

<b>Bassetlaw Hospital – Neonatal Unit</b>	Kilton Hill Worksop S81 0BD
<b>Switchboard</b>	<b>Unit Telephone Number</b>
01909 500990	01909 572228

<b>Maps &amp; Directions</b>
<b>How to access the unit</b>
The unit can be accessed from any of the entrances within the hospital however it is easier to enter at the maternity entrance on the Kilton Hill side. Please note that after 9.30pm the unit can only be accessed via A&E as all other entrances are locked.
<b>Nearest Car Park</b>
The nearest car park is outside the maternity entrance at the Kilton Hill side of the hospital where there are some free parking spaces and some pay and display spaces. Otherwise there is ample parking around the hospital site.
<b>Car Parking Charges</b>
There are numerous pay and display car parks around the hospital site (maximum charge of up to £8.75 for a days parking). Parents with a baby on SCBU can now apply for a parking permit to enable them to park for free for the duration of their baby's stay.
<b>Nearest Bus Stop</b>
There is a bus stop outside the maternity entrance with regular buses into Worksop town centre. The bus also stops at Morrison's supermarket.
<b>Nearest Railway Station</b>
Worksop train station is 1 mile from the hospital.

<b>Visiting Information</b>
<b>Parents</b>
We have open visiting for parents 24 hours a day. While visiting, we ask parents and visitors to respect other families' privacy and not look at or comment on babies other than their own. This request has been included at the suggestion of other parents, who have spent time in the Neonatal or Special Care Baby Units.
<b>Number of Visitors</b>
Noise can adversely affect pre-term infants. For this reason, we ask that only 2 visitors per baby are present at any one time, in addition to the parents. If we are busy, we may have to reduce this number.
<b>Siblings</b>
Brothers and sisters are welcome to visit. We have a family sitting room with a small selection of toys and videos. While children are in a play area, they are the responsibility of their parents. Siblings are also welcome to stay in the parent's room with parents, we have small airbeds to accommodate them if they wish to stay.
<b>Grandparents</b>

Grandparents have open visiting. They can visit without parents being present if the parents have given permission or completed a visiting sheet, otherwise we ask that they do not visit unless they are accompanied by a parent as they will be refused access.
<b>Family &amp; Friends</b>
Anyone can visit up until 8pm. We do have a quiet hour each day (which is flexible dependant on ward activity and the needs of the babies on the unit) and we request that only parents and siblings visit during this period. Anyone can visit at other times if accompanied by a parent or without parents being present if consent has previously been given by means of completion of a visiting list. Unaccompanied visitors who do not have permission to visit will be refused entry to the unit.
<b>Restrictions</b>
For security reasons, visitors will only be allowed in the unit when a parent is present, or by prior arrangement with parents and staff. To limit the risk of bringing childhood infections in to the unit, we ask that children under 14 years who are not brothers or sisters do not visit. Pre-term infants need a great deal of rest. Over handling can adversely affect their growth and we therefore have a “minimal handling” philosophy. As a guide, we ask that only parents touch their babies while they are nursed in an incubator and other family members save their cuddles until baby is nursed in a cot (after asking for parent’s permission). Too much handling can affect your baby’s growth so we may ask you to limit the frequency of cuddles and amount of time you touch your baby, especially if his or her condition is unstable. Please discuss this with the nurse caring for your baby.
<b>Hygiene &amp; Infection Prevention</b>
Newborn infants who are ill or premature are extremely susceptible to infection which can be life threatening. Therefore if any member of your family and friends become ill, please ask them not to visit. If you are ill, please speak to the nurse caring for your baby as it may be appropriate for you not to visit for a few days. If you have a fever, sneezing, diarrhoea, runny nose, cough or vomiting, please stay away until you are at least 48 hours symptom free. A cleansing hand gel is provided on the unit for you to use however, you are still required to wash your hands before handling your baby. Hands must be washed on entry to the nursery and re-entry if you have left the unit and returned. Babies are routinely screened for infection when they are admitted to the unit and once a week after this for the duration of their stay. If you wish to discuss this in more detail, please speak to the member of staff caring for your baby.

<h2>Ward Information</h2>
<b>Mobile Phone Use</b>
There are no restrictions to mobile phones being switched on, however, we do ask that you do not make or receive phone calls in the nursery and we ask that you keep ringtones to a minimal. This is to allow the babies to sleep without being unnecessarily disturbed. The staff will photograph your baby on admission to the unit to allow mothers and families to have a print of their child with them throughout their stay and remains the property of the mother. The pictures are essentially “instant prints” (like Polaroid print) and digital copies are not stored. If you want to photograph your baby on your mobile phone or camera it is important that:- <ul style="list-style-type: none"> <li>• You only photograph your own baby and family</li> <li>• You respect the privacy and dignity of other babies, staff and visitors by ensuring that you do not get them in your pictures.</li> </ul>

- You do not photograph the names of other babies or any medical notes or other information on the unit.

### **Parent Facilities**

We have kitchen facilities on the unit for parents to use. Tea, coffee and milk are provided free of charge and there is a water cooler available. All meals are provided for resident mums. Breakfast only is provided for resident dads. Meals can be purchased from the hospital dining room. There is also a fridge, microwave and toaster available for use on the unit.

