

<b>Hull Royal Infirmary – Neonatal Unit</b>	Anlaby Road Hull HU3 2JZ
<b>Switchboard</b>	<b>Unit Telephone Number</b>
01482 875875	01482 604472

<b>Maps &amp; Directions</b>
<b>How to access the unit</b>
The neonatal unit is on the 2 <sup>nd</sup> floor of the Women’s & Children’s Hospital. Access to the unit is via the intercom at the main entrance.
<b>Nearest Car Park</b>
Argyle Street hospital car park (HU3 2JZ) is the largest and there is a small amount of visitor parking in front of the hospital. There is also a pay and display car park on Fountain Street (HU3 2JZ).
<b>Car Parking Charges</b>
<ul style="list-style-type: none"> <li>• Up to 1 hour - £2.00</li> <li>• Up to 2 hours - £3.00</li> <li>• 6 hours - £6.00</li> <li>• Weekly parking - £10</li> <li>• Monthly parking - £20</li> </ul>
<b>Nearest Bus Stop</b>
The nearest bus stop is directly outside of the hospital on Anlaby Road, with buses going in both directions (City Centre or out of Hull). All buses going into City Centre go into the Interchange which is by the train station.
<b>Nearest Railway Station</b>
The nearest railway station is Hull Centre which is a 10 minute walk away from the hospital, next to the Bus Interchange. Alternatively, all buses passing the hospital will take you to the Interchange.

<b>Visiting Information</b>
<b>Parents</b>
Parents can visit and are encouraged to visit their babies at any time of the day 24/7.
<b>Number of Visitors</b>
5 nominated people can visit between 1.00pm-7.00pm. Visitors must wash and alcohol their hands prior to entering NICU.
<b>Siblings</b>
Siblings can visit between 4.00 pm and 5.00 pm and again from 6.00 pm to 7.00 pm.
<b>Grandparents</b>
Grandparents can visit between 4.00 pm and 5.00 pm and again from 6.00 pm to 7.00 pm.
<b>Family &amp; Friends</b>
Unfortunately other family members and friends are not permitted to visit.

<b>Restrictions</b>
Visiting is restricted to parents, grandparents and siblings and a maximum of 2 people per cot at any one time.
<b>Hygiene &amp; Infection Prevention</b>
Visitors are encouraged to wash their hands prior to entering the unit, wash them again on entering a clinical room and to use the hand sanitiser during the visit and on leaving a clinical room.

<h2>Ward Information</h2>
<b>Mobile Phone Use</b>
Mobile phones can be used in the clinical rooms for everything excepting taking calls and we ask that calls are taken in the waiting rooms.
<b>Parent Facilities</b>
There is a small sitting room on the neonatal unit with facilities to make hot drinks, toast and snacks. Tea, coffee and milk and bread are provided free of charge and parents can bring their own meals to heat in the microwave.
<b>Parent Accommodation</b>
There are 2 rooming-in rooms with shared shower facilities. We also have 1 double room with en-suite bathroom and 1 disabled double room with en-suite bathroom.
<b>Breastfeeding Facilities &amp; Support</b>
There are hospital grade breast pumps in every clinical room. Mothers are given a manual breast pump if they wish to express. There is also a dedicated expressing room with space for 2 mums. Catering freezers are available to store expressed milk and every mum will be allocated their own compartment.
<b>Facilities for Siblings</b>
We have a small waiting area with toys, books and a TV, together with baby changing facilities. We also have a siblings diary system called “say hello” which will be offered to you by the nurses caring for your baby.
<b>Parent Support Group</b>
The Hull Bliss Support Group holds meetings on a monthly basis. There is also a poster on the bliss display board at the entrance to the unit which is updated regularly by the Bliss volunteers who are available on the unit for support and information. <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>
There is a chaplaincy service which covers the whole hospital and a small chapel on the ground floor of the main hospital (signposted from the main reception).
<b>Play Specialists</b>
Play Specialists can be accessed from the Paediatric wards. Please speak to the nurse looking after your baby if required.
<b>Telephone &amp; Computer Access</b>
Telephones on the neonatal unit can only be used for emergency calls or for telephone translation. There is currently no computer or Wi-Fi access for visitors.

