



The Northern Neonatal Network

A managed clinical network
Website - www.nornet.org.uk



Northern Neonatal Network – Parents Information Directory

Name of Unit/Hospital
University Hospital of North Durham
Full postal address (inc. postcode)
North Road Durham DH1 5TW
Where is the Unit situated in the hospital (name of floor/block/wing) and which entrance should visitors use?
Situated on the first floor of the main hospital building and can be accessed by either the main entrance (until 10pm) or the A & E entrance. Stairs and lifts are available.
What is your Unit's capacity (number of cots and type)?
12 low dependency cots. Obviously the capacity reduces when we have higher dependency babies.
What grading of staff routinely look after the babies (Nurses/HCAs/ANNPs) and how are they distinguished (colour of uniform etc)?
All of our staff are qualified nurses.
What is your visiting policy (times, number of visitors allowed, restrictions (family/friends/siblings/other children/age etc)?
We operate an open visiting 24/7 policy for parents. Siblings of the baby are allowed to visit but no other children under 16 years of age. All visitors must be accompanied by a parent OR the parents need to let staff know who will be visiting without them and when they will be visiting. This process must happen for every unaccompanied visitor every time they come. We only have room for a maximum of 4 visitors per cot (including parents)

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

No we advise all visitors verbally and with signage that they must keep their valuables with them at all times

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)?

Car parking is free for parents upon obtaining an exemption certificate from the staff on the unit.

There is some visitors car parking at a cost of
£2.50 for 1 – 2 hours
£3.00 for 2 – 4 hours
£4.00 for 4 - 24 hours

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.

Unsupervised waiting area with a small selection of toys only.

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

We have converted a cubicle into a breast feeding/expressing room.
We have a separate fridge and freezer for EBM which can only be accessed by staff.

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

We have one parent room which is actually a delivery room donated by the maternity staff. The room is very near the unit and has ensuite shower and toilet. The room is usually used to establish breast feeding as many of our babies actually go home NGT feeding to our neonatal community service so the need for ‘rooming in’ is greatly reduced

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

Staff restaurant available to visitors on the 2nd floor opening hours 7.30 – 19.00
WRVS shop at A & E and main entrances on ground floor opening hours 7.30 – 20.00 (but these times do vary depending on staffing.

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

Shuttle bus between Darlington Memorial, Bishop Auckland General and University Hospital of North Durham **only** to support travelling from some outlying areas however there is still an appropriate 'bus fare to pay'

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

No