
There are daily ward rounds which take place each morning commencing at 10am.
Baby Rest Time
We do not have a designated rest time. Each baby has their individual needs and care is planned accordingly. There are daily ward rounds which take place each morning.
Who to talk to about your baby's care
Parents can talk to the member of staff looking after their baby on that day or baby's named nurse. If neither of these members of staff are available, the nurse in charge will be happy to help.
Talking to the Medical Team
The medical team talk to parents on admission, during the ward round and on discharge. If

parents need to speak to their baby's consultant, arrangements can be made.
Who to talk to if you have any concerns
If you have any concerns please talk to the nurse caring for your baby or the nurse in charge. If you are unsure of names and job titles, there is a photo-board located on the main corridor of the unit to help.
Patient Advocacy Liaison Services (PALS)
There is a PALS office, which offers free and confidential advice to parents, situated on level 1 at the entrance to Ward 18. PALS information leaflets and posters are situated in the parent areas on the unit.

<h2>Hospital Services</h2>
Catering/Refreshment Facilities
There is a dining room on the first floor which is open 7.30am to 6.00pm Monday to Friday and 7.30am to 3.00 pm on Saturday and Sunday. There are also 2 shops which sell sandwiches, hot drinks, sweets etc. and these are located in the outpatient area near the main reception.
Other shops on site and nearby
There is a Co-Op local store a short walk from the hospital and several vending machines on site which sell drinks and snacks.
Cashpoint Machine
There is a cashpoint machine on the main corridor in the hospital, level 2 (purple sign above main entrance).
Access to a Midwife
There is a maternity assessment unit on site which is open Monday to Friday 8.30am to 4.30pm and staff can arrange an appointment if necessary.
Interpreting Services
A telephone interpreting service is available for most languages and face to face interpreter can be arranged via ward staff.
Laundry Facilities
Baby clothes are washed on the Unit. There are no laundry facilities for parents. Parents are very welcome to bring clothes for their baby to wear and dirty clothes will be placed in a bag for parents to take home and wash.

