

CRITICAL CARE

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Access information for our neonatal intensive care unit (NICU)

The Trust began refurbishment works in July 2018 to ensure our neonatal unit continues to meet demand by increasing the number of cots for babies, providing additional space and privacy around each cot, and enhancing facilities for families. The project is taking place over 24–30 months in three phases to minimise disruption to the service. Access to the neonatal unit is affected during this time, so please look out for and follow the relevant signs. We apologise for any inconvenience and thank you for your patience while we build new, world-class facilities for our patients and their families.

Visiting your baby

During the current 10-week phase of the refurbishment, access to the neonatal unit will be via a temporary entrance on the 3rd Floor, adjacent to Lift Bank B.

Way in

- At the main hospital reception desk, sign in to the NICU register and obtain a visitor ID badge which confirms your identity as a parent
- Take Lift Bank B to the 3rd Floor
- Access NICU via the temporary entrance
- Press the intercom **NICU ENTRY** to gain access to the Labour Ward and identify yourself to NICU staff over the intercom—the door will be opened remotely
- Walk along the Labour Ward corridor and follow the signage to NICU
- Press the buzzer at NICU entrance to gain access to unit and identify yourself to staff on entry—sign in to the parent/visitor book as usual

The Labour Ward corridors are busy and emergencies may be in progress, so please be mindful of beds and trollies in the area. There is also construction work taking place in the Labour Ward so please take care as you walk through.



Way out

Sign out of the parent/visitor book on NICU and follow the reverse route to exit the unit. Please press the **NICU EXIT** button on the intercom when leaving the Labour Ward and identify yourself to NICU staff who will then open the door remotely. Please be sure to return your visitor badge and sign out of the NICU register at main reception when you leave the hospital.

Inpatient access

If you are an inpatient in the Kensington Wing or Birth Centre, the neonatal unit is accessed via the maternity unit at Lift Bank B. Inpatients on Josephine Barnes Ward, Ann Stewart Ward, Simpson Unit and Labour Ward can access the neonatal unit via the Labour Ward. Please remember to sign in and out of the parent/visitor book at the NICU entrance when entering and leaving the unit.

Who can visit

Parents or primary carers are welcome on the neonatal unit at any time. During the current 10-week phase of the redevelopment, siblings may only visit 2–6pm and will be escorted through the Labour Ward with their parent by a member of staff. We are unable to accommodate any other visitors during this period in order to limit the number of people passing through the Labour Ward, as this is a very busy area dealing with emergencies every day. We understand that this restriction may be difficult for some parents—if necessary, please discuss with the nurse-in-charge (Neonatal Coordinator) or the Neonatal Matron.

Special Care Baby Unit (SCBU)

During the redevelopment, our special care cots have moved to a dedicated area on Apollo Ward on the 1st Floor and staffed by the neonatal team. To access this area, take the escalator, stairs or Lift B to the 1st Floor and follow the signs to the Special Care Baby Unit. Visiting follows our usual policy and has not been restricted—parents and siblings are welcome at any time and nominated adult visitors from 3–8pm accompanied by a parent.

Security

Security is a top priority during the redevelopment—parents must always wear their identification (ID) badges at all times while in the neonatal unit.

Enquiries

Phone numbers will remain the same throughout this period. If you would like more information about the refurbishment, please call 020 3315 7883.

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Chelsea and Westminster Hospital
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