

Scunthorpe General Hospital – Neonatal Unit	Church Lane Scunthorpe DN17 5BH
Switchboard	Unit Telephone Number
01724 282282	01724 290121

Maps & Directions
How to access the unit
Use the main Church Lane entrance, take the lift to E Floor and the neonatal unit is the first ward on your right. It is a secure unit with CCTV and an intercom system. All unknown visitors will not be allowed access.
Nearest Car Park
The nearest 2 visitor car parks are in front of the hospital on Church Lane.
Car Parking Charges
There are 3 car parks – 2 on Church Lane side of the hospital (postcode DN15 7BH) which are the best to use to access NICU (these are number plate recognition car parks). There is also a free Park and Ride service available from the public car park at the Parishes in the town centre every 15 minutes.
Charges:
<ul style="list-style-type: none"> • 1 hour - £2.10 • Up to 2 hours - £3.60 • Up to 4 hours - £4.10 • 4 hours+ - £4.60 (day ticket) • Weekly ticket - £23.00
Subsequent weekly passes can be purchased with previous proof of purchase for £4.60. Blue Badge holder's need to register their details and car registration at our security office located in the Accident and Emergency Department.
Parents are given free parking. A form is obtained from NICU staff which they complete with 2 number plates and this is taken to Security to obtain a pass.
Nearest Bus Stop
The hospital shuttle bus stops outside the main entrance on the Church Lane side of the hospital. This bus runs from the bus station and a set route around Scunthorpe.
Nearest Railway Station
Scunthorpe train station is a 10 minute walk from the hospital.

Visiting Information
Parents

Parents can be with their babies anytime of the day. There is a quiet hour between 1.00 pm and 2.00 pm which is their special time for cuddles. We also advocate no mobile phone use during this time, such as texting, taking calls, watching videos etc. There is no medical or nursing intervention during this time (unless an emergency) and the hour is used to promote bonding and skin to skin contact.
Number of Visitors
Visiting is restricted to 3 people per cot side. This is so the medical and nursing staff can access the babies if any treatment is needed. If more visitors arrive, we kindly ask that they use the visitor sitting rooms and rotate to see your baby.
Siblings
Siblings of all ages can visit at any time, depending on their age and maturity, they must be accompanied by an adult.
Grandparents
Grandparents can visit at any time with parent's permission.
Family & Friends
Family and friends can visit at any time with parent's permission.
Restrictions
Visitors are only allowed if we have parents' permission. Parents can identify and give permission for visitors to attend in their absence. Children of all ages may visit but they must be infection free.
Hygiene & Infection Prevention
Sinks are available in every room so parents and visitors can wash their hands before they touch their baby. Anyone who has suffered from diarrhoea, vomiting, coughs or colds are advised not to visit for 72 hours or until symptoms disappear.

<h2>Ward Information</h2>
Mobile Phone Use
Phones are not to be used on the unit, except to take photos/videos. All phones must be kept on silent when in the nurseries and calls should be made or taken outside the unit.
Parent Facilities
Facilities for parents include – open visiting, use of lockers, sitting rooms, dining rooms, meals and breast pumps (loaned free of charge but must be returned prior to baby's discharge). Parents can also bring in their own food from home which should be labelled and can be stored in the parent's fridge and warmed in the parent's microwave. There is also a water cooler with disposable cups. Hot drinks are not allowed in the nurseries but cold drinks can be taken in the nurseries.
Parent Accommodation
We have 2 flats available where both parents can stay and there is access to a shower, toilet and a kitchen. In some circumstances, siblings, birthing partners or those identified by mum as their support person can stay. The flats are allocated according to the following criteria – patient care level, rooming in prior to discharge, establishing breastfeeding or distance from home to the hospital. If none of these criteria are an issue (and the flats are available) any parent can stay at any time.
Breastfeeding Facilities & Support
We have a supply of breast pumps on the unit for mums to use together with the associated

<p>equipment (bottles, Milton tanks etc.) and specialist breastfeeding chairs and cushions. All of our breast pumps are electric and dual pumps and can be loaned for home use while baby is an in-patient. We also support and encourage skin-to-skin contact and expressing at the cot-side (screens are available for privacy). We do however have a quiet room that can be used if mums prefer a private room. All nursing staff have undergone the Unicef Breastfeeding Course and are available to give support 24 hours per day. We also have access to 'BABES' (breastfeeding support while in hospital and post discharge), local breastfeeding groups and cafes post discharge.</p>
<p>Facilities for Siblings</p>
<p>Facilities for siblings include a playroom on the unit, sibling diaries, contact with the baby, photographs and the use of paper for colouring pictures etc. The unit also has 3 sitting rooms with TVs and 2 TVs have built in DVD players. Siblings can choose DVDs from the unit's supply or bring in their own to use.</p>
<p>Parent Support Group</p>
<p>The neonatal unit at Scunthorpe will soon have its own Bliss volunteer who will hopefully visit the unit on set days, alternatively we could contact at your request. Following discharge you are welcome to attend 'Prem' Group run by the Community Neonatal Team. It runs every month and offers support, advice and Wiggle Giggle. 'Babes', the breastfeeding support team can visit parents whilst your baby is on the unit and post discharge. 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</p>
<p>Religious & Spiritual Support</p>
<p>The hospital has a chapel and also a team of hospital chaplains who can be contacted at your request. This may be for general support, baptism, celebration of life ceremonies. All faiths are supported and we welcome all religions and any spiritual leaders of your choice.</p>
<p>Play Specialists</p>
<p>Play Specialists are available on the Paediatric Ward and will come to the Neonatal Unit if workload allows.</p>
<p>Telephone & Computer Access</p>
<p>There is a public telephone on the ward but no routine computer access. Parents can access Wi-Fi via PatientLine in the parent bedrooms. Alternatively the 'Coffee Bean' restaurant on D Floor has free Wi-Fi access.</p>
<p>Bereavement Support</p>
<p>Bereavement support is provided by neonatal staff, the Bereavement Midwife and the hospital Chaplaincy. We can provide several memories following a death which can include casts, framed casts, memory bears and professional photographs if the parents would like these. We hold an annual Remembrance Service at a local church nearby and there is a Baby Book of Remembrance in the hospital Chapel. We also have close links with St Andrew's Hospice who can offer support (for general enquiries on 01472 350908).</p>
<p>Counselling</p>
<p>We do not have any formal counsellors on the ward but staff are always available to support parents and can direct to national groups or the local specialist Health Visitor. The neonatal community team can also offer support post discharge.</p>
<p>Other Important Stuff</p>
<p>n/a</p>

