

## ***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.

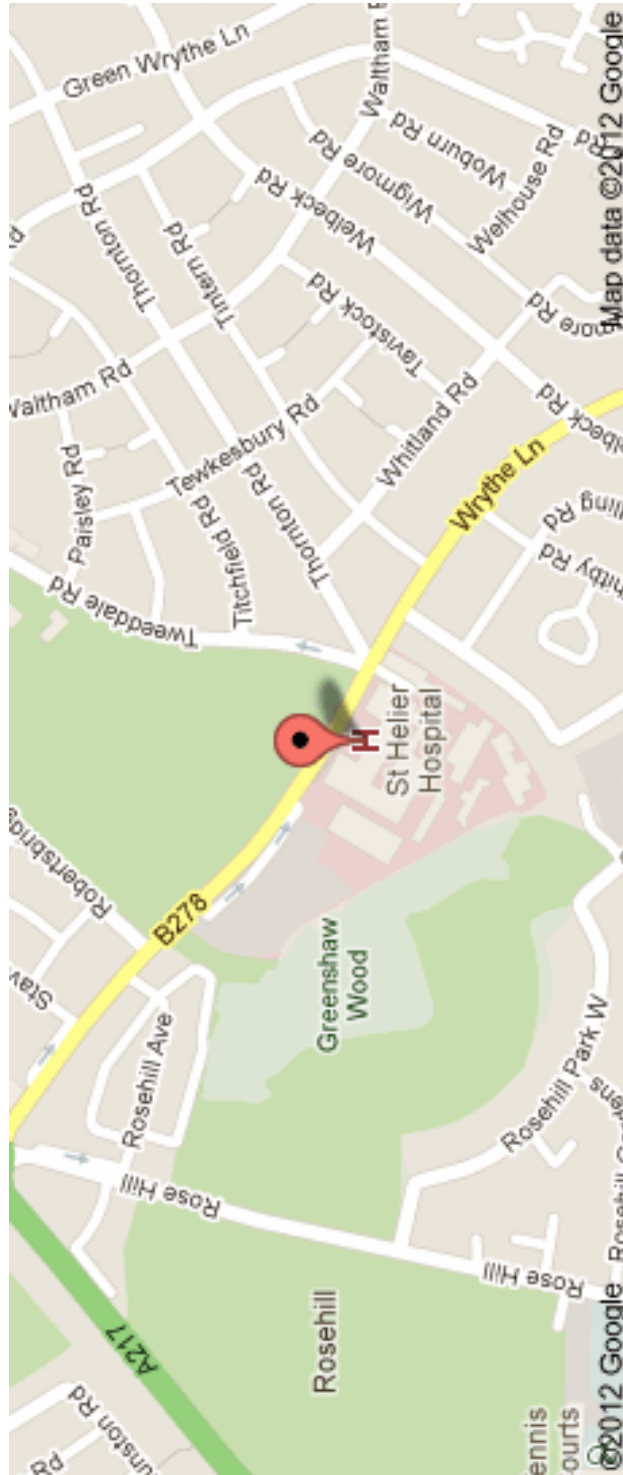
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

[www.neonatal.org.uk](http://www.neonatal.org.uk)



**Neonatal Transport Service  
for London**

**Parent Information Leaflet**

**St Helier  
Hospital  
Wrythe Lane  
Carshalton  
Surrey  
SM5 1AA  
(Map on the back page)**

**Tel: 020 8296 2000**

**<http://www.epsom-sthelier.nhs.uk>**

## Information on about the Neonatal Unit and local Amenities

### Parking

There is a car park at the main entrance of the hospital, with pay and display tickets, and disabled parking spaces. Parents with a baby on the Neonatal Unit can get a form for reduced car parking from the Nurses on the unit.

### By rail

South Eastern Trains – towards Hayes Kent then take a S1 bus heading towards Banstead / Victoria to St Helier Hospital.

### By London underground

Northern Line to London Bridge then take the 157 bus towards Crystal palace – St Helier Hospital

### By bus

151 Towards Wallington / Shotfield, 151 Towards Worcester Park Station, 157 Towards Crystal Palace Parade, 157 Towards Morden, S1 Towards Banstead / Victoria, S1 Towards Mitcham / Cricketers

### Cash points

Cash point facilities are available in the main hospital on the ground floor at the entrance to the coffee shop.

### Local catering outlets/shops

There is a shop in the main entrance of the hospital. Sutton town centre is a short distance from the

### Access to Religious Support

**Chaplaincy & Pastoral Care** – The Trust's chaplains help care for the spiritual and religious needs of patients, relatives and staff. Chaplains are available 24 hours a day to everyone regardless of faith, race, culture, gender or sexual orientation.

### Access to interpreters

**Translation and Interpreting Service** - The Trust has a Translation and Interpreting Service through a contract with Camden Primary Care Trust. Support is provided face to face or by telephone, at the Epsom, Sutton and St Helier Hospital Sites.

### Midwifery care available for mum

Mothers who are in-patients on the maternity ward will continue to receive their care from midwives. For those Mothers that have been discharged and have a baby in the neonatal unit, they will visit a midwife on the maternity unit for any necessary care.

### Availability of PALS/Patient's Advocacy Service

Our Patient Advice and Liaison Service (PALS) which is located on the ground floor next to reception at the main entrance of St. Helier Hospital

**You can email** us at [PALS@epsom-sthelier.nhs.uk](mailto:PALS@epsom-sthelier.nhs.uk)

**You can telephone** St. Helier Hospital - between 9am-5pm on 020 8296 2508

### Description of Neonatal Unit

**Neonatal Services** - the directorate is responsible for providing neonatal facilities which include a special care baby unit at Epsom General Hospital and a neonatal unit at St Helier Hospital– Providing level 1 and 2 care.

### Visiting

The visiting is open to parents. Visiting is restricted to grandparents and the baby's siblings. In winter months the visiting is restricted for the baby's siblings for infection control reasons. A unit leaflet will be given to the parents explaining the facilities and history including visiting times. Grandparents and siblings (summer months) can visit 15:00-17:00 and again at 18:30-19:30.

### Facilities & Accommodation for parent

A parent's sitting room is available on the unit with tea and coffee facilities close by.

There is a hospital canteen that parents can access to purchase meals.

Reduced parking is available for parents by arrangement with the neonatal unit.

2 accommodation rooms are available for those parents who may need to stay over. Use of the accommodation rooms are limited to those parents whose babies:

- are extremely sick
- are about to be discharged and to allow parents to have a trial period alone with their baby
- are establishing breastfeeding