

A pregnant woman is lying down, wearing a light blue hospital gown with a red floral pattern. Her hands are clasped together near her belly. The background is a soft, out-of-focus light blue.

# MATERNITY ADMISSIONS

The Portland Hospital

part of **HCA** Healthcare UK

# WELCOME

Your pregnancy and giving birth is an incredibly precious time for parents-to-be, and we're delighted that you've chosen to have your baby at our world-renowned hospital for women and children.



As well as being one of the largest centres for private maternal and paediatric medicine in Europe, The Portland Hospital is also the only private hospital of our kind in the UK to provide on-site neonatal and paediatric intensive care for babies born from 28 weeks gestation.

We take great pride in providing an unforgettable experience throughout your pregnancy and birth. You can expect full choice and control over your antenatal care and delivery, led by some of the country's finest consultant and midwife specialists. You're in the very best of hands with us, and we look forward to welcoming you soon.

**Jane Whitney-Smith**  
**Chief Executive Officer**  
**The Portland Hospital**

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## PREPARING FOR YOUR BABY

We pride ourselves on supporting our mothers-to-be and their birth partners at all times and ensuring they feel as informed and reassured as possible about their birthing experience with us.



### Maternity booking appointment

For those ladies who have chosen consultant-led care, you will be contacted by a member of our outpatient team to arrange a maternity booking appointment with one of our midwives. You will be asked about your medical history, your pregnancy to date, and you may be asked to provide relevant scan reports and blood test results applicable to your care. You will also have an opportunity to ask the midwife any questions you may have.

You may also require a blood group test if this is your first time at an HCA UK facility. This is to ensure our labs have a record of your blood type in case of emergency.

### Antenatal pregnancy care

We provide ultrasound scans to check your baby's health throughout your pregnancy. We'll send your consultant a copy of your results.

Expectant mothers may require extra support before or following delivery and this care is provided by our dedicated team of doctors, midwives and nurses.

To contact our scanning team, please call **+44 (0)20 7390 6350**.



## Ultrasound department

Your consultant obstetrician or midwife will discuss your ultrasound scan options with you. They include:

- 2D and 3D scanning
- Antenatal screening tests; including nuchal translucency testing and non-invasive prenatal test
- Detailed growth and structural scanning

If you have any questions or concerns during your pregnancy, please do not hesitate to contact your consultant obstetrician or our labour ward, where one of our midwives will be happy to help you.

## Caesarean section pre-assessment clinic

If you are having an elective caesarean section, you will need to attend our pre-assessment clinic 48 hours prior to admission. Your appointment will include:

- An assessment of your medical history and suitability for surgery
- Information regarding your admission, surgery and discharge
- Routine pre-operative blood tests
- Swab tests for MRSA (from your nose and groin)

# HAVING YOUR BABY

If you have any concerns during your pregnancy, please call our labour ward on **+44 (0)20 7390 8395** – we're on hand 24 hours a day.

If you're arriving by car, you can pull into the driveway at the front of the hospital building when you arrive. We do not have parking on-site, but can direct you or your birth partner to the nearest car park. Our front-of-house team will be able to help should you need any assistance, and when you're in labour.

Our team will greet you and your birth partner at reception and help you to get settled in your room. After a short while you will be welcomed here by your midwife, who will be on hand to answer any questions and ensure your experience is as comfortable as possible.

## Your delivery room

All of our delivery rooms are private with en-suite bathrooms, and include monitoring equipment to keep you and your baby safe. You'll also find:

- A birthing ball
- A birthing stool
- A yoga mat

## Birthing pools

We do have a birthing pool on our labour ward which you can use if available. Please inform our pre-admissions team if you would like us to note your preference for the birthing pool on your hospital delivery account.



# Your birthing plan

## Consultant-led care

If you plan to have consultant-led care, your consultant obstetrician will provide you with one-to-one antenatal care and discuss options for your delivery to help you feel as prepared as possible prior to your due date.

They will also manage your labour and delivery with assistance from a midwife who is dedicated to your delivery.

## Midwife-led care

If you have planned to have a midwife-led birth, you will be cared for throughout your pregnancy by a small team of midwives, who will provide continuity of care during your pregnancy and birth as far as possible.

If during your labour a consultant obstetrician is required, your care will be assumed by your named consultant, who you will have met in your pregnancy. In the unlikely event that your consultant is not available, we provide a secondary on-call service 24 hours a day, 7 days a week.

## Water births and use of the pool

Our birthing pool, located permanently on our labour ward is available to you if you would like to have a water birth or use a pool during your labour.

## Pain relief

No matter how you choose to deliver your baby, a consultant anaesthetist is on the labour ward 24 hours a day to offer epidural pain relief for your labour, if you choose it. They will also ensure you have appropriate pain relief in the event of an emergency caesarean section.

