

# Diana Princess of Wales Hospital, Grimsby – Neonatal Unit

Scatho Road  
Grimsby  
DN33 2BA

## Switchboard

01472 874111

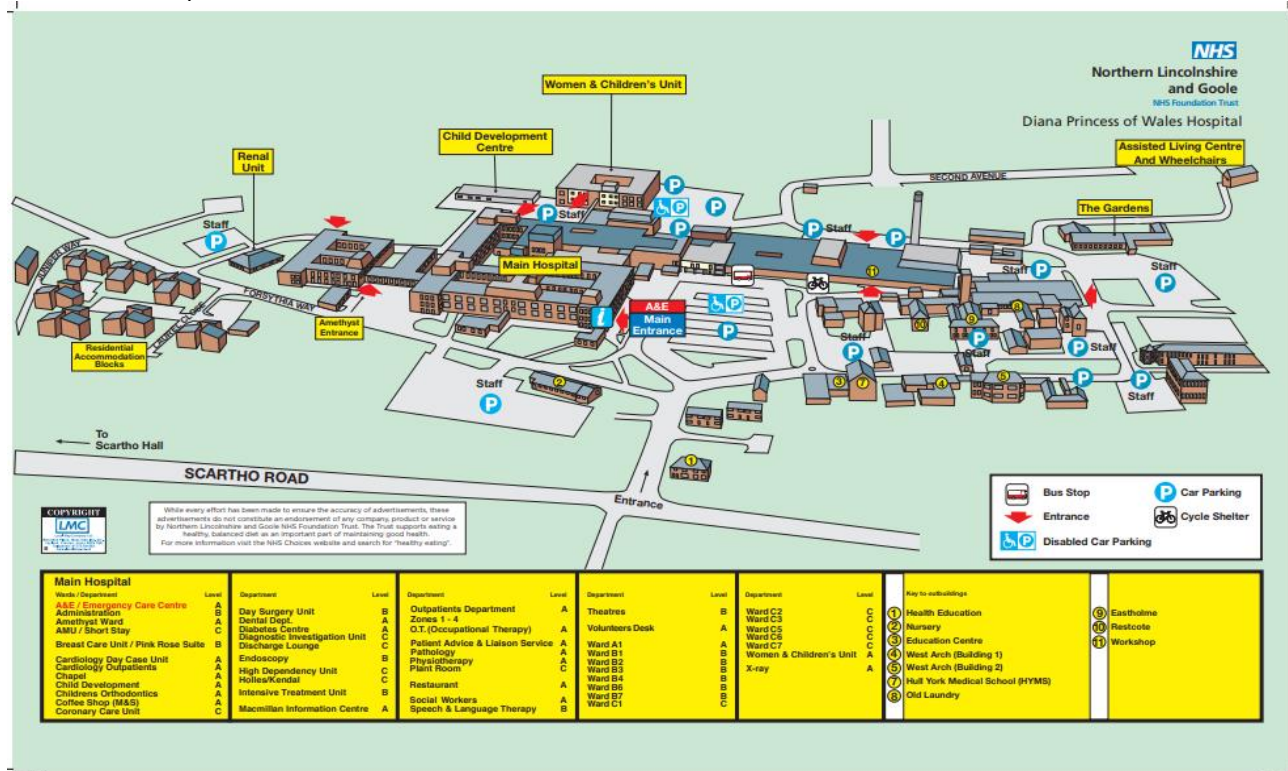
## Unit Telephone Number

03033 304178

## Maps & Directions

### How to access the unit

After entering the main entrance of the hospital, take the 1st left then 1st right follow the signs for Family Services Building (Women’s and Children’s) and take the lift to the second floor. Come through the double doors and turn right to The Neonatal Unit. You will then need to press the intercom for access this is connected to a surveillance system. (Data is not recorded)



### Nearest Car Park

The nearest visitor’s car park is next to the Family Services building.

### Car Parking Charges

Car parking is available at £4.50 per day. Resident parents and parents of babies receiving intensive care can apply for a permit which will allow them to park free of charge. Other parents are given free parking after their baby has spent a week in hospital. Please ask a member of staff to complete the relevant form which should then be taken to the security office near the main entrance.

<b>Nearest Bus Stop</b>
The nearest bus stop is at the front of the hospital, near the main entrance.
<b>Nearest Railway Station</b>
The nearest railway station is either Grimsby town centre or Cleethorpes which are both a bus or taxi ride from hospital.

<h2>Visiting Information</h2>
<b>Parents</b>
Parents have open visiting - 24 hours day and are encouraged to attend ward round.
<b>Number of Visitors</b>
Visiting is limited to 2 people per cot for intensive care patients and 3 people per cot in other nurseries (this includes parents).
<b>Siblings</b>
Siblings can visit at any time provided they are accompanied by an adult.
<b>Grandparents</b>
Grandparents have open visiting, but are asked to avoid ward round which is between 10.00 am - 12.30 pm where this is for parents only.
<b>Family &amp; Friends</b>
Friends have open visiting but are encouraged to avoid ward round between 10.00 am - 12.30 pm it is therefore advisable to suggest for them to visit after 2.00 pm as we also have quiet hour between 1.00pm and 2.00 pm (please see the section on 'number of visitors').
<b>Restrictions</b>
Visitors are only allowed if the unit has gained permission from the parents of the baby and can be identified in their absence. Children are welcome to visit but we do ask they are supervised at all times and accompanied by an adult.
<b>Hygiene &amp; Infection Prevention</b>
Alcohol gel is available at several points throughout the unit and sinks available in every room so visitors can wash their hands.

