

Neonatal Unit – Pilgrim Hospital

Dads and partners information - The neonatal journey

Reference Number: ULHT-LFT-4073 v1

Issued: June 2025

Review Date: June 2027

The neonatal stay

Welcome to the Neonatal Unit and congratulations on the birth of your baby.

Whilst your baby is a patient on the Neonatal Unit, they will be cared for by a named nurse whose name will appear on the allocation board next to your baby's cot.

We have a wide range of staff who work on the unit including neonatal nurses, nursing associates, midwives, nursery nurses, clinical educators, healthcare support workers, consultants, registrars, house officers and advanced neonatal practitioners.

You may meet other health professionals who visit regularly, such as hearing screeners, dieticians and radiographers. If you would like to speak to our consultants or ward manager, please ask your baby's named nurse and they will be happy to assist you.

Parent facilities

Parent facilities

Please ensure one of our nurses has shown you all our facilities on the unit, this includes the parent's lounge/kitchen, the expressing room, bedrooms, bathrooms and the ward itself.

Visitors and parents may use the parent's kitchen to make themselves a drink. Please ensure the drink has a lid on if you are taking it onto the ward.

Fire alarm testing

Fire alarm testing takes place every Tuesday morning. When leaving the unit for any length of time, please make staff aware of your absence. This is to ensure staff know your whereabouts in the event of a fire.

Parking

Please speak to your baby's named nurse or one of our receptionists about free car parking.

Food options

Food including deliveries and vending machines

Dads/partners are not provided with meals. See below for details of coffee shops/restaurant.

Takeaways/deliveries

Takeaways can be delivered to the hospital. However, partners need to take responsibility for collecting the food.

The Café @ Boston

Inside the main entrance to the hospital, you will find a coffee shop with a seating area. Hot and cold beverages, fresh sandwiches, a selection of quality cakes, jacket potatoes and other light bites including paninis and pasties are available.

Opening times:

Monday to Friday, 8am to 6pm

Saturday and Sunday, 9am to 5pm

Restaurant

A wide selection of hot and cold meals including a daily special. The fresh salad bar offers a large healthy selection.

Opening times:

Monday to Friday, 7.45am to 7pm

Saturday and Sunday, CLOSED

The Shop @ Boston

This is located next to the café in the main entrance of the hospital. You can buy a range of ready-to-eat sweet and savoury foods. Also available to buy are gifts, cards, toiletries, clothing, magazines, books and newspapers.

Opening times:

Monday to Friday, 7.30am to 8pm

Saturday and Sunday, 9am to 7pm

Getting to hospital and visiting

Getting to the hospital

<https://www.ulh.nhs.uk/hospitals/pilgrim-hospital-boston/directions/>

Visiting

Open visiting operates on this ward for parents (24 hour access).

Grandparents and siblings are welcome between 10am to 12pm and 3pm to 7pm.

Open visiting over the age of 16 (unless siblings) are welcome between 3pm to 7pm.

Accommodation

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There are two parent bedrooms available for use (subject to availability).

Please be aware we have a limited number of rooms available for parents and they are reviewed every day according to those with the greatest need, such as:

- To establish breast feeding
- To allow for 'rooming in' before taking your baby home
- To allow parents to be with their very sick baby

The parent's rooms are provided to enable you to do more for your baby. It is anticipated, therefore, that you will participate in your baby's care both during the daytime and the night time. To respect other parents and staff please ensure you are dressed appropriately at all times.

Whilst we try to accommodate all parents, on occasions you may be asked to leave for a period; this may also be at short notice.

We ask that you do not leave your baby alone in the bedroom and that you do not carry your baby around, but use the cots provided.

Further visitors' accommodation (if neonatal accommodation is full)

High quality apartment share accommodation is located on our hospital site and subject to availability to relatives of patients, people attending training courses or interviews and contractors working on our sites. All apartments have secure access, shared lounges/dining areas, fully equipped kitchens and individual bedrooms with ensuite facilities.

