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| Rotherham Hospital – Neonatal Unit | Moorgate Road Rotherham S60 2UD |
| Switchboard | Unit Telephone Number |
| 01709 820000 | 01709 424488 |

Maps & Directions

How to access the unit

The unit is located on B level at Junction 4 and the nearest entrance is the maternity entrance. To enter the unit, press the buzzer and a member of staff will respond – if you are recognised, the light on the buzzer will turn green and you will be able to open the door. If a visitor is not recognised, a member of staff will talk to them either via the intercom or in person at the door. On leaving the unit, please inform the nursing staff or ward clerk and they will release the door for you. On rare occasions, visitors may be asked to wait in the sitting room if staff are dealing with an emergency – if this involves your baby we will keep you updated on the situation

Nearest Car Park

There are several small car parks at the Maternity entrance and near Green Oaks Midwifery Clinic. There is also a large car park for visitors opposite the main entrance.

Car Parking Charges

- Up to 1 hour - £1.30
- 1-2 hours - £2.30
- 2-3 hours - £3.60
- 3-4 hours - £4.60
- 4-5 hours - £5.70
- 5-6 hours - £6.70
- 6 hours+ - £8.20

Parents are permitted to park for a nominal charge of £1 per day (regardless of the number of visits). Please speak to a member of the nursing team and they will supply you with a parking pass which should be displayed in your windscreen.

Nearest Bus Stop

There are 2 bus stops on Baker Street for buses travelling from Rotherham Town Centre and 2 bus stops on the Moorgate Road for buses travelling into Rotherham Town Centre. A bus timetable is available at reception desk on C level (near main reception).

Nearest Railway Station

The nearest station is Rotherham Central with regular train services to Sheffield, Doncaster and Scunthorpe. Connecting services for other trains are available at Doncaster, Sheffield and Meadowhall. The station is 1.6 miles from the hospital.

Visiting Information

Parents

Parents may visit at any time of the day or night. We try to reserve evening visiting times after 8.00 pm for parents to have some quieter time with their baby.

Number of Visitors

We do not restrict the visitor numbers, but if the nursery is becoming very crowded and it is affecting our ability to care for the baby, we will ask some visitors to wait in the visitor's sitting room. Priority is always given to parents.

Siblings

Brothers and sisters of the baby can visit at any time but must be accompanied by an adult.

Grandparents

Grandparents are allowed to visit at any time provided parents have given their consent for them to visit when they are not there. Please speak to a member of the nursing team.

Family & Friends

Parents are asked to give their consent for friends and other family members to visit when they are not there. Please speak to a member of the nursing team.

Restrictions

Other visitors can visit any time provided they have the permission of the parents. We encourage other visitors to visit at the same time as parents wherever possible. Parents are asked to inform the nursing staff if other visitors are expected. Children under the age of 16 (other than siblings) are not allowed to visit.

Hygiene & Infection Prevention

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 their own. Any visitors who are unwell or who have signs of infection must not visit – please inform the Nurse in Charge and he or she will confirm whether or not it is safe for the affected person to visit. Parents are asked to provide basic hygiene essentials for their baby e.g. nappies. 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 either in the entrance to the unit or in the public areas of the hospital as this helps to reduce noise levels which babies may find stressful. Parents can use mobile phones to take photographs of their own baby.

Parent Facilities

The parent's kitchen has a fridge, microwave and a kettle. Parents can use these to store and reheat their own food. Free tea and coffee is supplied for all parents. When using the fridge, please label any food with your name and date. Parents and visitors are also expected to wash all crockery after use to ensure that clean supplies are available for the next parent. To prevent injury to babies and other children visiting the unit, hot drinks must not be consumed at the cot-side. Mothers who are staying in the mother and baby rooms have meals and snacks provided.

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| Parent Accommodation |
| We have 3 parent rooms (which can accommodate both parents) and these include a shared bathroom, sitting room and kitchen. Parents are usually invited to stay overnight with their baby before discharge home. If your baby is very unwell you may be asked if you want to stay to be closer during a critical time. |
| Breastfeeding Facilities & Support |
| The nursing staff will support mothers to breastfeed, establish feeding and to express breast milk. To aid this, breast pumps (for use at the cot side or in the expressing room) are available. There is a limited supply of pumps available for loan to use at home. It is important that breast pumps are returned promptly when the baby is discharged or the pump is no longer needed. Additional support and advice for breastfeeding is also available from the Infant Feeding Co-ordinator and Breast Feeding Peer Supporters. If you choose to bottle-feed your baby, the nursing staff will show you how to sterilise equipment and 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 discharge. |
| Facilities for Siblings |
| Siblings are very welcome on the unit but must be supervised at all times by a parent or a responsible adult. There are toys available for them to use in a toy box near the nurseries and in the sitting room. |
| Parent Support Group |
| The unit has a Bliss Parent Support Volunteer who visits the unit every Monday afternoon who has personal experience of being the parent of a pre-term baby who has been admitted to the neonatal 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 and prayer room located on C level with spiritual support available for all major religions and denominations – please speak to a member of staff. Families can also contact their own religious leaders for support if they wish. |
| Play Specialists |
| The unit does not have Play Specialists but does have a small team of Nursery Nurses who work with parents to prepare them for the discharge of their baby. They can advise on feeding, weaning and general baby care, safe sleeping and car safety. They can also refer the family to Children’s Centres and other support services if required. |
| Telephone & Computer Access |
| The unit does not have access to pay phone facilities, but mobile phones can be used in designated areas. Personal laptops and tablets can be used on the unit and visitors can use the Trust’s Guest Wi-Fi network. Any piece of electrical equipment which is plugged into the mains must be checked for electrical safety. |
| Bereavement Support |
| In the event of a baby dying, the Patient Experience Team will provide support to families and the Bereavement Centre can provide help with registering the death and the practicalities of funeral arrangements. Parents are also supported by a Bereavement Midwife who specialises in the care of families following the loss of a baby. |
| Counselling |
| Counselling for parents can be arranged by either the Midwifery Services or the baby’s consultant when required. |

