Hand hygiene

All visitors to the Neonatal Unit are asked to help us reduce the risk of infection.

Alcohol hand rub is provided on entering and leaving the neonatal unit and the nursery your baby is in.

Please remove all your jewellery from your hands and wrists. Secure lockers are provided at the entrance to keep your valuables safe.

We very much encourage you to touch and hold your baby but please do not touch the medical equipment.

Ask the staff caring for your baby whether they have washed their hands. They really do not mind and are expecting you to ask them.

Useful Telephone Numbers

Neonatal Unit
(Main Reception) 0114 226 8356

Matron for the Neonatal Unit 0114 226 8364

Room 2 0114 226 8119
Room 3 0114 226 8391
Room 4 0114 226 8359
Room 5 0114 226 8358
Room 6 0114 226 5513
Room 7 0114 226 8121
Room 8 0114 226 1039
Room 9 0114 226 8086
Room 10 0114 2265337

Patient Services Team 0114 271 2400

We hope that you find this information useful.

We welcome feedback on the service we provide, so if you have any comments or concerns, please speak to the nurse in charge.
Welcome to the Neonatal Unit

The Neonatal Unit is a unit where we care for babies who need extra care after they are born.

We realise how important it is for parents to have family and friends with them to give support during what can be a stressful time.

We welcome you, your family and friends.

When can we visit?

Parents, Grandparents and brothers and sisters of babies can visit at any time. Other family and friends can visit between 8.00am and 8.00pm.

However, please be mindful that you may be asked to leave the nursery during treatments or to respect the privacy and dignity of other parents.

We have a visitor’s room that may be used to wait in.

When can’t we visit?

If you or one of your visitors is unwell with tummy upset, cold sores, a sore throat, have a cough or cold or have been in contact with chicken pox, please call the unit to check if it is all right to visit.

Please do not visit or allow someone to visit if they are under the influence of alcohol or illegal substances as we take the safety of patients, visitors and staff very seriously and have a ‘zero tolerance policy’ regarding verbal or physical abuse of staff.

Can anyone visit?

Whilst we welcome visitors, we do ask that children under 14 years of age who are not brothers or sisters of the baby do not come to visit due to the risk of infection.

Visitors without parents

Parents, if you would like your family and friends to visit without you please tell the nurse caring for your baby and a record will be made of this request. Without this record your visitors will not be able to visit.

How many visitors can visit at one time?

Because space is limited in the unit, we ask you to make sure that only two people are by the cot at any one time.

Useful tips when visiting

Babies need to be kept warm. Because of this the unit is sometimes very hot and it may be more comfortable for you to wear light, loose clothing.

You may like to bring a camera to take pictures or videos of your baby. Camera flashes do not harm babies’ eyes. Please ensure no other babies or staff are visible in the photo/video without prior consent. If you use your mobile telephone to take photos/videos, it should be switched to silent and wiped clean before use.

Children visiting the unit often get bored, so it can be a good idea to bring some of their favourite toys for them to play with.