

## Who can visit

- Parents or primary carers are welcome at any time of day or night.
- Following advice from Public Health England in relation to the Coronavirus outbreak, visiting is currently restricted to parents or primary carers only. No siblings or other family members will be allowed to visit any part of the neonatal unit, including the reception waiting area. We are very sorry for the inconvenience this will cause and realise it will be upsetting for some families, but we are acting on national guidance to limit the risk to the babies on the unit.
- If parents are unwell, they should not visit before discussing this with a senior member of nursing staff on the neonatal unit.

## Security

Security forms an intrinsic part of the refurbishment and decant from the Neonatal unit. Parents will be issued with identification (ID) badges which should be worn and visible at all times whilst visiting the unit.

## Enquiries

Phone extension numbers will remain the same throughout this period, however should you require further information about the refurbishment,

**Please do contact us: 02033157883**

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## Chelsea and Westminster Neonatal Unit

### Neonatal Unit Access Route during refurbishment

#### Information for Parents and Families

In order to ensure we continue to meet the demands of our neonatal population, Chelsea and Westminster Neonatal Unit commenced major refurbishment in July 2018. The new unit will be in the existing location, and internally it will be transformed to increase the number of cots for babies, provide additional space and privacy around each cot, and create enhanced facilities for families. The duration of the project will be 24-36 months and it will be undertaken in three phases to minimise disruption to the service.

Throughout this period, access to the Neonatal Unit will be affected, so please look out for and follow the relevant signs.

We apologise in advance for any inconvenience and thank you for your patience whilst we build new world-class facilities for our patients and their families.

#### Visiting your baby

During the current phase of the refurbishment, which should last around 6 months, there will be temporary changes to accessing the Neonatal Unit. The access procedure differs depending on whether your baby is in Intensive Care, High Dependency, or Special Care.



## Intensive Care

### Parents who are visiting from home

- Please report to the Main Hospital Reception desk to obtain and sign for a visitor badge which allows you swipe card access through the route
- Take lift bank B or the stairs and go to the NICU reception on the 3<sup>rd</sup> floor
- Press the intercom to gain entry to the unit and identify yourself to the staff
- Sign the NICU register
- At reception you have access to the parents' room, lockers, toilet and relatives' waiting area – please leave your coats and large bags here rather than bringing them to the intensive care area
- From NICU reception you will need to access the Intensive Care nurseries (IC1 and IC2) via the 1<sup>st</sup> floor:
  - ◇ Take lift bank B or the stairs down to the 1<sup>st</sup> floor and follow the signs to NICU
  - ◇ Use swipe card to gain access into the Paediatric Theatre corridor by holding the card to the access control reader
  - ◇ Follow the signs and baby foot prints on the floor
  - ◇ Use swipe card to access through all the doors in the Paediatric Theatre corridor
  - ◇ Use the swipe card to access the lift
  - ◇ Take the lift to 3<sup>rd</sup> floor
  - ◇ On exit from the lift, press the intercom to gain access to the Intensive Care area (your swipe card will not work on this door)
  - ◇ Apply hand gel on entry to the area and wash and re-gel your hands on entry to the nursery
  - ◇ Identify yourself to staff in your baby's nursery
  - ◇ Wash and re-gel your hands upon entry to the nursery.

#### The way out is the reverse of this route

Please remember to hand in your pass at main reception before you leave the hospital



## Intensive Care

### Mothers who are inpatients on maternity wards

- Go to NICU reception on the 3<sup>rd</sup> floor
- Press the intercom to gain entry to the unit and identify yourself to the staff
- Sign in the NICU register and obtain a visitor badge and card which allows you swipe access through the route
- At reception you have access to the parents' room, lockers, toilet and relatives' waiting area
- From NICU reception you will need to access the Intensive Care nurseries (IC1 and IC2) via the 1<sup>st</sup> floor:
  - ◇ Take lift bank B or the stairs down to the 1<sup>st</sup> floor and follow the signs to NICU
  - ◇ Use swipe card to gain access into the Paediatric Theatre corridor by holding the card to the access control reader
  - ◇ Follow the signs and baby foot prints on the floor
  - ◇ Use swipe card to access through all the doors in the Paediatric Theatre corridor
  - ◇ Use the swipe card to access the lift
  - ◇ Take the lift to 3<sup>rd</sup> floor
  - ◇ On exit from the lift, press the intercom to gain access to the Intensive Care area (your swipe card will not work on this door)
  - ◇ Apply hand gel on entry to the area and wash and re-gel your hands on entry to the nursery
  - ◇ Identify yourself to staff in your baby's nursery

#### The way out is the reverse of this route.

You may keep the swipe card for the duration of your own hospital stay, but please hand this back to the NICU RECEPTION when you are discharged and thereafter follow the visiting process for parents at home

## High Dependency

- Follow the signs to NICU reception on the 3<sup>rd</sup> floor, lift bank B
- Sign the NICU register
- At reception you have access to the parents' room, lockers, toilet and relatives' waiting area
- Follow the signs to High Dependency (HD1 and HD2)
- Wash and gel your hands in the handwash area and re-gel your hands on entry to the nursery
- Identify yourself to staff in your baby's nursery

## Special Care (SCBU)

For the duration of the redevelopment, our Special Care has moved to a dedicated area on Apollo Ward on the 1<sup>st</sup> floor, staffed by the neonatal unit team. To access Special Care, take the escalator, stairs or lift bank B to the first floor and follow the signs to Special Care Baby Unit. Parents and siblings are welcome to use the parents' room and lockers on the 3<sup>rd</sup> floor at NICU reception, or may use the parents' facilities on Apollo Ward.