

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.

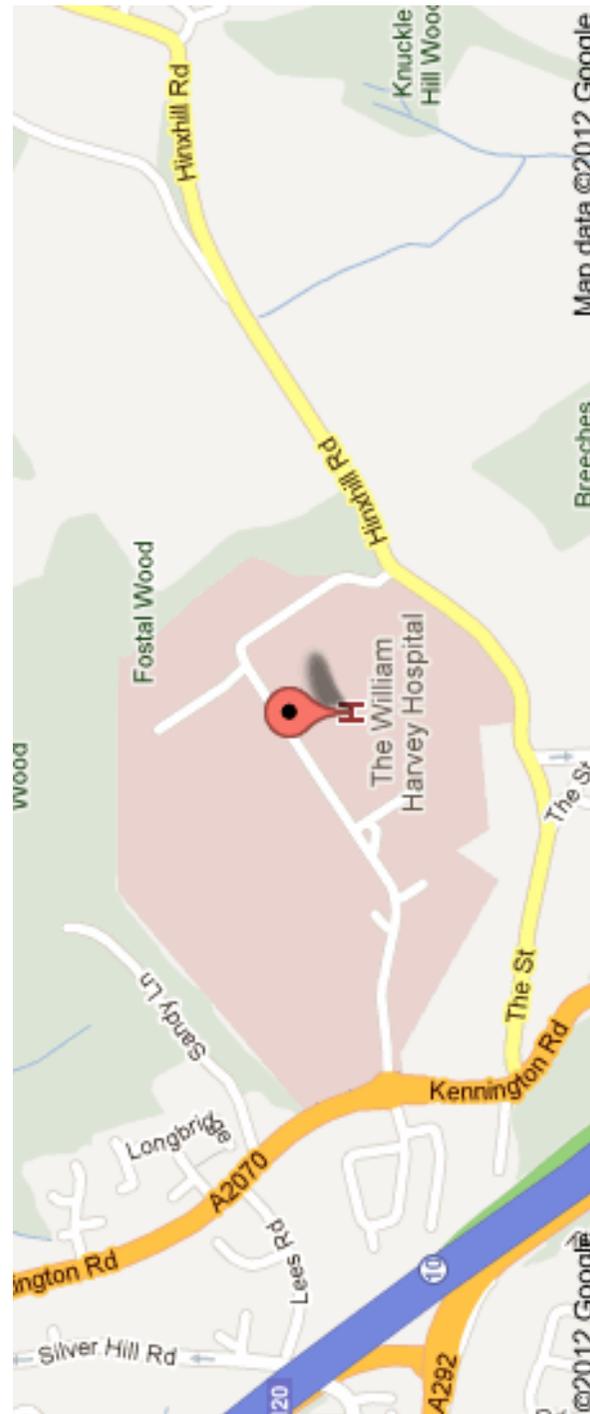
The transport team will all be specialists in the care of sick, newborn babies and will include a doctor or an advanced neonatal nurse practitioner, a senior neonatal nurse and a Paramedic. They will all have undertaken specialist transport training.

To contact our service:

0203 594 0888

Claire.King2@bartshealth.nhs.uk

www.neonatal.org.uk



Neonatal Transport Service
for *London*

Parent Information Leaflet

William Harvey Hospital

Neonatal Intensive Care Unit

Kennington Road
Willesborough
Ashford, Kent
TN24 0LZ

(Map on the back page)

Switch Board - 01233 633331 Ext 88361
Direct line- 01223 616204

www.ekhuft.nhs.uk

Information on about the Neonatal Unit and local Amenities

By Road

From London:

Take the M20 and exit at Junction 10 to the large roundabout and take the first exit onto Kennington Road A2070. Turn right at the roundabout to enter the Hospital.

From Canterbury & Margate:

Take the A28 to Kennington and at the roundabout turn left onto Willesborough Road A2070. Turn left at the next roundabout to enter the Hospital.

From Dover & Folkestone:

Take the A20 and then M20 to Ashford. Exit the M20 at Junction 10 to the large roundabout and take the third exit onto Kennington Road A2070. Turn right at the roundabout to enter the Hospital

Parking

A Pay and Display car park is available. Please speak to staff on NICU about getting a reduced rate.

By rail

The nearest train station is Ashford International which is on the main line from London with connections to the Kent and Sussex coasts.

By bus

Local service 5 leaves from Bank St to the hospital. Service 10 Ashford to Folkestone provides the connecting service between the hospital and the train station. Please call Stagecoach on 0870 608 2 608 for timetable information

Cash points

There is one in the main reception of the Hospital. There is a charge of about £1.50 per transaction.

Catering/refreshments

Snack Bar in the main reception sells sandwiches, rolls, cakes hot and cold drinks. There is a food court on level 1 which serves hot meals, snacks, and sandwiches.

Local catering outlets/shops

Tesco's is 5 minutes walk from the Hospital. Alternatively there is a bus which goes into the town where there are a variety of shops.

Access to Religious Support

There is a chapel at the main entrance which is open 24 hours a day for quiet prayer and contemplation. There is access to representatives of all denominations.

Access to interpreters

Patient's Advice Liaison officers have access to a wide variety of interpreters and signers.

Midwifery care available for mum

Yes. There is a midwifery day unit, situated adjacent to the hospital.

Availability of PALS/Patient's Advocacy Service

Based in the main reception area of the Hospital. Tel 01223 616615.

Pals Can:

Provide Information on Health Services, health issues and support services

Listening to your suggestions for improving our service.

Description of Neonatal Unit The unit consists of 25 cots in total comprising of 6 intensive care 3 high dependency cots and 16 special care cots. We provide care for babies of all gestations and provide all forms of respiratory support. Babies who require surgery or cardiac expertise will be transferred to London.

Visiting for siblings and others Siblings are welcome at any time accompanied by parents. As space on the unit is limited it may be necessary to limit the number of visitors per cot at any one time. We have toys and videos for children to help keep them entertained.

Facilities & Accommodation for parents

If mum is an in-patient à 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 à there is limited availability for mum to room in. Unfortunately there are no facilities for dad to room in for mum only. Rooms are available for all to use but preference is given to parents who are preparing to take their baby home or parents whose baby is very ill or unstable.

There is a small kitchen which includes a fridge freezer, microwave and kettle.

There are no laundry facilities on the unit.

Mobile phones are not permitted on the neonatal unit but may be switched on outside the hospital