

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.

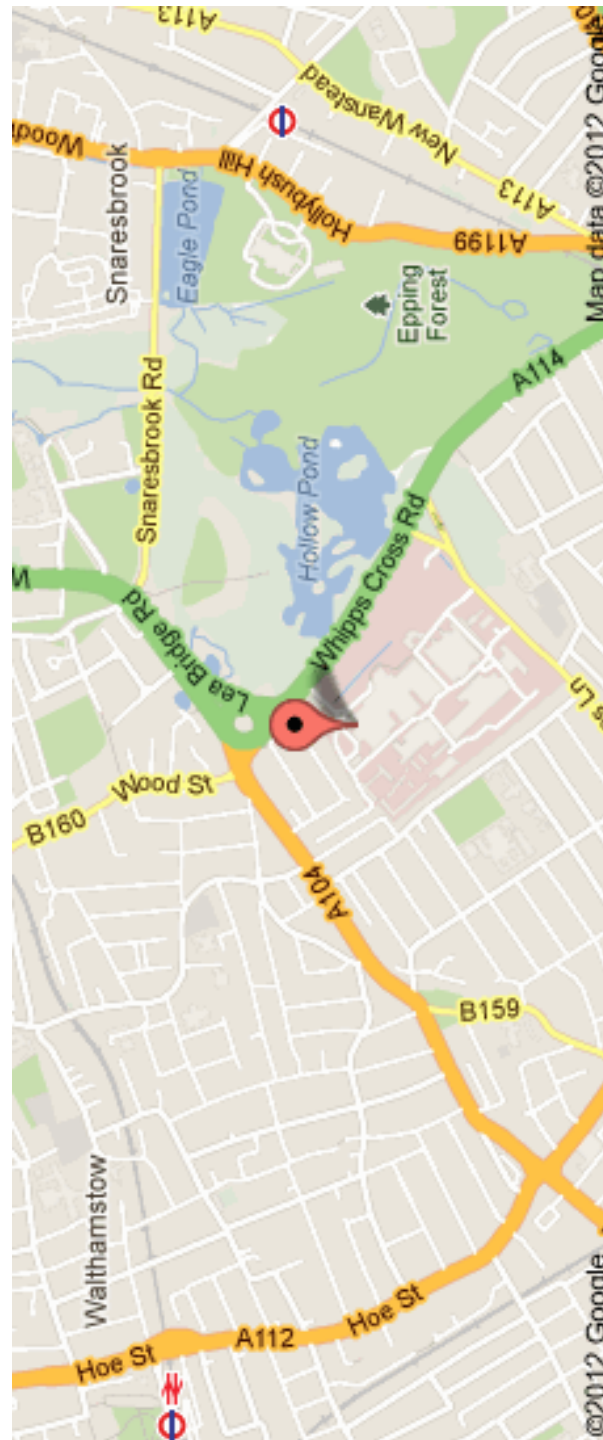
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

Whipps Cross University Hospital

Special Care baby Unit

Maternity Unit
Whipps Cross Road
Leytonstone
London
E11 1 NR

(Map on the back page)

Tel; 0208 539 5522 (5480 / 5063)
Direct Tel: 0208 535 6513

www.whippsx.nhs.uk

Information on about the Neonatal Unit and local Amenities

Coming by car

Patients are encouraged not to come by car, as there is limited parking on site. The main entrance to the hospital is on Whipps Cross Road (the A114) between the Whipps Cross roundabout and the Green Man roundabout.

Parking

There are pay and display car parks at the hospital. Fees apply day and night. Income generated is used for patients' benefit.

- Up to 1hr £1.00
- Up to 3hrs £2.00
- Up to 6hrs £3.00
- More than 6hrs £12.00

By Tube

Nearest tube station on the **Central Line** to the hospital is **Leytonstone**, one mile away. Take the W15 bus directly into the hospital grounds or get a taxi. For buses, take the right exit from the station and for the taxi rank take the left exit.

Nearest tube station on the **Victoria Line** is **Walthamstow Central**, one and a half miles away. (It is also a rail station.)

By Train

Half a mile away is Wood Street, the nearest rail station to the hospital on the Liverpool Street to Chingford line. From Wood Street take the W16 bus and change to the W15 bus at Bakers Arms or get a taxi from the station direct.

Silverlink's Barking to Gospel Oak line stops at Leytonstone High Road and Leyton Midland Road.

Buses

As well as the buses going through the hospital grounds many other routes stop at the nearby Whipps Cross roundabout. - See attached sheet.

Cash points

None, but there are cash back facilities with the unit-ed news shops on site when using your debit card

Catering/refreshments

There is a kitchen, which has a kettle, refrigerator and microwave where parents can prepare their snacks

Local catering outlets/shops

Staff Restaurant – visitors can use the staff restaurant it features an all-day breakfast bar, pizza/pasta station, a carvery and a salad bar. Breakfast – 7-11am, Lunch 12-2pm, Dinner 6pm-8pm. At night there are vending machines.

Access to Religious Support

Members of the chaplaincy team are available. If you need a prayer, Holy Communion, Halal or Kosher food, or to talk to your faith, ask a member of the nursing staff.

Access to interpreters

Face to face interpreters and language line

Midwifery care available for mum

Midwives both in Hospital and in the community

Availability of PALS/Patient's Advocacy Service

Catherine Humphrays – PALS Coordinator, the PALS team is at the main entrance of Whipps Cross, Opening hours Monday to Friday 9am and 5pm. Tel – 0208 535 6767 or internal extension 6282

Description of Neonatal Unit

In the unit, there are three nurseries known as the hot nursery, cool nursery and the cold nursery. The hot nursery is where babies are usually admitted or babies requiring intensive care of life support. Just because your baby is admitted to this room does not always mean your baby is very sick but this is where

we do the admission procedure and settle your baby into the unit. We will then reassess to see if your baby can be moved into another nursery for their onward care.

The cool nursery is where babies require a high dependency care and cold nurseries is where babies are almost ready to go home. During a babies stay on the unit, he or she will be moved to progressively cooler nurseries as their condition improves and as space provides.

Visiting for siblings and others

Free visiting for parents and siblings, other relatives and friends have two set visiting times – 15.00-16.30 & 18.30-20.00

Facilities & Accommodation for parents

Parking fees endorsed for a week for long term visits

Parents sitting room – **for parents only, parents kitchen with kettle, microwave and fridge.**

If mum is an in-patient: **Mum will have a bed on the post natal ward. Unfortunately there are no facilities for dad to room in.**

If mum is not an in-patient: **There is limited availability for mum to room in. Unfortunately there are no facilities for dad to room in for mum only.**

Any costs associated with accommodation - **No**

Duration of availability - **Short term rooming in only**

Telephone access - **Yes BT line available**

Mobile telephone – safe and appropriate area for use

– **Outside unit**

Catering/refreshments availability - **Yes**

Laundry facilities - **No**

Cooking facilities - **Microwave**

Can siblings stay? - **No**