

Chesterfield Royal Hospital – Neonatal Unit	Top Road Calow Chesterfield S44 5BL
Switchboard	Unit Telephone Number
01246 277271	01246 512515

Maps & Directions

How to access the unit

Access is via the Scarsdale Wing entrance, follow the signs to the Neonatal Unit which is located next to the birth centre.

Nearest Car Park

There is lots of onsite parking available, the nearest car park for parents and visitors is Car Park 4.

Car Parking Charges

- Up to 30 mins FREE
- Up to 1 hour £2.30
- Up to 3 hours £3.00
- Up to 4 hours £4.00
- Over 4 hours to 24 hours £6.00
- 14 Day Visit Pass £19.50
- Lost Ticket £6.00

After 14 days on the Neonatal Unit a car parking card is issued giving 1 free visit per day and will be renewed every 2 weeks - please speak to the nurse looking after your baby.

Nearest Bus Stop

The nearest is located outside the hospital main entrance.

Nearest Railway Station

The nearest train station is Chesterfield which is a 5 minute journey by car or taxi (approximately 30 minute walk).

Visiting Information

Parents

Open visiting for parents and siblings.

Number of Visitors

Open visiting 9am-9pm for other visitors. Over 16yrs only (unless a sibling)

Siblings

Open visiting for parents and siblings.

Grandparents

Grandparents can visit between 3.00 pm and 9.00 pm unaccompanied by parents if permission has been given.

Family & Friends
Family and friends (over 16 years of age) can visit between 3.00 pm and 4.00 pm and 6.00 pm to 7.00 pm, when parents are present on the unit.
Restrictions
A maximum of 3 visitors per family to be on the unit at any one time and no visitors under the age of 16 (except siblings). Only parents are to hold and touch babies while they are in an incubator.
Hygiene & Infection Prevention
Handwashing and gel stations are available all around the unit. All visitors are asked to use the hand gel as they enter the unit and wash their hands using soap and water before touching the baby and after changing nappies. Visitors must not touch any baby other than their own. Any visitors who are unwell or have signs of infection must not visit. Please inform the Nurse in Charge and she will confirm whether or not it is safe for the infected person to visit. Parents are asked to provide basic hygiene equipment for the baby (e.g. Nappies, Nappy Sacks and when required Bepanthen Cream for nappy care) we do not recommend the use of baby wipes for nappy care.

Ward Information
Mobile Phone Use
It is important that telephone calls are made off the unit in the public areas of the hospital as this helps to reduce noise levels, which babies can find stressful. Mobile phones can be used to take photos of your baby.
Parent Facilities
The parents coffee room has a fridge and kettle. Parents can use the fridge to store their own food. Tea and coffee or juice are provided free of charge for parents and their siblings. When using the fridge please label any food with your name and date. Parents are expected to wash all crockery after use to ensure that clean supplies are available for other parents. To prevent injury to the baby, hot drinks must not be consumed at the cot side.
Parent Accommodation
We have 2 bedrooms available with shared bathroom facilities for parents to use prior to discharge. If your baby is very unwell you may also be asked if you wish to stay to be closer during this critical time. We also have residency accommodation if parents live far away with attached bathroom and catering facilities.
Breastfeeding Facilities & Support
We have breast pumps available on the unit for expressing and these can be loaned (free of charge) to mums to use until their baby is discharged. It is important that breast pumps are returned promptly when baby is discharged or when the pump is no longer needed. If you choose to bottle feed your baby, the nursing staff will show you how to make up feeds safely. We recommend that you bring in the bottles your baby will use at home so baby can get used to these before they go home.
Facilities for Siblings
We have books, games and DVDs – please speak to the nurse caring for your baby. We also have juice available for drinks in the parent’s room.

