



Welcome to County Durham and Darlington NHS Foundation Trust

This leaflet tells you what to expect when you come to the University Hospital of North Durham. It tells you where to go when you arrive, who you can ask if you have questions, where to park, and what's available on site.

What type of care do you provide?

Birth centre (midwifery-led unit)	
Alongside unit (midwifery led care provided in a labour ward)	✓
Labour ward (obstetric unit led by a doctor)	✓
Neonatal unit	✓

What is the address?

University Hospital of North Durham, North Road, Durham, DH1 5TW



How do I get to the maternity and neonatal units?

The maternity unit is on level 1.

This includes:

- Ward 8
- Ward 10
- Pregnancy Assessment Unit

Follow signs from the main entrance or Accident and Emergency (A&E).

Where can I park? Do I need to pay for parking?

There is a car park for patients and visitors on site.

The main car park is on the left as you enter from the roundabout.

We use Automatic Number Plate Recognition (ANPR). This means cameras record your vehicle registration when you enter and leave.



You have 20 minutes to find a parking space before charges start.

The car park can get busy. Please allow extra time before your appointment or visit.

Before you leave, you need to pay at a payment machine.

- Enter your vehicle registration
- The machine will show how much you need to pay
- You can pay by cash or contactless card

There is a payment machine outside the main entrance. After you pay, you have 20 minutes to leave the car park.

Is there parking close to the entrance if I need care quickly?

There is a drop-off bay near the main entrance. You can use this to access maternity through A&E.

You must move your car to the main car park within 20 minutes.

Can I have visitors?

Visiting times and numbers depend on the ward.

Ward 10 (University Hospital of North Durham) and Ward 61 (Darlington Memorial Hospital):

- **9am to 10pm:** your birth partner and your baby's siblings can visit

All other maternity wards:

- **2pm to 4pm and 6pm to 8pm:** other visitors can visit
- You can have up to 3 visitors at your bedside
- Visitors must be aged 16 or over, unless they are your baby's sibling

Can my partner stay with me overnight?

Your partner needs to go home at the end of visiting hours. If you have questions, speak to the ward sister or matron.

Where can I get food and drink onsite?

If you stay overnight, we will bring you meals.

You can also buy food and drinks on site:

- Café on level 2
- Shops at the main entrance and in A&E
- Vending machines in A&E, outpatients and maternity



What support is there for feeding my baby?

We will support you to feed your baby in a way that works for you.

Our midwives and maternity support workers will help you during pregnancy, birth and after your baby is born.

During pregnancy, a maternity support worker will contact you. We will invite you to an infant feeding workshop.

When your baby is born, we will support you with skin-to-skin contact and feeding your baby when they show signs they are hungry.

When you go home, our community midwives will continue to support you.

If you need extra help, your midwife can refer you to our Specialist Infant Feeding Team.

Speak to a member of staff if you need help.

Who can I talk to if I have questions?

You can always speak to your midwife or doctor. They can answer your questions and talk to you about your care choices.

- **If you are at home and need advice:** Call the maternity unit at 0191 3332142
- **If you think you might be in labour:** Call the maternity triage team on 0191 3332142. They will guide you on what to do next.
- **If your baby is in the neonatal unit:** You can call the neonatal unit for updates or advice on 0191 3332121.
- **If you need emergency care:** Call 999 immediately

Watch our video tour to learn more about our Trust:

<https://youtu.be/7vIQe3yjXww?si=bAkIaJajWUN1aTCy>

