



The Northern Neonatal Network

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



Northern Neonatal Network – Parents Information Directory

Name of Unit/Hospital Special care baby unit, West Cumberland Hospital
Full postal address (inc. postcode) West Cumberland Hospital, Hensingham, Whitehaven, Cumbria CA28 8JG
Where is the Unit situated in the hospital (name of floor/block/wing) and which entrance should visitors use? Level 2 maternity entrance
What is your Unit's capacity (number of cots and type)? 10 cots Low to medium dependency
What grading of staff routinely look after the babies (Nurses/HCAs/ANNPs) and how are they distinguished (colour of uniform etc)? At present 100% trained nurses' royal blue for staff nurses and navy for sisters.
What is your visiting policy (times, number of visitors allowed, restrictions (family/friends/siblings/other children/age etc)? Visiting for parents and siblings is 24/7. Other visitors 2.30-3.30 and 6.30-7.30 maximum 3 to a cot side including parents. No children under 16 years unless siblings.
Do you have secure lockers/storage for visitors and are they token operated? No

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)?

£1 for an hour, week ticket is £7.50 and 1 month is £15.
Parents are entitled to a free permit from SCBU.

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’ coffee room with T.V. DVD player with children’s discs and X-box and games. Tea, coffee and juice provided free of charge.
Leaflet rack
Children’s toys available, children must be supervised at all times.

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

Fridge and freezer in milk kitchen.

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

We have two bedrooms with a jack and jill toilet/bath/shower, rooms are on the unit. Mother’s get their meals from post natal or can bring their own food in and store in fridge in parents coffee room, also microwave available there.
Rooms are usually used when baby is getting ready to go home.

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

Café open 9.00-7.30 as is Costa, also vending machines available in Costa.
These are on level 3 about 2-3 mins away.

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

If parents receive benefits we will write a letter about visits made and this is to be taken to finance dept with proof of benefits.

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

No