Parent Support Group
The Parent Support Group meets 5 times per year on a Saturday morning and have a variety of speakers at the meetings. Posters advertising these meeting are displayed in the parent sitting room. The unit has Bliss Parent Supporters who visit the unit; they have personal experience of being the parent of a pre-term baby who has been admitted to the Neonatal Unit. Please ask the nurse caring for your baby for the dates and times that the supports will be on the unit. 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 Chapel in the main concourse which is open 24 hours a day.
Play Specialists
The unit does not have play specialists but does have a team of nursery nurses who will work with parents to prepare them for discharge of their baby. They can advise on feeding, weaning, wrapped bathing, safe sleeping and car safety.
Telephone & Computer Access
N/A
Bereavement Support
We have access to Talking Therapies – Telephone Number 0300 555 5582 and the Chaplaincy Team. Please ask for an information leaflet.
Counselling
We have access to Talking Therapies – Telephone Number 0300 555 5582. Please ask for an information leaflet.
Other Important Stuff
We only give information about a baby's condition to the parents of that baby. The hospital has nursing and medical students on training placements and a student under the supervision of a qualified nurse or doctor may care for your baby. Some babies have more complex needs and to ensure you are well supported, after discharge, it may be necessary to hold a discharge planning meeting with yourself and staff who will be caring for your baby in the community. When your baby is ready for discharge you will be offered the opportunity to complete the Friends and Family Questionnaire. This is an opportunity for you to feedback on our service, help us to improve and is completely anonymous. Babies born before 36 weeks gestation or with complex care needs will be supported at home following discharge by either the Neonatal or the Paediatric Community Team in conjunction with your health visitor.

Who is who?
Clinical Lead
Dr Aiwyne Foo Consultant Paediatrician Telephone Number:- 01246 513141 (Secretary)
Nurse Manager
Keely Turner Matron Telephone Number: 01246 513141

Breastfeeding Advisor
All nursing staff are available to help and support breast feeding. If breast feeding support is needed after discharge, staff can organise for a breastfeeding supporter to visit you at home once permission has been given by yourself.
Family Centred Care/Developmental Care Lead
The unit provides holistic care specific to the needs of each baby and their family. Every effort will be made to involve parents in the decisions about the care of your baby. The nursing staff will help you to co-ordinate your visiting with your baby's feed and care times. The nursing staff will help parents to understand the changing developmental needs of their baby as they grown and they will help you to care for your baby in the way that encourages them to reach their milestones. Caring for your Baby in the Neonatal Unit – a parents handbook, is a unique book for all parents who have pre-term or new-born babies in need of hospital care, these books are available to purchase from the unit please ask the nurse caring for your baby for more information.

<h2>What to expect</h2>
Ward round
We have a daily ward round from 9.00 am onwards.
Baby Rest Time
We encourage a quiet time from 2.00 pm to 4.00 pm and to support your babies developmental care needs, we encourage minimal noise levels at all other times.
Who to talk to about your baby's care
Please speak to the nurse looking after your baby on the shift.
Talking to the Medical Team
Your baby will be reviewed by the medical team as part of the daily ward round. During this time, you will have the opportunity to discuss your baby's care and progress with the team. If this time is not convenient for you, please speak to the nurse in charge who can arrange a separate meeting for you to discuss your baby's care.
Who to talk to if you have any concerns
Please speak to either the nurse looking after your baby, the nurse in charge, the matron of the unit or any member of the medical team.
Patient Advocacy Liaison Services (PALS)
The assistance and complaints service is situated in the main entrance. Leaflets are also available on the ward.

<h2>Hospital Services</h2>
Catering/Refreshment Facilities
There is a Café@Royal, Costa Coffee in the main entrance and a café in the Scarsdale entrance. There is also a small café in the side entrance near to the adult wards.
Other shops on site and nearby
Shop@Royal selling newspapers and snacks is located in the main entrance along with a flower shop. Pharmacy is located on the yellow corridor in the main hospital where you're able to buy medicines, breast pumps and they also dispense GP prescriptions.

Cashpoint Machine
The cashpoint machine is situated in the main hospital entrance.
Access to a Midwife
If mums require access to a midwife whilst visiting the Neonatal Unit please ask the nurse caring for your baby to facilitate this.
Interpreting Services
Face to face interpreter services are available via extension 3735, out of hours service on 0800 7317878. If families require this service please contact the nurse in charge.
Laundry Facilities
The unit's baby clothes and blankets are washed on the unit and hospital sheets and towels are sent to the laundry. Baby's own clothes are place in a bag attached to the cot for parents to take home and wash.