

Breastfeeding

Breastfeeding and/or giving your baby your breast milk is one of the most important things you can do for your baby's health.

Please ask a member of staff to help you get breastfeeding off to a good start. Information leaflets about hiring Breast Pumps are available in the parents' sitting room.

Facilities for Families

We have a parent's kitchen and sitting room, so please feel free to make use of these. We also provide lockers to store your personal items.

A variety of cafes, shops, a restaurant, and a cash point can also be found within the hospital. You can find more details on these, as well as buses, taxis etc. on our parent information board.

Support

Financial support may be available, please ask a member of staff for advice.

Spiritual support is available for those of all faiths and none. Please let the nurse who is caring for your baby know and they will contact the team for you.

BLISS offer free support. They have a helpline staffed by trained advisors 0500 618 140.

PALS (Patient Advice Liaison Service) can listen to your feedback and help resolve any issues 01908 995954.

Contact us

You can contact us directly at anytime on:

Intensive Care Nursery:
01908 995591

Special Care Nursery:
01908 997166

Reception:
01908 997167
(Monday- Friday
daytime only)

If you would like to be in contact with other families & be kept up to date with our social events on Facebook search for:

MK NNU Special Babies



Download our parent information app today!

Search **"TVWNODN"** on the app store. Available for both iPhone and Android.


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NHS

**Milton Keynes
University Hospital**
NHS Foundation Trust

Neonatal Unit Parents' Leaflet





Welcome to Milton Keynes Neonatal Unit

We are a local NNU
within the
Thames Valley Network.

Congratulations on the
birth of your baby!

Whilst you are here

We know that it is a stressful and emotional time when your baby is being cared for on the neonatal unit.

Your baby needs specialist care from the neonatal team, but they still need you too.

We are here to support you through this journey, we will try to get you involved in your baby's care as much as possible, encouraging you at every step of the way to be more confident as your baby's main carer.

Car Parking

Car parking is FREE for all parents, please ask a member of staff to validate your car parking ticket before leaving the unit.

Mobile Phones

Parents are welcome to use their **mobile phones** at the cot-side for photographs and texts. Facetime is not permitted on the unit.

During nursing handover & doctors ward rounds you may listen to music on your mobile phone with headphones or we have a supply of ear plugs which you can use. This is for confidentiality reasons.

To maintain a calm, quiet environment for the babies, please ensure your phone is always set to silent mode. If you wish to make or take calls, or charge your phone, please go to the Parents' Sitting Room.

Visiting

Parents are welcome on the Unit at any time (don't forget your headphones). We encourage parents to spend as much time as possible with their baby.

Extended family & friends are welcome to visit at any time, all visitors must be accompanied by a parent, with only 1 parent & 1 visitor per baby (twins & triplets are counted as 1 baby for visiting).

Siblings under 12 years of age may visit in addition to both parents. Only 1 sibling per baby permitted.

Siblings aged 12 & over will be counted as a visitor (i.e. only 1 parent & 1 child per baby).

Siblings may only visit Saturday & Sunday 10am to 6pm. Children must not be left unattended at any time.

Unfortunately no other children are permitted to visit.

Please ensure that your visitors are in good health.

Special visiting arrangements can be made in certain circumstances.

You and your visitors will be asked to remove any outdoor clothing prior to entering clinical areas, and wash your hands on entering your baby's room.