

Information for resident carers in the Dyson Centre for Neonatal Care

This leaflet explains: The Code of Conduct for carers resident in the parent accommodation

The one thing all our families have in common is a sick or premature baby/babies and we would like to make everyone's stay here as comfortable as possible

The neonatal unit has four parent bedrooms; these rooms are for the use of parents of babies who are getting ready for going home or for parents whose baby may be extremely unwell. It is therefore important that the accommodation remains as calm as possible and we ask for your co-operation and sensitivity towards others.

We reserve the right to ask you to vacate the room if in our opinion another family are in greater need of the room or the code of conduct is not adhered to.

Vacating the room if you don't need it

If you are not using your room overnight please inform the nurse in charge. We would like to be able to offer this facility to other parents in the unit.

Please leave the room clean and tidy when your baby is discharged and you are vacating the room and inform us of your departure, so that we can prepare the room for the next family. Please give your room keys to a member of staff.

Housekeeping and maintenance

Please help us by keeping your room and the shared parent room in the unit clean and tidy. There may be times when access to your room is required for repairs or alterations. We reserve the right to enter your room at a reasonable hour for this reason, although we will endeavour to advise you in advance if we need access to your room.

Other children

We welcome siblings to the room accompanying an adult family member. If you have a child with you, please supervise them at all times, you are responsible for your children whilst they are visiting with you. Please make sure their behaviour is acceptable to other residents, particularly in the shared parent room. We do not have facilities for siblings to stay overnight in the accommodation.

Fire safety and security

In the event of the fire alarm sounding, please stay in your room, close all your doors and windows. A member of the neonatal team will contact you to advise of the need to evacuate, and where to go.

We welcome your visitors, but please make sure that we are made aware that they are in the room for fire safety reasons.

The Royal United Hospital NHS Trust is a Smoke free hospital and smoking is not permitted anywhere in the neonatal unit, the parent garden or the parent suite, or anywhere on the hospital site. Parents found smoking will be asked to vacate the room, as this is a breach of the safety of the unit and the babies we are caring for. Also illegal substances are not allowed in the unit.

Please be aware that we cannot accept responsibility for damage to or loss of personal property. You must take responsibility for locking your room when you are not inside it and for your personal belongings.

Personal safety

For your own safety we need to know if you have a medical condition, please make the nursing team aware of it, in case you become unwell whilst you are staying in the parent accommodation.

If you are receiving or require any treatment, this must remain your responsibility.

If you have a condition which may be unstable, such as diabetes or hypertension, we insist that someone stays with you in the accommodation. The nursing staff cannot be responsible for the health of the mothers/fathers whilst staying in the parent accommodation.

Please take care when leaving the shower rooms as the floor will be wet, we advise you dry your feet prior to leaving this room to avoid slipping.

Please do not leave your baby unattended in the parent accommodation - If you need to leave the parent accommodation then please bring your baby back to the nursery.