## The highest levels of security to keep you and your baby safe

The safety and wellbeing of you and your baby is our highest priority. We have stringent guidelines in relation to ward access, supported by on-site CCTV cameras. All of our staff and consultants are issued with personal electronic security tags and identification badges that must be worn at all times.

Immediately after you have given birth, your midwife will attach two identification bracelets to your baby's ankle, as well as an electronic tagging device to provide extra protection and reassurance for you and your baby.

# AFTER YOUR BABY HAS ARRIVED

## Your postnatal stay

Your private, en-suite postnatal room is where you and your baby will recuperate after the birth.

Our dedicated midwives, nursery nurses and healthcare assistants are on hand day and night to allow you time to rest and to support you with caring for your baby. We also provide a bed for your birth partner to stay with you for the duration of your stay.

To help you recover as quickly as possible, our therapy support services are delivered on-site by a friendly team of physiotherapists. Following your delivery we offer specialised advice on postnatal care and physical recovery, supported by an optional physiotherapy outpatient review after 6-8 weeks to ensure that you are recovering well and to help advance your exercise plan.

All of our midwives are fully trained to support breastfeeding. In addition, you will have access to our dedicated lactation specialists who can support and help you establish your breastfeeding routine.

## Room service

Our breakfast, lunch and dinner menu is freshly prepared by our chefs and delivered to your room by our room service team. This service is complimentary for you, and breakfast is complimentary for your birthing partner. We also offer a 'Light Bites' menu that is available 24 hours a day.

If you would like us to prepare a meal not shown on the menu, our Hotel Services Manager would be delighted to arrange alternative options wherever possible. As part of your pre-admission, we'll ask you about any dietary requirements so that we can be sure to provide you with a range of suitable menu options during your stay.

## Additional useful information about staying with us

- If you would like a member of a faith service to visit you whilst you're with us, our midwives can arrange this on your behalf. We'll ensure that your faith leader has appropriate protective clothing (PPE) whilst they're with you.
- Mail, flowers and presents sent to the hospital for you or your baby will be delivered to you by our front of house team. If you're able to share your room number with loved ones, it will help ensure any mail gets to you as quickly as possible.
- Smoking and e-cigarettes are not permitted within your suite or anywhere inside our hospital grounds.
- The burning of incense and candles will set off our fire alarms, so please do not bring these into hospital with you.



## Specialist baby care

Should your baby require it, we provide emergency care to babies delivered from 28 weeks gestation and onwards in our Neonatal Intensive Care Unit (NICU). As they grow, babies move from the NICU and into our Special Care Baby Unit if they still require specialist care. Both areas provide very high levels of specialist neonatal nursing care for all of your baby needs, and this service is overseen 24 hours a day by our specialist consultant neonatologists.

We encourage parents to visit their baby as often as they like, and will go to every possible length to support you with accommodation to help make this time a little easier for you. In the event that your baby requires extra care, our admissions team will be on hand to support you at this special yet concerning time. We will discuss the costs involved and contact your private healthcare insurer if applicable to check on level of cover. If you have concerns you wish to discuss prior to admission, please contact our pre-admissions team who will be happy to talk through this in more detail with you.

If there is concern that your baby may arrive between 24 and 28 weeks gestation, your consultant or midwife will arrange for you to be directed to your nearest NHS hospital which specialises in very pre-term neonatal deliveries.

## Visiting policy

Our visiting hours are between **10.00am and 8.00pm**, providing you are well enough to receive visitors.

You may have your birthing partner in the labour ward, or in theatres if you are having a Caesarean delivery (C-section).

We advise you to rest after your delivery to promote speedy recovery during your stay with us. We can only accommodate one visitor in the labour ward. Your partner can stay with you at all times in postnatal ward and they can also stay overnight. Your children can also visit you in postnatal ward. Please advise anyone with a cough, cold, chest infection or any other infection, not to visit you while you are in hospital.





# RETURNING HOME WITH YOUR BABY

## Newborn baby check

We advise all new parents to have a newborn baby check with a paediatrician/Resident Medical Officer and a hearing test with one of our specialist hearing screeners.

The newborn check provides a full examination and assessment of your baby, to detect conditions that are not easily identified during pregnancy and which may affect your baby's health. It is also a good opportunity for you

to ask our consultant paediatricians any questions you may have about your baby's medical care. We'll ask you to sign a consent form to enable us to perform this check on your baby.

Both our consultant-led and midwife-led packages provide a newborn baby check. Please refer to your admissions agreement for more details.

# PATIENT CHECKLIST

In order for us to guarantee your booking at The Portland Hospital, the following information must be provided to our Admissions Team in advance of your inpatient stay.