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| <p>Other Important Stuff</p> <p>We will only give information about a baby's condition to the parents of the baby. The hospital has nursing and medical students in 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 to be discharged you will be offered the opportunity to complete the Friends and Family Questionnaire. This is completely anonymous and is your opportunity to feedback on our service and to help us to improve. If you have any concerns about your baby after discharge, you can telephone the unit for advice.</p> <p>After discharge from the unit you and your Baby may be supported in the community by the Neonatal Outreach Nurses. They will check on your baby's health and wellbeing and provide advice to support you and your baby at home.</p> |
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| <h2>Who is who?</h2> |
| <p>Clinical Lead</p> <p>Dr Shashidhar Vishwanath Paediatric Consultant Telephone Number: 01709 820000 Shashidhar.vishwanath@rothgen.nhs.uk</p> |
| <p>Nurse Manager</p> <p>Kathyn Parke Unit Manager Telephone Number: 01709 425478 K.parke@nhs.net</p> |
| <p>Breastfeeding Advisor</p> <p>An Infant Feeding Co-Ordinator is available for breastfeeding support and advice. Telephone Number: 01709 424265 If breastfeeding support is needed after discharge your Health Visitor or Community Midwife can refer you to the Community Infant Feeding Advisor.</p> |
| <p>Family Centred Care/Developmental Care Lead</p> <p>The unit provides holistic care specific to the needs of each baby and their family and every effort will be made to involve parents in decisions about the care of their baby. The nursing staff will help you to co-ordinate your visiting with baby's feed and care time. The nursing staff will help parents to understand the changing developmental needs of their baby as they grow and will help parents to care for their baby in a way that encourages them to reach their milestones.</p> |

What to expect

Ward round

The medical staff will review all babies every day (usually in the morning) and the unit has a Consultant ward round Tuesday, Wednesday and Thursday. During the ward rounds you will be able to stay for discussions about your baby, to maintain confidentiality you may be asked to leave the room when other babies are being discussed. There is also a whole team ward round on Mondays which involves all the consultants, nursing staff, the pharmacist and the dietitian. Following this ward round there may be an opportunity to have an update on your baby's progress from the baby's Consultant.

Baby Rest Time

Quiet time and rest are important to help your baby to develop a healthy sleep pattern. We therefore try to have periods in the day when the unit is kept as quiet as possible. We may also dim the lights in the nurse's room to encourage rest. You may find it useful to take advantage of this quiet time when you are visiting to sit and relax.

Who to talk to about your baby's care

Parents can talk to any member of staff about the care of their baby, the name of the nurse looking after your baby on each shift will be displayed on the board beside your baby's cot. You can also talk to the Nurse in Charge of the shift or the Ward Manager at any time or if you wish to talk to someone more senior you can talk to the Matron. The names of staff on duty each shift are displayed at the entrance to the unit.

Talking to the Medical Team

Members of the medical team are available every day and will be happy to talk to you about your baby's progress. If you would like to talk to one of the consultant team, please ask one of the nurses and they will arrange a mutually convenient appointment for you.

Who to talk to if you have any concerns

If you have any concerns then please talk to the nurse caring for your baby and she will make every effort to resolve any problems as quickly as possible. If they are not able to resolve your concerns (or you want to talk to someone more senior) please ask for the nurse in charge of the shift, the Ward Manager or the Matron. If you want to talk to someone outside the unit you can talk to the Patient Experience Team. If your concerns are regarding care during pregnancy the unit staff are able to arrange for the midwifery staff to talk to you.

Patient Advocacy Liaison Services (PALS)

Parents can contact the Patient Experience Team
Telephone Number: 01709 424461
Fax: 01709 424212
Email: yourexperience@rothgen.nhs.uk
Concerns or complaints may also be sent in writing to:
Patient Experience Team
Oldfield Centre
Rotherham NHS Foundation Trust
Moorgate Road
Rotherham
S60 2UD

Hospital Services

Catering/Refreshment Facilities

The shops on C level include Boots chemist, a newsagent and Costa Coffee, which all sell light meals and snacks. The staff restaurant on A level is also open to the public between 8.00 am and 4.30 pm Monday to Friday (lunch is served 11.30 am to 1.00 pm). Unit staff can also provide details of local take-away and delivery services.

Other shops on site and nearby

Other shops in the concourse on C level include Boots chemist (which stocks basic baby essentials), Stock Shop (ladies clothing), a newsagents and a florist.

Cashpoint Machine

The cashpoint machine is located on C level near the main entrance opposite the concourse shops.

Access to a Midwife

Mothers who are still resident in the hospital (and have not been transferred to community care) will be seen by a hospital midwife. Community midwives will make every effort to arrange home visits that are convenient for mums who have been discharged from hospital. If you have an urgent problem or you are having problems being seen at a mutually convenient time at home, the hospital midwife will see you on the postnatal ward – please ensure that you bring your hand held records with you.

Interpreting Services

The unit staff can arrange for either face to face or telephone interpretation services when needed.

Laundry Facilities

Any clothes provided by the hospital are washed on the unit, any of baby's own clothes are placed in a laundry bag to be taken home and washed. Occasionally personal items may find their way into 'unit laundry' and if you think this may have happened please speak to a member of the nursing staff.