

<b>Scarborough Hospital – Neonatal Unit</b>	Woodlands Drive Scarborough YO12 6QL
<b>Switchboard</b>	<b>Unit Telephone Number</b>
01723 388111	01723 342125

<b>Maps &amp; Directions</b>
<b>How to access the unit</b>
Enter through the hospitals main entrance and take the lift or stairs to the 2nd floor. Turn right at the end of the corridor and the unit is on the left at the end of the next corridor (opposite Labour Ward). Buzz for entrance.
<b>Nearest Car Park</b>
There is a large hospital car park and parents are asked to park in the 'Visitors' car park (on the left, through the barriers when you drive into the main car park). All other visitors should park in the main car park (no barriers).
<b>Car Parking Charges</b>
Parents can have a parking ticket validated (free parking) if they park in the correct car park and bring their ticket to SCBU. Once validated they have 15 minutes to return to their car. Parking in the main car park costs £1.20 per hour.
<b>Nearest Bus Stop</b>
The nearest bus stop is on Scalby Road which is a 2 minute walk from the hospital. Turn left out of the hospital and turn either right or left at the lights to find bus stops along this route.
<b>Nearest Railway Station</b>
The nearest railway station is Scarborough which is a 5 minute drive (30 minute walk) away. Turn left out of the hospital then right at lights and follow the directions into town.

<b>Visiting Information</b>
<b>Parents</b>
Parents can visit at any time. The doors to the unit are locked and there is a security system in place so please press the buzzer and let staff know you are here.
<b>Number of Visitors</b>
Visiting is limited to 3 people per cot or incubator (including parents). This is to limit noise and disruption when babies need to be quiet and to rest. No visitors are allowed on the unit unless they are accompanied by a parent or prior arrangements have been agreed.
<b>Siblings</b>
Siblings can visit at any time provided they are accompanied by a parent or an adult.
<b>Grandparents</b>
Grandparents can visit between 3.00 pm and 7.30 pm.
<b>Family &amp; Friends</b>
Family and friends can visit between 3:00 pm and 7.30 pm.

<b>Restrictions</b>
To prevent infection, no children under 12 years old (other than siblings) are allowed to visit.
<b>Hygiene &amp; Infection Prevention</b>
Please remove all outdoor coats and gel your hands on entry to the unit (there is a gel dispenser on the left side of the main door). Please wash your hands before touching baby (there is a sink in each nursery).

<h2>Ward Information</h2>
<b>Mobile Phone Use</b>
Mobile phones should be kept on silent and all calls should be taken outside the nurseries whenever possible.
<b>Parent Facilities</b>
There is a dedicated family area which connects onto the unit and includes a bath, shower, toilet and a kitchen (which contains a sink, microwave, fridge, freezer and a kettle). Tea, coffee, cereal, sugar and milk are also provided free of charge. Meals are provided for one resident parent and need to be ordered daily from the menu on SCBU and collected from Hawthorn Ward (same floor). Meal times are 8:00 am (breakfast), 12:00 noon (lunch), 6:00 pm (dinner) and all meals should be brought back to your bedroom or the family room to be eaten. Please collect meals promptly as (for health and safety reason) the trolley cannot stay longer than 5-10 minutes. Cold drinks are allowed in the nurseries, but strictly <u>no hot drinks</u> in the nurseries.
<b>Parent Accommodation</b>
We have 3 parent bedrooms (one single and two small doubles) which are used for parents to room-in with baby and gain confidence prior to going home. The use of these rooms is reviewed each day to ensure fair allocation and to take into account the needs for that day.
<b>Breastfeeding Facilities &amp; Support</b>
The Infant Feeding Co-ordinator is Suzie Kinsella and she can provide advice on breastfeeding, tongue tie, lactation etc. All SCBU staff can offer immediate breast feeding support.
<b>Facilities for Siblings</b>
We have a selection of toys, a small table and chairs, colouring equipment, TV, changing table and a high chair in the parent area adjacent to the unit (which is accessed through the door of Nursery One).
<b>Parent Support Group</b>
Parent support is available via our Bliss Champion – Rachel Hornby. Speak to a member of the nursing staff and they will contact her on your behalf. <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>
We have a hospital Chaplain, Chris Hayes – who offers multi-faith support and can be contacted on 01723 342500 or speak to a member of SCBU staff. Blessings and christenings on the unit can also be arranged.
<b>Play Specialists</b>
Unfortunately play specialists are not available at this hospital.