<h2>Ward Information</h2>
<b>Mobile Phone Use</b>
Mobile phones can be used to take photographs or videos but the flash must be turned off and the phone must be on silent when in the nurseries. All calls must be taken off the unit.
<b>Parent Facilities</b>
There is a kitchen which is equipped with a microwave, fridge, toaster and sandwich toaster and tea, coffee and cereals are provide for all resident parents free of charge. Parents can bring food from home, which should be labelled and stored in the fridge. There is also a water cooler outside the family room. The tea and coffee facilities are not for visitors.
<b>Parent Accommodation</b>
We have 3 flats/rooms on the unit which are available for parents to use. There is also 1 flat outside the unit which is shared with Rainforest (Children's Ward). These are primarily reserved for parents of babies receiving intensive care, poorly babies, breastfed babies and babies nursed away from their own geographic area. They can also be used for 'rooming in' prior to baby being discharged home.

<b>Breastfeeding Facilities &amp; Support</b>
There is a breastfeeding room on the neonatal unit with mobile expressing units. There is also a Breastfeeding Co-Ordinator, Amanda Anderson (03033 304799 or mobile 07659510555) who has a number of full or part-time assistants.
<b>Facilities for Siblings</b>
There is a family room located on the unit which has a TV/DVD player and a small number of toys and games.
<b>Parent Support Group</b>
There is a parent information support board outside the family room and leaflets in both the milk kitchen and the breastfeeding rooms. It is hoped that there will soon be Bliss representation on the Neonatal Unit. <b>Please enquire regarding local support available to you within the Neonatal Unit. Additional Parent Support can be accessed via the following link <a href="http://www.bliss.org.uk/helpline">http://www.bliss.org.uk/helpline</a></b>
<b>Religious &amp; Spiritual Support</b>
The Chaplain visits the unit every Wednesday and parents are free to contact this service 24 hours a day for prayer and reflection (telephone 03033 302489).
<b>Play Specialists</b>
We do not have any play specialists at Grimsby Hospital.
<b>Telephone &amp; Computer Access</b>
TV, telephone and Wi-Fi may be accessed via Patientline.
<b>Bereavement Support</b>
We have close links with St Andrew's Hospice (for general enquiries telephone 01472 350908).
<b>Counselling</b>
Parents can be referred to their Health Visitor, the Stillbirth and Neonatal Death Society (SANDS) or they can receive support from the midwifery team.
<b>Other Important Stuff</b>
The unit may be accessed from another route, off Second Avenue at the rear of the hospital, this entrance is open 6:00 am to 10.00 pm, Monday-Friday but is closed on weekends and bank holidays.

<h2>Who is who?</h2>
<b>Clinical Lead</b>
Dr Ombalogi Wilson, Consultant Paediatrician, Telephone 03033 304670
<b>Nurse Manager</b>
Emma Spicer, Lead Nurse, Telephone 03033 304780
<b>Breastfeeding Advisor</b>
Amanda Anderson is the breast feeding co-ordinator (076595 10555) plus, all nurses on the unit are trained to offer help and assistance with breastfeeding.
<b>Family Centred Care/Developmental Care Lead</b>
We practice family centred care and have 2 specialist developmental care nurses.

## What to expect

### Ward round

A ward round takes place every day at 10:00 am and parents are welcome to attend. This is an opportunity for the consultants to discuss any care or follow up baby may require.

### Baby Rest Time

We have a quiet hour between 1.00 pm and 2.00 pm everyday where no nursing or clinical interventions take place (unless essential). Parents are encouraged to cuddle and have 1:1 time with their baby during this hour. We ask that parents arrive 10 minutes prior to quiet hour. If you do not wish to participate in quiet hour please respect those parents that do.

### Who to talk to about your baby's care

You are welcome to talk to any member of the neonatal team about your baby's care – consultants, doctors or nurses and are encouraged to attend the ward rounds which start at approximately 9.00 am.

### Talking to the Medical Team

You are welcome to speak to the consultant caring for your baby at any time – please speak to one of the nurses and they will arrange this on your behalf.

### Who to talk to if you have any concerns

You are welcome to talk to any member of the neonatal team.

### Patient Advocacy Liaison Services (PALS)

The PAL service is located in the reception area of the main hospital or can be contacted on 03033 304420.

## Hospital Services

### Catering/Refreshment Facilities

Costa Coffee is located near the main entrance of the hospital and is open 8.30 am to 8.00 pm (Monday to Friday) and 10.30 am to 8.00 pm (Saturday and Sunday). There is also a WRVS café in the main entrance to the family services building which is open 8.30am – 6.00 pm (Monday to Friday).

### Other shops on site and nearby

A baker, Co-Op, Post Office and take-away restaurants are nearby on Second Avenue which is a 5 minute walk from the family service building.

### Cashpoint Machine

The cashpoint machine is located in the main hospital entrance opposite the family service building.

### Access to a Midwife

Access to a midwife can be obtained via the maternity wards. If you need to access this service, please speak to a member of the nursing staff.

### Interpreting Services

Interpreting services are available via telephone (The Big Word).

### Laundry Facilities

We currently have no laundry facilities onsite and the nearest laundrette is a 10 minute drive away on Ladysmith Road which also has free parking (telephone 01472 250758).