

The Neonatal Transfer Service

The ambulance that comes to collect your baby will be specially designed and equipped with the necessary specialist equipment to provide intensive care for sick newborn babies.

Your baby will be placed in an incubator to keep it warm, will have its heart rate, breathing and blood pressure monitored and may require equipment to help with breathing.

This will ensure a safe transfer to the unit that will care for your baby.

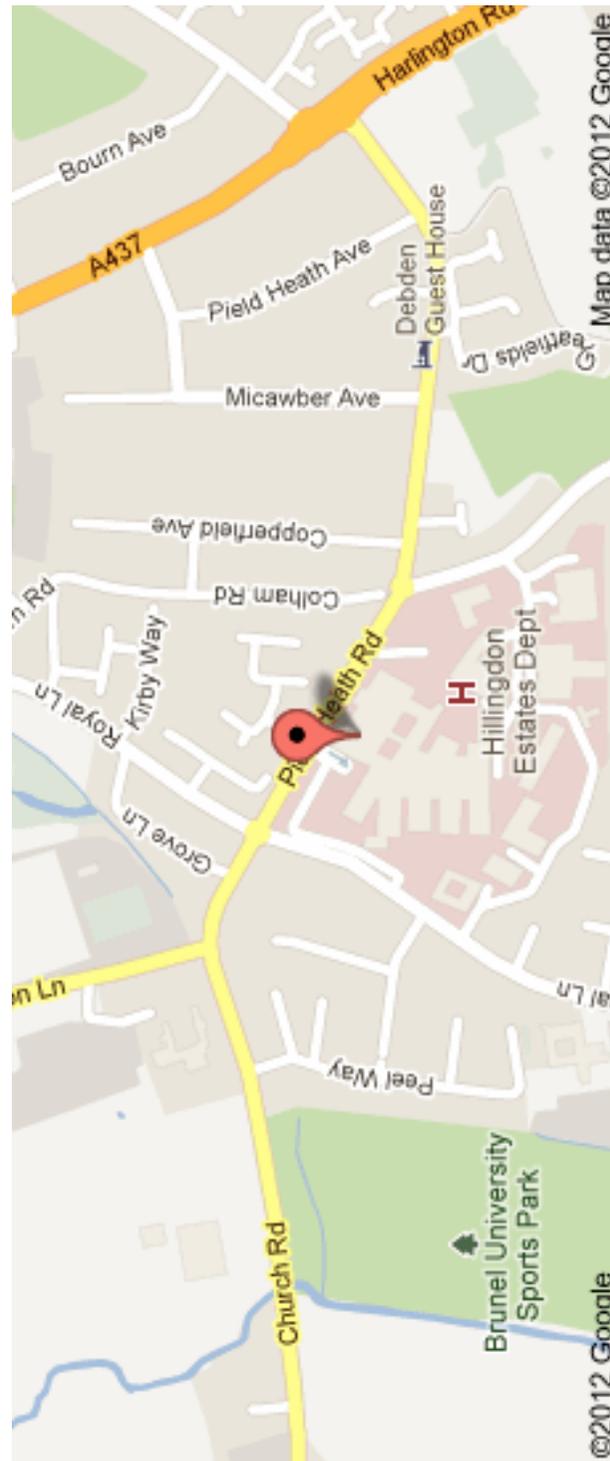
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

The Hillingdon Hospital

Field Heath Road
Middlesex
UB8 3NN

(Map on the back page)

Tel: 01895 238282
Ex 279447
Fax: 01895 811687

<http://www.thh.nhs.uk>

Information on about the Neonatal Unit and local Amenities

Parking

Parking is limited so it is a good idea to come by public transport whenever possible.

By rail

The nearest railway station is West Drayton station. From there take the U3 bus to Hillingdon Hospital.

By London underground

Get the underground to Uxbridge station (not Hillingdon) on either the Piccadilly or Metropolitan lines. From there, catch the U1, U2, U3, U4 or U7 from the station to Hillingdon Hospital.

By bus

The following buses stop at Hillingdon Hospital: U1: (Ruislip - Uxbridge - Hayes) U2: (Uxbridge Station to the Hospital) U3: (Uxbridge - West Drayton - Heathrow) U4: (Uxbridge - Hayes) U7: (Uxbridge - Charville Lane, Hayes North)

Cash points

A cash point (free of charge) is situated at the Main Reception Area of the Hospital near the Café Ritazza.

Catering/refreshments

Choices Restaurant: The main hospital restaurant is situated on the lower ground floor of the main Tower Block and is open from 7am-8pm Monday to Sunday, supplying a range of traditional fare

The Main Reception Area also holds a cafe, shop and a cash machine (free of charge). Cafe Ritazza offers speciality coffees with delicious breads and pastries, open from 8am-6pm Monday to Friday, and 11am-6pm at weekends. The newsagent is open from 8am-8pm weekdays and 8am-6pm at the weekend.

[The League of Friends](#) run a Baby Boutique in the Main Entrance of the [Maternity Unit](#), open from 10am-12pm and 2pm-4pm Monday to Friday, and 12pm-2pm on Saturday and Sunday. They also run a refreshment facility in the Main [Outpatient Department](#) Monday to Friday, 10am-3.30pm.

Local catering outlets/shops

Hillingdon Hospital is a bus ride away from the Uxbridge Shopping Complex. Buses runs regularly just outside of the hospital to the shopping area.

Access to Religious Support

The Chaplaincy Centre is a multi-Faith and inter-Denominational Centre. It consists of a Chapel, Prayer Rooms and Islamic Prayer Room
Lower ground floor, main building
Direct confidential line: 01895 279433
Voice messages: 01895 273433 ext 3433

Access to interpreters

Booking of interpreters can be arranged with 24 hour notice. The hospital will also use staff who volunteer for this service within at short notice.

Midwifery care available for mum

The Duchess of Kent Maternity Unit has a woman-centred philosophy and provides a full range of maternity services, including a Day Assessment Unit, Community midwife teams and a Neonatal Unit, to provide the highest possible standard of care in a warm, relaxed and friendly environment.. The midwives in our Maternity Department are of the highest standard, assigned to each individual case depending on their experience and compatibility.

Availability of PALS/Patient's Advocacy Service

PALS
Pield Heath Road, UB8 3NN
Telephone: 01895 279973 (Mon-Fri, 9am-5.00pm)
Fax: 01895 279831
Email: PALS@thh.nhs.uk

Description of Neonatal Unit

The Unit provides intensive care and high dependency cots, as well as a follow up of special care to deal with problems such as jaundice or feeding problems. Approximately 10% of births result in admission to our neonatal unit which consists of intensive care and high dependency cots. Parents can bring a relative, although they must be accompanying one of the parents in the Unit.

Babies are also accepted from outside the borough when there are cot shortages elsewhere. There are a total of 20 cots, 5 for intensive care, 3 as high dependency and 12 as special care. The 'family-centred' care provided is particularly important given the long lengths of stay, which inevitably result from babies being born many weeks, and even months, early.

Visiting for siblings and others

Parents can bring a relative, although they must be accompanying one of the parents in the Unit.

Facilities & Accommodation for parents

There are two bedrooms on the unit for resident parents. The main purpose of these rooms is for:

- parents who wish to stay one or two nights with their baby and gain some confidence looking after baby on their own before taking the baby home
- mothers who wish to establish breast feeding
- parents who wish to stay the night because their baby is very ill in the intensive care unit

The beds in the rooms can convert to double beds if both parents wish to stay overnight. There is also a shared shower/toilet facility between the two rooms, which is only for resident parents use. Each room has a TV / DVD payer, sink, alarm clock / radio and CD player.