

## Visiting Card (Neonatal Unit)

### Welcome to the Neonatal Unit

Here is some helpful information around visiting during your time on the unit. For the safety and wellbeing of babies, visitors and staff, please note the following:

#### All Visitors:

- Wash and gel your hands every time you enter the unit.
- Do not visit if you have **any** infections or are unwell.
- Respect the confidentiality of other parents and their babies during doctor's rounds. Please do not ask staff about other babies on the unit as they are unable to answer for reasons of confidentiality.
- Ask about concessionary neonatal parking.
- Please do not leave valuables unattended. Ask staff to direct you to the available lockers.

#### Parents:

- You can have access to your baby whenever you wish, along with any siblings of the baby.
- We encourage you to ask how your baby is progressing.
- Phone the unit at any time to get an update on your baby 01270 612282 or 612284. We are only able to give information over the phone to parents.
- Ask staff to visit you on your ward with updates on your baby if you are unable to come personally to the unit.
- Please do not use your mobile phone whilst handling or feeding your baby.
- You are welcome to stay in the nursery while your baby is being discussed during doctor's rounds.

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#### Other Visitors:

- Grandparents can visit the unit whenever they wish providing that they are accompanied by a parent.
- Other visitors are welcome to visit the unit from 2pm - 3pm and 6pm - 7pm. Please be aware that only two people in addition to the parents will be allowed to visit during these times.

Full details on the unit and other useful information can be found in the Neonatal Intensive Care Unit Bedside Folder. Please ask staff for a copy if you do not have one.

#### **In case of a fire**

**Staff will direct you to the meeting point. Please keep us informed of your whereabouts whilst visiting e.g. if visiting the shop.**

**Thank you for your cooperation**

This information is available in audio, Braille, large print and other languages. To request a copy, please ask a member of staff on the Neonatal Unit.

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