

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

Kingston Hospital

Neonatal Unit

**Galsworthy Road
Kingston, Surrey
KT2 7QB**

(Map on the back page)

**Tel: 020 8546 7711 ext 2420/1
Tel direct: 020 8974 5390**

www.kingstonhospital.nhs.uk
www.borntoosoon.org.uk

Information on about the Neonatal Unit and local Amenities

Parking

The hospital has a visitors car park with a pay and display facility. There are also designated disabled parking spaces. Parking is also available (pay and display) in Wolverton Avenue, adjacent to the hospital.

By rail

Norbiton Station is within 5 minutes walking distance of the hospital.

By bus

There are a variety of buses that stop frequently at the main entrance of the hospital.

Cash points

One cash point is situated at the main hospital entrance.

Catering/refreshments

The staff restaurant is open to visitors situated in our New Surgical Wing. Snacks can also be bought at Costa Coffee shop situated at the main hospital entrance.

Local catering outlets/shops

Newspapers / magazines etc can be purchased from the League of Friends shop at the main hospital entrance. Drinks and snacks are available at main entrance.

Access to Religious Support

Both Roman Catholic and Church of England Chaplains are available 24 hours a day. Arrangements can be made for a minister of your own faith to visit. There is a chapel available on the 4th Floor, which is open until 8pm daily. 'Born Too Soon' is a parental support group set up by parents for parents. The parent support coordinator Pauline Woods visits the unit on a daily basis. An informal support group also meets weekly at a local venue.

Access to interpreters

Access is available on request.

Midwifery care available for mum

This is available from the postnatal wards adjacent to the Neonatal unit.

Availability of PALS/Patient's Advocacy Service

Available on the hospital site, open; 8am – 8pm Mon – Fri.

Description of Neonatal Unit

Kingston is a Level II unit with capacity for 24 babies. It is situated on the 1st Floor of the Maternity Unit.

Visiting for siblings and others

There is open visiting for parents. Other family members and friends must visit between 3-00p.m. and 8-00p.m. Only your own children may visit, due to the risk of infection. One parent must be present at all times when other family members and friends are visiting.

Facilities & Accommodation for parents

A family room with television, toys/books is available. An adult must always supervise children.

Hot drinks facilities are available from the maternity unit (free of charge for parents). Cold drinks are available on the neonatal unit. Refreshments can be consumed in the family room; however, no food storage or preparation facilities are available.

Mobile phones must not be used within the confines of the neonatal unit. A pay phone is situated at the Maternity Unit reception.

A library of books and information is available to parents free of charge on the unit.