We have provided a finance checklist that may be helpful to you in ensuring that your admission is as smooth as possible:

- ☐ If self-paying, please ensure that you have paid any necessary payments at least 12 weeks prior to your expected delivery date by visiting [hcahealthcare.co.uk/pay](https://hcahealthcare.co.uk/pay) or by calling **020 7034 4640**
- ☐ If you are insured, please ensure that you have provided the following information at least 4 weeks prior to your expected delivery date:
  - Insurer name
  - Policy number
  - Authorisation number (this is specific to your admission and may be different from any previous authorisation numbers you have received from your insurer)
- ☐ Should your insurance authorisation not be in place at least 8 weeks prior to your expected delivery date, you may be required to pay a deposit in order to secure your forthcoming admission. This deposit is fully refundable, once we receive full authorisation from your insurers ahead of admission.
- ☐ Please ensure that you read and understand the **Maternity Admissions Agreement**. Should you have any questions or require assistance, please contact our Pre-Admissions team on **+44 (0)20 7390 6032** (option 2 then option 1).
- ☐ If your care is being funded by an embassy, employer or another third party, we will require an authorised letter of guarantee for delivery admission at least 12 weeks prior to your expected delivery date.
- ☐ We require your registration and admission forms to be fully completed, signed and returned to us at least 8 weeks prior to your expected delivery date.
- ☐ Please let us know about any special arrangements that we need to put in place during your admission, such as:
  - An interpreter
  - A wheelchair or wheelchair access
  - Any dietary requirements
  - Airport transfers if you are an international patient
  - Information required in an accessible format, such as braille, audio or large font

# WHAT TO BRING WITH YOU

We aim to provide you with as many of the essential items as necessary during your admission. Below is a list of what we provide and what you may want to pack for you, your baby and birth partner.

## For you

- ☐ Your pregnancy notes (including a birth plan)
- ☐ Something to wear for labour (hospital gowns are provided if you prefer)
- ☐ Massage oils/lotions (if desired)
- ☐ Lip balm
- ☐ TENS machine (if desired)
- ☐ Hairband if you have long hair
- ☐ Swim wear if desired for possible waterbirth
- ☐ Essential oil diffuser is available (please bring your own oil)
- ☐ Birth balls and mats are provided
- ☐ Your favourite music playlist to relax to on the labour ward. We have bluetooth speakers available in each room.
- ☐ Clothes for potential 3-4 day stay
- ☐ Nightwear, loose or front opening for breast feeding
- ☐ Nursing bra, breast pads, nipple cream and feeding pillow
- ☐ Dressing gown and slippers
- ☐ Wash bag with toiletries (small set of complimentary toiletries are provided, hair dryers are also available)
- ☐ Books/magazines/music on your phone (labour rooms have a bluetooth speaker)

**We provide towels, net pants and sanitary towels**

## For your birthing partner

- ☐ Camera
- ☐ Toiletries
- ☐ Clothes/nightwear for intended length of stay
- ☐ Snacks/food (complimentary breakfast is provided but all other meals are chargeable)

## For your baby

- ☐ Baby clothes for length of stay, including baby vests and sleep suits
- ☐ Nappies and cotton wool are provided
- ☐ Towels and blankets are provided
- ☐ Formula milk is available upon request/medical need
- ☐ Hats and scratch mittens
- ☐ Car seat



# THE PORTLAND HOSPITAL for Women and Children

## GETTING IN TOUCH

If you would like to get in touch with us, our dedicated Maternity Patient Navigator is on hand to answer any questions you have at any point during your pregnancy, throughout your stay and beyond. They can be contacted by emailing **[info.portland@hcahealthcare.co.uk](mailto:info.portland@hcahealthcare.co.uk)** or by calling **+44 (0)20 7390 6068**.

If you need to speak to one of our departments directly, please refer to our directory below:

Labour ward (24 hours):	<b>+44 (0)207 390 8395</b>
Pre-admissions:	<b>+44 (0)20 7390 6032</b> (option 2 then option 1)
Maternity Services:	<b>+44 (0)20 3114 3239</b>
International team:	<b>+44 (0)20 7390 6348</b>
Billing enquiries:	<b>+44 (0)20 7390 6032</b> (option 3)
Therapy appointments:	<b>+44 (0)20 7390 6553</b>
Audiology appointments:	<b>+44 (0)20 7390 6573</b>
Pharmacy:	<b>+44 (0)20 7390 6121/2</b>
Neonatal Intensive Care Unit:	<b>+44 (0)20 7390 8250</b>
Maternity Outpatients Services:	<b>+44 (0)20 7390 6344</b>

For more information on payments, please visit  
**[www.hcahealthcare.co.uk/online-payments/](http://www.hcahealthcare.co.uk/online-payments/)**

## NOTES



Connect with us



## Our group

The Harley Street Clinic  
The Lister Hospital  
London Bridge Hospital  
The Portland Hospital  
The Princess Grace Hospital  
The Wellington Hospital  
The Wilmslow Hospital  
Private Care at Guy's  
HCA UK at University College Hospital  
The Christie Private Care  
The Harborne Hospital  
HCA UK Laboratories  
HCA UK Primary Care  
Sarah Cannon Research Institute

020 7580 4400

[theportlandhospital.com](https://theportlandhospital.com)

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