NHS
Ashford and St. Peter's Hospitals
NHS Foundation Trust

We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

You can use Text Relay to turn telephone communications into text.
Use the Relay UK app on your phone, tablet or PC.
You can also use Relay UK via Minicom or Uniphone.

اگر نیاز به ترجمه دارید، لطفا با شماره 01932 723553 تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اِس کا اُردو زبان میں ترجمہ چاہتے ہیں، تو براہِ کرم اِس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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Welcome to the NICU Parent Facilities

Neonatal Unit

Patient Information

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.
If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

Author: NICU Ficare Team **Department:** Neonatal Unit
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We hope these facilities provide you with some comfort and respite during your time on NICU. Please do not hesitate to ask a member of staff if you need further information or assistance.

To help improve our services we ask, if you would like, to provide some feedback by using the Viewpoint system that is situated within the reception area.

https://www.ashfordstpeters.nhs.uk/littleroo

Welcome families,

We understand that having your baby in the NICU can be a challenging and emotional experience. However, it is important to try and find time to care for yourselves during your journey on NICU.

We are very fortunate to have parents' facilities on NICU that were kindly provided by the 'Little Roo Neonatal Fund' a registered charity dedicated to supporting the care of neonatal families at St Peter's NICU.

We kindly ask all parents to be considerate when using the spaces provided, as they are shared by many families who need a quiet and restful environment. We politely remind everyone to tidy up after themselves, refrain from making telephone calls and having loud conversations in shared areas.

Thank you for your co-operation and we hope these facilities provide you with some comfort during your time here.

little Roo neonatal fund

For babies that need a little more care at St. Peter's Hospital

Parent facilities

Quiet area

This is a quiet space away from the bustle of the NICU nurseries, specifically for the use of parents only.

In the parents' area there is comfortable seating, a kitchenette with hot drink facilities, a toaster, fridge, and phone charging device.

There are sandwiches provided free of charge in the fridge for all parents as well as other snacks, fruit and drinks. Families are also welcome to bring labelled items (Name and date) to be kept in the fridge.

Free parking is available for all parents, please speak with the ward clerk at reception.

Siblings and extended family

Within the reception area there is comfortable and well-equipped seating which other family members are welcome to use.

There are some toys provided for younger siblings also.

Parents' accommodation

There are four rooms for the parents of babies who have been transferred to St Peter's NICU from a great distance or those parents who have critically ill babies on the unit.

Due to the limited facilities, priority is given to families whose baby is very unwell and those who do not live locally. However, if you wish to stay overnight, please ask the nurse in charge and she will be able to say if a room is available.

Please note rooms are not guaranteed for the duration of your babies' stay. Room availability is reviewed daily, and we may ask you to vacate the rooms with 24 hours' notice.

Parents staying in these rooms are also eligible for free meals whilst on the unit. Please visit Joan Booker Ward (level 2) at 12.30 for lunch and 5pm at dinner. If you have any dietary needs, such as vegetarian, vegan, Kosher, Halal or Gluten free etc., then please speak to the reception team the day before.

There is a toilet and shower area available for parents which has step free access. If you require accessible toilet or shower facilities, then please speak to the Nurse-in-charge who will signpost you to the nearest facilities.