



# The Northern Neonatal Network

A managed clinical network  
Website - [www.nornet.org.uk](http://www.nornet.org.uk)



## Northern Neonatal Network – Parents Information Directory

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| <b>Name of Unit/Hospital</b><br><br>Neonatal Unit<br>James Cook University Hospital  |
| <b>Full postal address (inc. postcode)</b><br><br>Neonatal Unit<br>James Cook University Hospital<br>Marton Road<br>Middlesbrough TS4 3BW  |
| <b>Where is the Unit situated in the hospital (name of floor/block/wing) and which entrance should visitors use?</b><br><br>It is in the Women & Children's Division which has its own entrance at the south of the building.<br>The Neonatal Unit is on the ground floor.   |
| <b>What is your Unit's capacity (number of cots and type)?</b><br><br>We have 10 Intensive Care / High Dependency Cots<br>12 Special Care Cots   |
| <b>What grading of staff routinely look after the babies (Nurses/HCAs/ANNPs) and how are they distinguished (colour of uniform etc)?</b><br><br>Staff Nurses – Light blue and white tops / navy trousers<br>Senior Staff Nurses/Sisters – Navy and white tops / navy trousers<br>Health Care Assistants – Burgundy and white tops / navy trousers<br>Advanced Neonatal Nurse Practitioners / Medical Speciality Trainees – Aqua scrubs<br>Consultant Medical Staff – Usually own clothes or scrubs |

**What is your visiting policy (times, number of visitors allowed, restrictions (family/friends/siblings/other children/age etc)?)**

Parents and siblings can visit anytime and stay as long as they want (though we do ask them to leave the ward round when other babies are being discussed)  
We like only two visitors at a cot at any time  
Other family can visit between 4-6pm  
We do not normally allow anyone to visit the baby(s) unless the parents are also present (though once we know the family this is usually worked out – it just means that we respect the wishes of the parents)

**Do you have secure lockers/storage for visitors and are they token operated?**

We have secure lockers for parents which are operated using a returnable £1 coin. These are situated just inside the front door of the Neonatal Unit.

**How much does car parking cost for visitors (please list all current rates), are “season tickets” available and what is the cost? Is parking difficult (spaces availability/access for disabled etc)?**

Normal parking costs (current):

0-2 hours = £2.30

2-3 hours = £3.00

3-4 hours = £4.80

4-24 hours = £5.00

Loss of parking ticket is charged at £10

However, there is a discount scheme that we suggest parents and visitors use, which costs £8.75 per month (with an initial £10 deposit which is returnable

**What facilities are available for parents and visitors on your Unit? Please list, e.g. waiting room/area, drinks machines, play area/toys for siblings (supervised/unsupervised?), crèche, library of DVDs/books to lend, leaflet rack etc.**

Parents / visitors waiting room which has a hot drinks machine. There is a cold water machine on the unit itself which parents can use.

There are some toys in the same room for children but they must be supervised at all times, we do not have any play leaders or crèche facilities.

Leaflets are also available.

**What breastfeeding and EBM storage facilities are available on your Unit?**

There is a fridge/freezer available for storage of EBM.

We also have a large room with two electric breast pumps which can be curtained off for privacy.

Microwave to steam sterilize equipment.

**What parent room facilities are available (number of rooms, criterion for use, proximity to the Unit, common room/kitchen area etc)?**

We have a small enclosed 'flat' not far from the Neonatal Unit which has 4 bedrooms (2 x single rooms and 2 x double rooms). There is also a shared kitchen, bathroom with shower and a sitting room with a TV.

These rooms are used for anyone with a need however we do occasionally have to prioritise them. If we have anyone on the unit who comes from a distance either within the Network i.e. Whitehaven, then we try to use a room for those parents. They could also come from outside the Network i.e. Coventry. So they would have priority. The other priority is for parents whose baby is really sick and who we need to have near the unit). Around about that we may also wish to use the rooms for parents who want to stay the night before taking their baby home. If we are short of rooms there are some other available rooms within the hospital. There are some on ICU, on Adult ITU and also within the hospital grounds. Not ideal but can be utilised at times of need.

**What restaurant/café/coffee shop/WRVS & paper shop facilities are there within your hospital (opening times, proximity to Unit etc)?**

Volunteer shop (Women & Children entrance) 10am – 4pm Monday - Friday

Costa Coffee Shop – 7am – 10pm Monday – Friday

8am – 8pm Saturday - Sunday

Main Restaurant – Breakfast – 8am – 11pm Monday – Friday

930am – 11am Saturday – Sunday

Lunch – 12midday – 2pm Monday – Sunday

Afternoon Hot Food – 230pm – 530pm – Monday – Friday

Early Evening – 530pm – 730pm Monday – Friday

2pm – 7pm Saturday - Sunday

Volunteer Coffee Shop – 9am – 6pm Monday - Friday

Other Coffee Shop (bottom of the main restaurant) – 9am – 4pm Monday - Friday

WH Smiths Newsagents (also sells cards, drinks, sandwiches, snacks and has banking machine) – 8am – 8pm Monday – Friday

9am – 730pm Saturday - Sunday

There is also a Jewellery store within the hospital.

**Does your Unit provide any financial assistance towards costs for parents? (travel etc) Please detail including eligibility criterion.**

No we do not currently do this

**Does your Unit have or links to an active local parent support group – if so, please give details including contacts where available.**

We do not currently have a parents support group and various attempts to put a parents evening together have recently been unsuccessful.

We have a BLISS volunteer who is relatively new to the unit and we also have another one who is being processed at the moment. This provides someone external to the unit staff for parent to talk to.