

York Hospital – Neonatal Unit	Wiggington Road York YO31 8HE
Switchboard	Unit Telephone Number
01904 631313	01904 726005

<h2>Maps & Directions</h2>
How to access the unit
The maternity entrance is at the rear of the hospital and is signposted from the main entrance. The SCBU buzzer is clearly marked prior to entry to the unit.
Nearest Car Park
There is a multi-storey car park on site which has a few reserved spaces for parents whose baby is in intensive care.
Car Parking Charges
There are a few car parking spaces close to the Maternity Entrance for use by parents of intensive care babies only. Parents need to ask the nursing staff for a permit which allows them to park for free. Other car parking is in the multi-storey car park which is situated at the front of the hospital. This is also free for parents, they need to bring their car parking ticket with them and validate it on the unit. All other visitors need to pay in the multi-storey car park.
Nearest Bus Stop
This is situated on Wiggington Road which is the main road just outside the hospital. There are several buses that pass the hospital, timetables are available online via www.firstgroup.com/york
Nearest Railway Station
York City Centre is approximately 15 minute's walk from the hospital or a short taxi or bus journey. There is a free taxi phone at the SCBU entrance.

<h2>Visiting Information</h2>
Parents
Parents can visit at any time – day or night.
Number of Visitors
A maximum of 3 visitors per cot.
Siblings
Siblings can visit at any time provided they are accompanied by a parent.
Grandparent
Grandparents can visit during visiting times 2.00 pm - 3.30 pm and 6.30 pm and 8.00 pm.
Family & Friends
No other visitors are allowed on SCBU. Exceptional circumstances should be discussed with the Nurse in Charge.

Restrictions
Visiting is restricted to parents and siblings with possible exceptions of grandparents accessing the viewing corridor if appropriate. No children under the age of 16 years are allowed unless they are siblings.
Hygiene & Infection Prevention
All outdoor clothing must be removed before gaining entry to the unit and hands must be washed in alcohol gel prior to entering. General advice can be given when required by nursing staff to parents and visitors.

<h2>Ward Information</h2>
Mobile Phone Use
Mobile phones must be kept on silent whilst on the unit.
Parent Facilities
There is a toilet, shower, kitchen and sitting room available to all parents. Bedsits are only for parents and babies prior to discharge.
Parent Accommodation
We have 2 bedsits on the unit and priority is given to parents who are preparing for the discharge of their baby.
Breastfeeding Facilities & Support
Privacy screens are available when breastfeeding at the cot side. These are located in the corridor and can be collected by either the nursing staff or parents. An Infant Feeding Co-ordinator works on the Postnatal Ward (Monday to Friday 9.00 am to 5.00 pm) and they can be contacted by nursing staff if needed. In addition to this, all nursing staff are trained to BFI standards.
Facilities for Siblings
Toys and games are available for use, we also have a sitting room with television and a games console.
Parent Support Group
There are coffee mornings run monthly by the Community Neonatal Nursing Team. Details are available from the Neonatal Community Outreach Nurses. The unit has a Special Care Support Group and information can be found in the Parent's Handbook or on Facebook. 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
Multidenominational support can be accessed at any time. There is a Chapel on the main corridor between Junction 4 and 5. It can also be arranged on the ward at the patient's bedside.
Play Specialists
There are no Play Specialists available at York Hospital.
Telephone & Computer Access
There is no telephone or computer access provided by the hospital and parents are asked to leave the unit when using their mobile phones.

Bereavement Support
The Pastoral Bereavement Office is situated on the main corridor between Junction 6 and 7 (Telephone Number 01904 725392). All staff have access to multidenominational support networks and contact details.
Counselling
Counselling information is available from nursing staff or parents can phone the Family Support Team on 0500 618140.
Other Important Stuff
If parents require any further information please ask a member of staff.

Who is who?
Clinical Lead
Dr Sunny Sandhu Paediatric Consultant Telephone Number: 01904 726005
Nurse Manager
Vikki Smith Ward Manager Telephone Number: 01904 726005
Breastfeeding Advisor
All staff are trained to give breastfeeding advice in line with BFI standards.
Family Centred Care/Developmental Care Lead
The named nurse will care for your baby's individual needs.

What to expect
Ward round
A ward round takes place between 9.00 am and 10.00 am every morning.
Baby Rest Time
Rest time is based on individual needs of the baby.
Who to talk to about your baby's care
Please talk to the named nurse of your baby or the nurse in charge in the first instance. Medical staff can be called if necessary.
Talking to the Medical Team
Parents can talk to the medical team during the ward round or they can request a private meeting which will be arranged by the named nurse.
Who to talk to if you have any concerns
Please talk to the nurse who is caring for your baby, the Ward Sister, the Sister in charge of the shift or a member of the medical staff. You can also ask to speak to your baby's named consultant.
Patient Advocacy Liaison Services (PALS)
The PALS office is located near the main entrance and is open Monday to Friday 9.00 am to 5.00 pm or telephone 01904 726262.

Hospital Services

Catering/Refreshment Facilities

Ellerby's Restaurant is situated on the main corridor at Junction 2 and there is a café and shops located near the main entrance. The parent's kitchen on SCBU provides refreshments such as tea and coffee free of charge.

Other shops on site and nearby

There is a Costa Coffee, a newsagent, a pharmacy and a gift shop in the main entrance of the hospital (which is within approximately 10 minutes walking distance of York City Centre).

Cashpoint Machine

The cashpoint machine is located near the main entrance.

Access to a Midwife

A midwife on the Postnatal Ward is available for advice. Staff can arrange an appointment or mum can access this service herself.

Interpreting Services

Pearl Linguistics may be contacted by phone, face to face or written confirmation. Any interpreting service is usually arranged by staff.

Laundry Facilities

Parents should take their own baby's clothes home to wash otherwise they will be laundered with the hospital items and may be lost. There are no facilities for parents to wash laundry in the unit.

