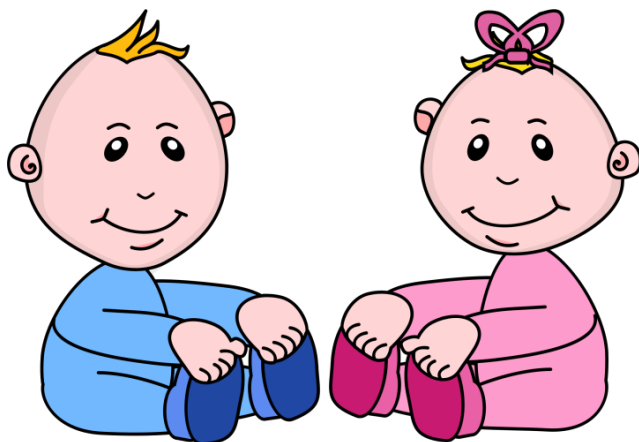


Welcome to Scarborough Special Care Baby Unit

Information for patients, relatives and carers



① If you have any questions or concerns, please contact:

Special Care Baby Unit

Scarborough Hospital

Woodlands Drive, Scarborough, North Yorkshire, YO12 6QL

Direct Line: 01723 34212

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Welcome to the Special Care Baby Unit (SCBU)

This leaflet has been designed to answer some questions parents might have regarding their baby, the unit and the hospital.

Firstly, in each nursery you will find a large information pack detailing specific information on the unit for your perusal and guidance, please take time to read this and familiarise yourself with this information book. We also have QR codes that can be scanned for information.

Can I stay with my baby?

Yes, we have two bedrooms that can be used whilst your baby is on the unit (subject to availability and by priority). We have a family room, kitchen area and bath/shower room attached for parents and siblings to use. We ask that other visitors do not use this area to allow private time for parents and siblings.

When are visiting times on SCBU?

Our policy is open access to parents and siblings of the baby. Each family can have up to 4 named visitors that can visit 09.00-21.00 and other visitors 13.00-21.00 (accompanied by a parent). We only allow three visitors per cot space (including parents). There is a seating

area on the main corridor for people waiting and we are happy for you to swap over as you wish.

Other than siblings, children under 16 are not allowed to visit due to risk of infection. Any visitors who have been feeling unwell are asked not to visit to prevent infection risks.

Visiting access is subject to change at any time if deemed necessary for infection risks.

Can I contact the unit for information?

Parents can ring the unit at any time of day or night. We will only give parents general information on the progress of their baby; information will not be given to anybody else without prior notification from parents.

Is there any security on the ward?

Access to the unit is done by the intercom system located at the entrance, please press the buzzer once and give staff time to answer the door. Introduce yourself to them and please do not let other visitors in behind you until they have been identified by a staff member.

Who will care for my baby?

On the unit we are very family focused and will encourage you where possible to get involved in your baby's care. We have a mixture of trained staff and support staff available. Staff will always introduce themselves to you when caring for your baby.

Ward rounds are usually undertaken each day by the consultant on duty and junior doctors. You may be asked to leave the nursery while other babies are being discussed to protect confidentiality, but you are welcome to be present to discuss your baby's care.

Can I use my mobile phone on the unit?

We kindly ask you to take calls off the unit where possible and have your phones on silent.

Is there a shop in the hospital?

There is a small WRVS shop by the main entrance to the hospital. Ask a member of staff for directions.

Is there a cash machine in the hospital?

There is a cash machine in the hospital, located near the main entrance.

Where Can You Eat and Drink?

If you are staying in our bedroom's, meals are served for those rooming in. Ensure you order dinner and tea with a member of staff in the morning, you will then be asked to collect at the following times (8am, 12 midday & 6pm).

There is a restaurant 'Pats Place' located on the first floor in the North entrance; this can be accessed via the link corridor. Please speak to a member of staff re directions. The opening times are 07:30 until 10:30 for breakfast, 12:00 until 13:45 for lunch and 16:00 until 18:00 for dinner.

What can I do about parking?

Please Park in the visitor's car park and before you leave tell a member of staff your car registration, so you are able to park for free.

Can I smoke in the hospital grounds?

The hospital and the grounds are a no smoking area. To smoke you need to walk out of the grounds.

Is there a regular bus service to the hospital?

There are several local buses from Scarborough and surrounding areas. Bus numbers 10, 13/14 and 15 are available from Scarborough town centre.

Do I need to bring anything for my baby?

We ask you to provide nappies and cotton wool/ water wipes for your baby while on SCBU.

Please feel free to bring your own clothes for your baby but please make us aware so they do not go to the hospital laundry.

We have a variety of clothes available; feel free to use these while on the unit– these then go in our laundry.

Can I put toys/teddy bears/comforters in baby's cot/incubator?

Due to our strict infection control policy, we cannot allow any toys/teddy bears/comforters in baby's cot/incubator. We also ask that there are no balloons, cards, or flowers on the ward.

Family Privacy

We ask that you refrain from looking into other cots or incubators unless invited to do so by a parent of that baby – this respects our babies and their families.

Giving feedback

We are always happy to receive feedback, to enable us to continue to provide the best care for your baby and their family on SCBU. We will ask you to complete a parent's questionnaire on discharge; we review your comments from this monthly and implement changes accordingly.

If you have any concerns, queries or constructive suggestions on how we could improve our service during your stay, please to speak to member of staff or our ward manager.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

SCBU, Scarborough Hospital, Woodlands Drive,
Scarborough, North Yorkshire, YO12 6QL or telephone
01723 342125.

Teaching, training, and research

Our Trust is committed to teaching, training, and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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