### **Parent Accommodation**

We have on site facilities for parents to stay which include one double room and one single (which can have a fold-up bed so both parents can stay if needed). Priority is given to parents whose baby needs to establish breast feeding before going home. Unfortunately, if you are resident, you may be asked to give up your room if there is another family with more urgent needs and we hope you will understand if this affects you.

If you wish to leave the hospital premises when resident, please let a member of staff know in case there is an emergency which requires evacuation of the unit.

### **Breastfeeding Facilities & Support**

We have a number of breast pumps for mums on the unit to express and we provide all of the necessary equipment and facilities (including rooms and privacy screens) to do this. We also provide an electric pump which mum can take home and use while baby is still an in-patient, although this has to be returned before baby is discharged. All of our nursing staff are trained to provide breastfeeding support and we can also access the services of the Specialist Infant Feeding Midwife. We also have screens and rooms to allow the mums to express in private.

### **Facilities for Siblings**

We have a family sitting room and a small selection of toys and DVDs. Whilst children are in this area, they remain the responsibility of their parents.

### **Parent Support Group**

The neonatal unit at Doncaster Royal Infirmary holds monthly support group meetings for parents of babies who are currently or have previously been on the units of either Doncaster or Bassetlaw up to the child being two years of age. All parents are invited to come along to have a drink and a chat with other parents and experienced staff members. Details of dates and venues are displayed on the unit. We also have a service from Sure Start, Family and Baby Support (FAB) where Heather will come to the unit on Mondays and Wednesdays to meet and support new parents.

**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**

Parents and visitors can access the chaplaincy team by asking the staff to contact them or they can go round to the multi-faith chapel which is available on site on the ground floor, near the lifts.

### **Play Specialists**

There are currently no play specialists on the baby unit but we can access play leads from the children's ward if needed.

### **Telephone & Computer Access**

The hospital provides free Wi-Fi for parents and visitors to use with their own equipment.

<b>Bereavement Support</b>
We have a bereavement office on site near the general office in the hospital and we also have a chapel on the ground floor which can be accessed at any time.
<b>Counselling</b>
Counselling can be provided by staff or referral to counselling services can be made if apparent requests this.
<b>Other Important Stuff</b>
Nursing and medical staff have a duty to share information with other agencies about the welfare of all children when required. If you need to discuss this further, please speak to the nurse caring for your baby.

<h2>Who is who?</h2>
<b>Clinical Lead</b>
Dr Lai Men Wong, Clinical Lead for Bassetlaw Special Care Baby Unit
<b>Nurse Manager</b>
Caroline Davies, Ward Manager Direct Number 01909 572196 Email: <a href="mailto:carolinedavies2@nhs.net">carolinedavies2@nhs.net</a>
<b>Breastfeeding Advisor</b>
Sue Henderson, Specialist Infant Feeding Midwife All staff on special care baby unit can provide breastfeeding advice.
<b>Family Centred Care/Developmental Care Lead</b>
We have no lead in this area as all staff provide family centred and developmental care.

<h2>What to expect</h2>
<b>Ward round</b>
The consultant responsible for the care of your baby will see them on the day after admission (or earlier if needed). There are regular consultant ward rounds when your baby's plan of care will be discussed however, during this time we may ask parents to leave the nursery to ensure confidentiality is maintained for all babies. A doctor assesses the babies every morning and parents are invited to attend but again, you may be asked to leave the room while other babies are being discussed. The daily ward round usually takes place around 10.00 am, however this can vary depending on the workload of the children's ward.
<b>Baby Rest Time</b>
We have a quiet hour each day when a suitable time is utilised dependant on ward activities. Only parents and siblings may remain on the unit during this time.
<b>Who to talk to about your baby's care</b>
If you have any concerns, please discuss them with a member of staff on duty or, if you feel that you are unable to do this, please speak to Senior Sister, Caroline Davies, who will be able to address your concerns.
<b>Talking to the Medical Team</b>
If you wish to speak to your consultant, please let the nursing staff know and an

appointment will be made, otherwise, they can be accessed during ward round.
<b>Who to talk to if you have any concerns</b>
If you have any concerns, please discuss them with a member of staff or, if you feel you are unable to do this please speak to Senior Sister, Caroline Davies, who will be able to address your concerns.
<b>Patient Advocacy Liaison Services (PALS)</b>
The PALS office is in the main foyer (Gate 4) at Doncaster Royal Infirmary. Contact can be made either in person or telephone 01302 642764.

<h2>Hospital Services</h2>
<b>Catering/Refreshment Facilities</b>
The dining room (canteen) which is located next to the main entrance serves breakfast, lunch and dinner. Drinks and prepacked sandwiches are available throughout the day. There is also a WRVS shop in the corridor near the main entrance which sells drinks, sandwiches, confectionary etc. and vending machines for takeaway food and drinks.
<b>Other shops on site and nearby</b>
Morrisons and Tesco supermarkets are both within 1 mile of the hospital. There is also a WRVS shop on site which sells snacks, newspapers, magazines and basic supplies.
<b>Cashpoint Machine</b>
There is a cash machine available in the foyer at the main entrance of the hospital. This machine does not charge to use the service.
<b>Access to a Midwife</b>
Postnatal care can be provided by ward midwives.
<b>Interpreting Services</b>
Interpreting services are provided by telephone. These can be accessed by the nursing staff who will arrange a conference call as required.
<b>Laundry Facilities</b>
There are no laundry facilities on site.