<b>Telephone &amp; Computer Access</b>
Parents can use the ward telephone for short or emergency calls but there is no other access to either a telephone or a computer.
<b>Bereavement Support</b>
Bereavement Link Nurses are Sally-Ann Laurie and Rachael O'Mara and the Chaplain is Chris Hayes. A bereavement suite is currently being planned and this will be located opposite SCBU.
<b>Counselling</b>
Counselling is available via Bliss charity counselling telephone service (helpline 0500 618140). The Bliss Champion (Rachel Hornby) is also available for ad-hoc advice and support to parents – please ask SCBU staff for more details.
<b>Other Important Stuff</b>
N/a

<h2>Who is who?</h2>
<b>Clinical Lead</b>
Dr Kirsten Mack, Consultant Paediatrician Email: <a href="mailto:kirsten.mack@york.nhs.uk">kirsten.mack@york.nhs.uk</a>
<b>Nurse Manager</b>
Anne Fardoe, Ward Manager Email: <a href="mailto:anne.fardoe@york.nhs.uk">anne.fardoe@york.nhs.uk</a>
<b>Breastfeeding Advisor</b>
Suzi Kinsella, Infant Feeding Co-ordinator. Available Monday, Wednesday and Friday (normal office hours) and can be contacted via the SCBU nursing team.
<b>Family Centred Care/Developmental Care Lead</b>
Alex Carter Email: <a href="mailto:alex.carter@york.nhs.uk">alex.carter@york.nhs.uk</a>

<h2>What to expect</h2>
<b>Ward round</b>
A ward round takes place at 11:30 am every day except Thursday when there is a Grand Teaching Round at 2:30 pm. This ward round will include at least two consultants and a group of junior doctors.
<b>Baby Rest Time</b>
We encourage clustering of baby's care (which includes handling and skin-to-skin contact) so babies have a good period of rest at other times of the day.
<b>Who to talk to about your baby's care</b>
You can speak to any of the nursing or support staff on the unit. There is also the Chaplain who visits weekly or the Bliss Champion if you would like to speak to a parent who has gone through the similar experience of having had a baby on the unit.

<b>Talking to the Medical Team</b>
Discussions are promoted between parents and staff during ward rounds and can also be arranged at other times to fit around parent visiting times. Please ask nursing staff if you would like to speak to a doctor at any time.
<b>Who to talk to if you have any concerns</b>
Anne Fardoe (Ward Manager) or Nicola Lockwood (Matron for Child Health)
<b>Patient Advocacy Liaison Services (PALS)</b>
Forms are available from the main entrance next to the lifts or ask a member of SCBU staff.

<h1>Hospital Services</h1>
<b>Catering/Refreshment Facilities</b>
There is a WRVS shop and a café area on the left of the main entrance doors and a canteen on the second floor of the North Entrance which is open 12:00 noon to 1:45 pm and 4:00 pm to 6.00 pm. When closed, hot ready meals and snacks can be obtained via vending machines located in the canteen. Other vending machines are located in the main entrance (hot drinks) and on the first floor next to pharmacy (drinks and snacks).
<b>Other shops on site and nearby</b>
Proudfoot supermarket and petrol station is on Scalby Road which is a 5 minute drive away from the hospital (heading towards Whitby). Sainsbury's supermarket and petrol station is on Falsgrave Road which is in the centre of town, near the railway station, and is a 5 minute drive away.
<b>Cashpoint Machine</b>
The cashpoint machine can be found in the hospital main reception, opposite the WRVS shop.
<b>Access to a Midwife</b>
Mothers who are inpatients or require community midwife checks can obtain this service by attending Hawthorn Ward (same floor as SCBU) or a midwife will visit SCBU to carry out postnatal checks. For all other medical attention please attend A+E or the GP out-of-hours service based in A+E (on the ground floor of the hospital and this is well signposted).
<b>Interpreting Services</b>
Face-to-face or telephone interpreting services can be arranged via SCBU staff.
<b>Laundry Facilities</b>
Premature baby clothes, hats and blankets are all available for use on SCBU and will be washed on the unit (laundry basket in dirty utility). Baby's own clothes and blankets should be washed by parents and preferably labelled so to avoid being lost