

Neonatal Unit

VISITING INFORMATION

When can I visit my baby?

The Unit is open to visiting 24 hours a day for parents, siblings and grandparents. During the admission period the doctors and nurses can be very busy caring for your baby. The nurses will let you know as soon as it is possible to come and see your baby.

If your baby is transferred here from another hospital:

You will be shown where your baby is and updated as to his/her condition. You will also be introduced to the staff that will be caring for your baby.

How many visitors can come to see the baby/babies at a time?

We only allow **3 adult visitors** per family at any one time. Grandparents may visit alone with permission from the parents. Visitors other than grandparents must be with a parent and visiting times are **3.00pm – 4.00pm** and **7.00pm – 8.00pm**. Visiting outside these times is at the discretion of the Nurse in Charge. This limit is to reduce the risks of any infection being spread in the Unit and because the rooms get crowded. If a large family wants to visit they may take turns to come in with one of the parents.

We do not have a waiting area for visitors on the Neonatal Unit but in the Scarsdale Entrance there is a waiting area with refreshments available.

The Quiet Time:

In order to assist your baby with growth and development we have established a Quiet Time. This is between the hours of **1.00pm and 3.00pm**. During these times we recommend **parents-only** visiting.

Can my other children visit the baby?

We welcome visits from the baby's siblings – just as long as they do not have obvious signs of having a cold or other infectious disease.

In particular, they should not visit if they have had recent contact with children who have chicken pox (varicella zoster) or shingles.

If you have any questions or concerns about infections, please discuss them with the nurse caring for your baby.

Can my visitors' children also come to the Unit?

Only the brothers and sisters of the baby (the parents' children) may visit. This is to minimise the risk of infection to this group of vulnerable babies.

Can I take photos of my baby?

When the baby is first admitted, a nurse on the Unit will take a photo and will give you a copy as soon as possible.

You are welcome to bring your own camera to the Unit and take further photos of your baby, but do not take any pictures of other babies in the room. The camera flash does not seem to harm babies but please try to limit its use because pre-term babies need undisturbed sleep. To prevent accidental loss, please take care not to leave your camera unattended.

Please respect the privacy and dignity of other babies by not looking in their incubators or cots.

What should I wear to visit the Unit?

All visitors entering the Unit must remove their outdoor clothing (e.g. coats etc). Because of all the equipment generating heat, the rooms can get very hot so we advise you wear only light clothing.

When your baby is ready to be handled outside the incubator, we encourage both parents to hold the baby skin-to-skin on their chest. This is good for both of you. Mothers can usually start to breastfeed at this time. Both of you will find it easier if you wear a shirt or top that opens down the front to give the baby easy access to your chest skin.

Why do I need to wash my hands?

All visitors to the Unit must wash their hands when they enter the Unit and when they leave. This is because our babies are both vulnerable to infections and are more susceptible to having major reactions to simple colds than older infants.

Always wash and dry your hands and wrists thoroughly before touching your baby, and please use the alcohol hand rub.

Before touching your baby, if possible, please remove any rings and watches that you are wearing. Again, this is to minimise the risk of carrying infection to the baby.

Can we, as the baby's parents, phone the unit to ask about his/her progress?

Parents are given the direct number to the Unit (01246 512924) and may call at any time of the day and night. We would prefer you to give us a call to reassure yourselves rather than sit at home worrying.

For practical reasons, we will limit the information given over the phone and will only give information over the phone to a baby's parents.

Can other people phone the Unit?

To limit the disturbance of the staff of the Unit, we ask that relatives or friends should ask you, as parents, for current updates.

Depending on the circumstances of the parents, they may wish a relative or friend to act as their support person. As long as the parent lets the Unit staff

know this and gives permission, we can share information by phone with the nominated contact person.