

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.

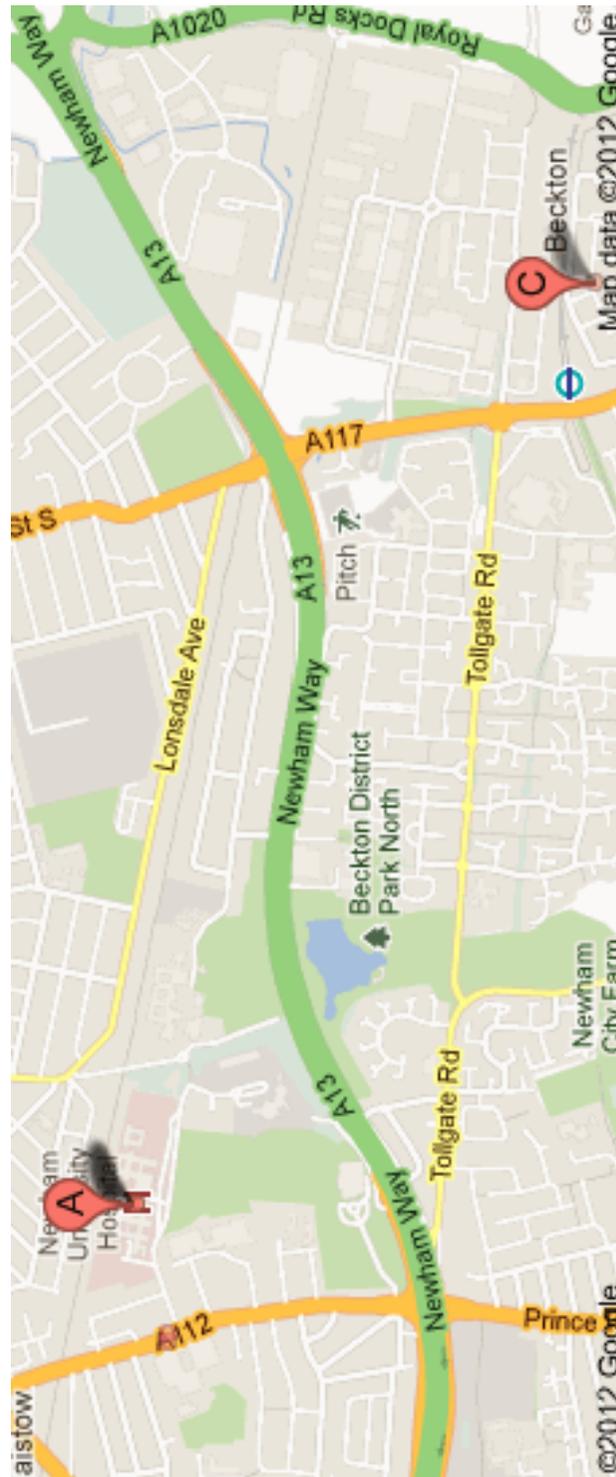
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

Newham Hospital

Neonatal Unit

**Glen Rd
Plaistow
E13 8SL**

(Map on the back page)

Tel: 0207 476 4000 (ext 8138/8700)

www.newhamuniversityhospital.nhs.uk

Information on about the Neonatal Unit and local Amenities

Parking

There is a visitor's car park at the front of the hospital (signposted as you drive in). Walk back to the front of the Hospital enter by the West entrance the unit is signposted from there

By rail

Stratford International passenger station via light railway then buses 473,262 or 276

By London underground

District line to Plaistow station then buses 262 or 473 to the hospital. The bus stop is just before the entrance to the hospital.

Central line to Stratford station and then buses 276 or 262 or 473

Jubilee line to Westham then bus 276 or Canning town then bus 300

By bus

Number 276 straight to hospital grounds. 473 and 262 stops by the main site entry to the hospital grounds

Cash points

There is a Link Cash Point in the hospital Ground_Floor which takes all major cards

Catering/refreshments

The League of friend's coffee bar at the front of the hospital providing hot and cold snacks and beverages. There is seating. You can also access the Hospital main dining room during opening hours.

Access to Religious Support

The Hospital has a multi faith prayer room situated on the first floor which is accessed using a special code. Please ask a member of staff .All faiths is welcome to use it. The unit welcomes parents bringing own chaplains for special prayers.

Access to interpreters

The Health advocacy team based on the site at Newham covers over 30 languages during core hours of the week. 24 hour interpreting service is also available through language line when local team not available and in unplanned emergencies. A card is provided in the unit with most of the different languages printed so families just point to their language and a bilingual health advocate is called.

Midwifery care available for mum

There is 24 hour access to the mother via the community midwifery unit adjacent to the neonatal unit.

Availability of PALS/Patient's Advocacy Service

pals@newhamhealth.nhs.uk

PALS Tel: 020 7363 9292.You can talk to PALS who provide confidential advice and support to patients, families and their carers, and can provide information on the NHS and health related matters.

Description of Neonatal Unit

The neonatal unit sits within the Women's and family directorate. The unit has a compliment of 21 cots, 4 of these cots are designated for high dependency/short term intensive care. The unit is adjacent to the delivery suite and consists of 6 rooms. One large room in the middle used for intensive and high dependency work, and several large and smaller rooms for special care of babies in incubators and cots. There is a transitional care ward for mothers and well babies who need extra care and or observation. A room for parents to enjoy some privacy with their babies and a sitting room for parents and the families. The unit has a dedicated compliment of both nursing and medical staff, and provides excellent services in counselling and support

Visiting for siblings and others

There is a sitting room adjacent to the unit for parents and visitors.

Facilities & Accommodation for parents

There is a rooming room for parents to stay prior to taking the baby home