<b>Bereavement Support</b>
Support for bereaved families is provided by the neonatal Continuing Care Team and Bereavement Midwife. There is also the Crisis Pregnancy Centre, Newland Avenue, Hull, HU5 2NB (Telephone Number: 01482 492929).
<b>Counselling</b>
Bereavement counselling is provided by external agencies and no formal counselling is available via the hospital.
<b>Other Important Stuff</b>
We also have a board on the unit where we encourage you to give any positive or negative feedback.

<h2>Who is who?</h2>
<b>Clinical Lead</b>
Dr Jo Preece Clinical Lead for Neonatology Telephone Number: 01482 604437 <a href="mailto:Joanna.preece@hey.nhs.uk">Joanna.preece@hey.nhs.uk</a>
<b>Nurse Manager</b>
Kate Lamming Neonatal Unit Manager Telephone Number: 01482 604443 <a href="mailto:Kate.lamming@hey.nhs.uk">Kate.lamming@hey.nhs.uk</a>
Karina Callanan Junior Sister Telephone Number: 01482 604471 <a href="mailto:Karina.callanan@hey.nhs.uk">Karina.callanan@hey.nhs.uk</a>
<b>Breastfeeding Advisor</b>
Katy Nicholson Breastfeeding Co-Ordinator & Transitional Care Lead Telephone Number: 01482 604481
<b>Family Centred Care/Developmental Care Lead/Infection Prevention &amp; Control Lead</b>
Kate Brown Developmental Care Lead
Jenny Hemingway Clinical Educator
Amy Taylor Infection Prevention & Control Lead

<h2>What to expect</h2>
<b>Ward round</b>

A ward round commences at 9.00 am every day (starting in the ICU room) with a second handover round starting at 5.00 pm.
<b>Baby Rest Time</b>
Baby rest time takes place between 2.00 pm and 4.00 pm each day.
<b>Who to talk to about your baby's care</b>
The nurse allocated to your baby on each shift.
<b>Talking to the Medical Team</b>
You can talk to a member of the medical team at the ward rounds or by asking the nurse looking after your baby (or any member of the team) to arrange this on your behalf.
<b>Who to talk to if you have any concerns</b>
If you have any concerns, please speak to the Neonatal Unit Manager or nurse in charge that day.
<b>Patient Advocacy Liaison Services (PALS)</b>
The PALS is located at the Castle Hill site and contact details can be found on leaflets displayed in the waiting area on the unit or by asking the nurse looking after your baby.

<h2>Hospital Services</h2>
<b>Catering/Refreshment Facilities</b>
There is a small café on the ground floor of the Women's and Children's Hospital (open 9.00 am to 4.30 pm Monday to Friday) and a small café on the ground floor of the main tower block (open 7.30 am to 8.00 pm, Monday to Sunday) both of which serve a selection of sandwiches, salads, cakes, paninis and jacket potatoes. There is also a restaurant on the 2nd floor of the tower block which service hot meals, sandwiches and snacks (open 7.30 am to 4.00 pm Monday to Sunday).
<b>Other shops on site and nearby</b>
WH Smiths directly in front of the tower block sells drinks, snacks, magazines, stationary and a small selection of emergency toiletries are available. Alternatively, there is a small Boots chemist on the ground floor of the main hospital.
<b>Cashpoint Machine</b>
There is a cash machine at the front of the main tower block.
<b>Access to a Midwife</b>
Access to a midwife can be arranged via the community office or maternity wards. Please ask the nurse looking after your baby if you need to arrange a midwife review.
<b>Interpreting Services</b>
A face to face or telephone interpreting service can be accessed via Global Accent. Please speak to the nurse looking after your baby if and when you require this service.
<b>Laundry Facilities</b>
Most laundry is washed off site but baby clothes belonging to the unit are laundered onsite. Parents are kindly asked to take home any personal baby clothes to launder and any soiled items will be placed in a patient clothing bag in the baby's cupboard ready for collection.