<h2>Who is who?</h2>
Clinical Lead
Dr Rasheed Oba Consultant Paediatrician rasheed.oba2@nhs.net
Nurse Manager
Sarah Judd NICU Ward Sister Telephone Number: 01724 290121 Sarah.judd@nhs.net
Breastfeeding Advisor
Jane Goodwin Infant Feeding Lead Telephone Number: 07595 087303 <u>All staff on the unit are also trained to offer help and assistance at any time.</u>
Family Centred Care/Developmental Care Lead
Kerry Grimbleby Senior Staff Nurse Kerry.grimbleby@nhs.net Zoe Laffan Senior Staff Nurse Zoe.laffan@nhs.net

<h2>What to expect</h2>
Ward round
We have a daily ward round which is either Consultant or Registrar led, this occurs in the morning usually 10.00 am. Parents are welcome to attend the ward round. If parents are unable to attend the round, nursing staff can contact the medical staff when you arrive to update you.
Baby Rest Time
There is a quiet hour between 1.00 pm and 2.00 pm for parents to have 1:1 time with their baby. Generally we encourage babies to rest for large periods of the day by grouping cares and restricting disturbance and clinical procedures. We will try to co-ordinate cares with parent's attendance if baby's needs allow.
Who to talk to about your baby's care
You are welcome to talk to any member of the neonatal team at any time. Parents are encouraged to attend the unit for the ward round. Nursing staff caring for your baby are always available.
Talking to the Medical Team
Parents can speak to medical staff during the daily ward round or, if the parents are not present during the ward round, nursing staff will contact the doctors and arrange for them to come back to the unit to see the parents. If you would like to see the consultant looking after your baby, please speak to a nurse and they will arrange a date and time which is convenient for everyone.

Who to talk to if you have any concerns
Depending on the circumstances we encourage parents to speak to the nurse caring for their baby that day of the shift lead. If more appropriate speak to Caroline Walker (Deputy Ward Manager) or Sarah Judd (Ward Manager). We aim to solve any problems at source on the unit and in a timely manner. If parents feel the need to escalate problems higher we can direct them to the Operational Matron, the Head of Children Services or PALS.
Patient Advocacy Liaison Services (PALS)
PALS are located on Floor C, outside Outpatients. Telephone Number: 01724 290132

<h2>Hospital Services</h2>
Catering/Refreshment Facilities
On the unit there is a parent's kitchen with fridge, microwave and toaster and parents can make drinks anytime and utilise any of the 3 sitting rooms. If parents are resident (or staying all day), meals can be ordered and they are delivered to the unit free of charge.
Other shops on site and nearby
There is a small shop selling Costa Coffee, confectionary etc. at the Church Lane entrance to the hospital who accept contactless payment. There are also a variety of vending machines throughout the hospital, the nearest to the unit being on E Floor for soft drinks and confectionary. The main hospital restaurant is located on D floor and is open Monday to Friday 7.30 am to 2.30 pm (closed Saturday and Sunday). The Fontanella Coffee House is next to the main restaurant and is open Monday to Friday 9.00 am to 8.00 pm and Saturday to Sunday 10.00 am to 5.30 pm. Both serve refreshments, meals and a selection of sandwiches and snacks. Within 5 minutes' walk from the hospital there is a local corner shop, fish and chip shop and a local Sainsbury store. Scunthorpe town centre is within 10 minutes' walk. A 5 minute drive will take you to a shopping centre with a large Tesco Extra and a variety of shops and restaurants.
Cashpoint Machine
There is a cashpoint machine by the main entrance (on the Church Lane side of the hospital) – near the lifts and shop.
Access to a Midwife
Midwives are available and postnatal checks can be completed (by arrangement) while visiting your baby.
Interpreting Services
We have the use of 'BIG WORD' translator telephone service which is available 24 hours per day. If this method is not appropriate, we can book an interpreter for a face to face meeting.
Laundry Facilities
Laundry facilities are not routinely offered onsite.