

Harrogate District Hospital – Neonatal Unit	Lancaster Park Road Harrogate HG2 7SX
Switchboard	Unit Telephone Number
01423 885959	01423 553188

Maps & Directions

How to access the unit
The neonatal unit is located on the 2 nd floor of the hospital in the Strayside Wing. Follow the signs for Strayside Wing, once on the first floor when you come out of the lift or staircase, turn right and follow signs for SCBU.
Nearest Car Park
There is a multi-storey car park on site.
Car Parking Charges
Car parking charges vary (see below) <ul style="list-style-type: none"> • First 30 minutes free • 30 minutes to 1½ hours £2:40 • £3:60 ETC for 3½ hours - the charges increase by approximately £1:50 per hour <p>However, we give parents (only) 50% off for the first 2 weeks of a baby's stay, and then it is free for the remainder of their inpatient stay. Parents can obtain a voucher from the unit which they need to present at the front desk by the main entrance to the hospital.</p>
Nearest Bus Stop
The nearest bus stop can be found on Knaresborough Road which is adjacent to the hospital.
Nearest Railway Station
We are equal distance from Starbeck and Harrogate Station.

Visiting Information

Parents
Parents have 24 hour open visiting.
Number of Visitors
Only 2 visitors at the cot side at any one time - including parents. Please see more details below.
Siblings
Siblings have 24 hour open visiting.
Grandparents
Grandparents can visit between 12:00 noon and 7.00 pm, however parents do need to be present.

Family & Friends
Aunts and uncles can visit between 12:00 noon and 7.00 pm, parents need to be present. We regret that no other visitors are allowed on the unit.
Restrictions
No other visitors are allowed except those mentioned above. Anyone who is feeling unwell, has a respiratory infection, diarrhoea or upset stomach must refrain from visiting for 48 hrs after the last episode of symptoms and inform the nurse in charge.
Hygiene & Infection Prevention
There are clear visible notices on the door to the unit and on the walls on the nurseries. All visitors are required to wash their hands after entering the unit.

<h2>Ward Information</h2>
Mobile Phone Use
Use of mobile phones is allowed on the unit.
Parent Facilities
There is a shower room which can be used by parents staying over and occasionally by parents who have children on the children's ward. There is also a kitchen which is available for use by all parents with babies on the neonatal unit plus parents with children on the children's ward.
Parent Accommodation
We have 2 newly refurbished parent bedrooms, which can be used by parents whenever available.
Breastfeeding Facilities & Support
A breast feeding room is available for mum's to use. There is support with breast feeding from the nursing staff and the breast feeding co-ordinator, who also holds a community support group every Friday. We currently hold the UNICEF neonatal breast feeding accreditation and were the second unit in the country to achieve this.
Facilities for Siblings
There is a playroom on the children's ward with a secure outside play area. There are a variety of toys and books that siblings are welcome to use as long as they are accompanied by a parent or grandparent.
Parent Support Group
Bliss visit on the first Saturday of every month. We currently do not have a Bliss Representative, however we do adhere to the Bliss Charter and display Bliss contact details 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 an on call Chaplain available at all times and all faiths are represented. Contact can be made via the nursing staff.
Play Specialists
There is a play specialist available on the Children's Ward but not dedicated to SCBU.

Telephone & Computer Access
Telephone and computer access is not available for parents and visitors, however hospital Wi-Fi is available. Please ask staff for details.
Bereavement Support
Contact numbers for support groups can be obtained from nursing staff and midwives.
Counselling
At present there are no formal counselling services provided by the Trust.
Other Important Stuff
Baby massage is available by Registered Nurse, Debbie Beaty (SCBU) and parents are also taught how to tube feed their baby.

<h2>Who is who?</h2>
Clinical Lead
Dr Sobia Bilal, Clinical Lead for SCBU Dr Ian Cannings, Clinical Lead for Acute Paediatrics
Nurse Manager
Heather Stuart, Lead Nurse for SCBU Telephone Number: 01423 557736 or heather.stuart@hdfn.nhs.uk Julie Walker, Matron for Acute Paediatrics
Breastfeeding Advisor
Jo Orgles, Breastfeeding Advisor Telephone Number: 01423 555629 or jo.orgles@hdfn.nhs.uk
Family Centred Care/Developmental Care Lead
Sally Baxter, Family Centred Care/Developmental Care Lead Telephone Number: 01423 553188 or sally.baxter@hdfn.nhs.uk

<h2>What to expect</h2>
Ward round
Ward rounds take place each morning between 9:00 am and 11:00 am.
Baby Rest Time
Baby rest time is between 12.00 noon and 2.00 pm
Who to talk to about your baby's care
If you have any queries about your baby's care please talk to the nurse looking after your baby or the nurse in charge. Nurse in charge is identified with a red Nurse In Charge badge.
Talking to the Medical Team
You can talk to a member of the medical team at any time, just ask the nurse caring for your baby.
Who to talk to if you have any concerns
If you have any concerns you can talk to any nurse on duty.

Patient Advocacy Liaison Services (PALS)
To contact PALS, ring the hospital on 01423 555499 and ask for PALS on the automated call system.

<h1>Hospital Services</h1>
Catering/Refreshment Facilities
Herriot's restaurant is the hospital canteen which is located on the first floor and there are clear signs showing the way. There is also a shop and a WRVS café at the main entrance which sells snacks and hot drinks together with various drinks machines scattered around the hospital.
Other shops on site and nearby
There is a supermarket and takeaway outlets on the Knaresborough Road which is near to the hospital. Please speak to a member of staff on the unit and they will give you directions.
Cashpoint Machine
There is a cashpoint machine in the main foyer of the hospital.
Access to a Midwife
Access to a midwife on the postnatal ward is available if needed. Please speak to a nurse on the unit if you need to see a midwife.
Interpreting Services
Telephone interpreting services are available and these can be accessed via the nursing staff.
Laundry Facilities
Unfortunately there are no laundry facilities available to parents.

