

# NHS Highland Neonatal Unit, Inverness



Raigmore Hospital, Old Perth Road  
Inverness  
IV2 3UJ



Direct lines: 01463704375



Free WI-FI is available and the password is displayed within the neonatal unit.



## PARKING/TRANSPORT



Main car park (free) and bus stop are situated in front of the hospital entrance.

The Neonatal unit is located in zone 8, first floor, maternity department and is sign-posted from the main entrance.

## ACCESSING THE NEONATAL UNIT

The neonatal unit supplies a swipe card to ensure there are no restrictions for parent's access to the unit. This is arranged once parents arrive on the unit. There is 24 hour accessibility to the neonatal unit via the hospital main entrance. There is a lift to the first floor. The entrance is wheelchair and pram friendly.



## A TOUR OF OUR UNIT

We are very happy to facilitate a tour of the unit prior to delivery or at admission.



## PARENT ACCOMMODATION



There are options for accommodation which will be arranged by the neonatal staff when required. This includes en-suite rooms within the main hospital building and further rooms within the hospital grounds where both parents can stay. There are 2 family flats available where siblings can also stay with their parents. All of these areas have kitchen facilities. When babies are preparing for home, there is an en-suite parent-craft room within the neonatal unit to accommodate the parents and their baby.

## FOOD OUTLETS



Sandwiches, crisps, biscuits, hot drinks and a water cooler are available on the neonatal unit.

Within the hospital, The Highland Table provides hot and cold food between 0800-1800 Monday-Friday and 0800-1700 Saturday and Sunday. This is located at the main hospital entrance. Raigmore dining room is located in zone 9 and provides hot and cold food between 0800-1530 Monday-Friday.

Nearby, there is a retail park with a supermarket which has a chemist. There are also 2 fast food outlets. Baby supplies can also be purchased at the retail park which is within a 10 minute walk.

A nearby public house / restaurant provides 'pub grub' daily.



## TIME OUT



There are 2 nearby parks with children's play areas which are within a 10 minute walk.

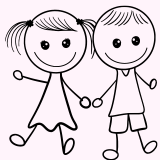
The retail park has a variety of coffee shops and further afield, there is a garden centre with a restaurant. The hospital is on the edge of the city so close to the countryside for walking and 'time out'.



## FAITH LEADERS

There is a chapel within the hospital and the Chaplain visits the unit every Monday. They are also available if required at other times. Other faith leaders can be accessed or you are welcome to invite your own faith leader. Please speak to your bedside nurse.

## SIBLINGS



When the parent-craft room is unoccupied, parents and siblings are welcome to use this room. Facilities include tea and coffee making, toilet, a small selection of toys and a television. Our nursery nurses are available to help entertain siblings if needed.



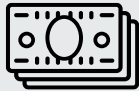


## PARENT SUPPORT

Having a baby in the neonatal unit can be an emotional rollercoaster and stressful for the whole family. We offer appointments with the Clinical Psychologist as part of routine care of families on the unit. There is a regular informal parent support group on a Wednesday afternoon where different topics are discussed over a cup of tea.

The unit has 2 Bliss volunteers who provide 4 hours of support per week between them and can direct parents to available support networks.

## FINANCES



Having a baby in neonatal care can be a difficult and expensive time for families. The Young Patients Family Fund (YFFF) extends past neonatal care, so parents or siblings can claim expenses for food, travel and accommodation until the child is 18 years old, if the child requires inpatient care. Further information on this fund, and claim forms, are available from staff on the neonatal unit.





## VISITING



Parents and siblings have open access to the neonatal unit. Other visitors are welcome between 1300 and 1900. Due to limited space, visiting is restricted to 2 people per cot, one of which must be a parent.



## Who's Who on the Neonatal Unit?

Your family will be looked after by a team including doctors and nurses. The majority of nurses that you will meet on the neonatal unit will be wearing a mid blue tunic. The charge nurse and nurse practitioners wear navy blue and the nursery nurses and auxiliaries wear light blue. The medical team wear scrubs. Everyone wears a name badge and should introduce themselves. You are likely to meet other members of the multi-disciplinary team, for example, our physiotherapist, who will also introduce themselves and explain their role to you.



## UNIT WEBSITE/USEFUL LINKS



Our website is [Neonatal unit | NHS Highland \(scot.nhs.uk\)](https://www.nhs.uk)

If there is anything else we can help with, please don't hesitate to ask