If you wish to enquire about this please contact the accommodation booking clerk on 01476 464487 or by emailing accommodation.bookingclerk@ulh.nhs.uk

Local accommodation (near the hospital)

- The King's Arms, 13 Horncastle Road, Boston, PE21 9BU. Phone 01205 624564
- Travelodge, Scott Drive, Wyberton, Boston, PE21 7NH. Phone 08719 846587
- Premier Inn, Wainfleet Road, Boston, PE21 9RW. Phone 0333 003 8101

Toilets

There are specific visitor toilets for partners.

Smoking

Smoking is not permitted anywhere on the hospital sites, including car parks. E-cigarettes and vaping is permitted in outdoor areas of the hospital if it is not done near others.

Local shops/supermarkets

- Asda Boston Superstore, Lister Way, Boston PE21 8EQ. Phone 01205 316000
- Lidl, Tawney St, Boston PE21 9RS. Phone 0203 9665566

Contacting the ward

We know that it can be a worrying time when your loved one is in hospital and you will want to know how they are. It would help if only one member of the family contacts the ward after 1pm and they can pass on the information to the rest of the family.

Phone number for the Neonatal unit is 01205 445404.

Please ask to speak with the nurse looking after your baby for an update. You are welcome to call anytime of the day or night.

Please refrain from using your mobile phone for calls in the clinical areas. You are more than welcome to text or take photos.

Launderette

The hospital does not offer launderette services for patients and families therefore the nearest services are located at Red Lion Street Launderette at 6 Red Lion Street, Boston, PE21 6NY.

Security and ward rounds

Security

There is an intercom system on the main door - if the buzzer is not answered immediately, please be patient as we may be busy with the babies. For security reasons please do not let anyone else through the doors with you.

Please note the main entrance of the maternity block is locked at 10pm and reopens at 6am.

These security measures are in place to keep your baby safe so please help us to do this.

Ward rounds

There are ward rounds everyday on the unit starting at 10am. Please call the unit for a time. This means you will meet one or all of our consultants during your baby's stay.

Please feel free to discuss any fears or concerns at this time. If you are not present during ward round, the named nurse will fully update you on the plan of care and you can also ask to speak directly with the consultant.

FaceTime

You can request to FaceTime your baby if you can't come in person, please call the unit and a member of staff will be happy to arrange this for you.

Family Integrated Care

Badger diaries

Please speak to the nurse looking after your baby about getting an account set up on badger diaries – photos and updates are added daily so you can see your baby's progress from home.

Family Integrated Care with you & me sessions

You & me sessions are led by nursing staff helping to teach you about caring for your baby, please speak to a member of staff to arrange this.

Alternately, every Wednesday at 2pm our Outreach team hold a basic life support and choking course – please see reception to sign up.

Counselling and psychology

Counselling and psychology

We understand this is a challenging time with lots of ups and downs. Please seek support from the Neonatal Team, we also have a qualified counselling psychologist – please talk to staff for more information.

Quiet time

The Neonatal Unit operates a daily quiet time between 12pm to 2.30pm. During this time we dim the lights and keep noise to a minimum. This provides babies with a rest period from the medical procedures and activities experienced throughout the day. This time also provides you with the opportunity to cuddle your baby and have skin to skin care. While your baby rests and sleeps please take advantage of this time to rest or take a nap if you would prefer to.

Lullaby hour

Facilitated during quiet time your baby can enjoy soothing sounds to help them rest and grow.

Feedback

We would love to hear all about your/your partner's neonatal experience - what worked well or not so well? This information is then fed back into the system where improvements are made and praise is celebrated. Please contact licb.mnvp@nhs.net for more details or scan the QR code below with your smart device. Any questions please ask a member of staff.



<https://dadmatters.org.uk/national/>

[NHS App and your NHS account - NHS](#)

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If you require this information in another language or alternative format, please email the Patient Information team at ulth.patient.information@nhs.net