

INFORMATION FOR VISITORS

Visitors are welcome to remove this page and keep it for reference. It is also available to be downloaded from our Website

POLICY

Our policy recognises the value to patients of receiving visitors and spending time with them. We also work to ensure that visits take place in accordance with patients' wishes and that no harm arises. Out of respect for patients' privacy and dignity we may ask you to leave the room during personal care. Please ask Reception if you would like to see a copy of the Policy.

LOCATION

Holy Cross Hospital benefits from a secluded location in Haslemere, being close to shops and local facilities but in quiet woodland. It is in easy reach by road from London and Guildford or the South Coast, being close to the A3. The rail station is approximately one mile away on the London Waterloo to Portsmouth line with regular services.

CAR PARKING

There is parking for visitors at the front of the hospital. Please do not park on roads or in bays reserved for disabled drivers and ambulance turning.

VISITING TIMES

Visitors are welcome at any time between 10am and 8.30pm. Please check in advance with the Ward team if in any doubt. You may find the main entrance doors locked when you arrive. The entry-phone to the right of the door should be used to contact a member of staff. Please always use the main entrance doors when entering or leaving the building.

VIRTUAL VISITING

We recognise that visits in person are not always possible. You may visit 'virtually' using a tablet either through arranging this directly with your friend/relative who is being cared for at Holy Cross, or we can facilitate this for you during Monday to Friday office hours. Please call reception on 01428 643311 if you need assistance.

SAFETY AND SECURITY

We do all we can to ensure the safety of everyone using our premises. Please report anything that concerns you to the nurse-in-charge of the ward. We ask all visitors to sign the Visitors' Book and to collect a visitor badge at Reception and wear it at all times whilst in the Hospital. Please read the safety information printed on the back.

INFECTION PREVENTION AND CONTROL

Visitors are asked not to visit if they have any infections. We would greatly appreciate your co-operation in our efforts to prevent and control infections. Care in hand-washing is the most important measure to take. There are soap dispensers at the entrance to ward corridors and visitors are requested to wash their hands before entering a clinical area and on leaving. Greater restrictions may apply during a pandemic outbreak.

PETS

Visitors may bring pets but please check with a senior nurse before doing so. Visitors will be advised to keep pets away from food preparation areas. Pets under close control are allowed into the staff and visitor dining room, but must be kept under control and away from the servery hatch.

TELEPHONES AND WIFI

There is a telephone point in each room to enable calls to be made or received. Please be considerate of others if you use a mobile telephone in the Hospital building.

There is a public wifi system installed and freely available to patients and visitors alike. Please ask at Reception for the access code.

FACILITIES TO SUPPORT VISITING

Patients may receive visitors in the privacy of their room. The sitting rooms on both floors are often available for visitors' use. Meals and drinks may be purchased from the Staff Dining Room located at the rear of the building on the upper floor. There is access to the Central Courtyard with the Senses Garden on the lower level and the Terrace above. The grounds outside the building are steeply sloping but there is a wheelchair trail through woodland to a viewing point. Please ask the Ward Sister, Charge Nurse or deputy if you would like to use it.

MAKING CALLS TO THE HOSPITAL

The Reception team will answer calls during office hours. Outside these times, telephone calls are answered automatically and you may enter the extension number required if you know it. St Mary's floor is 1251 and St Anthony's floor is 1281. Please remember that nurses may be busy tending to patients at the moment you call and be prepared to wait for your call to be answered. The main hospital number is 01428 643311.

SMOKING AND VAPING

Neither smoking nor vaping is permitted anywhere within the hospital buildings or grounds.

FIRE

In the event of fire alarms sounding, please leave the building immediately by the nearest fire exit. The main assembly point is outside the front of the Hospital and all visitors should wait there until a manager or the Fire Brigade confirm that it is safe to re-enter the building.

PRIVACY & CONFIDENTIALITY

Visitors are requested not to enter another patient's room unless specifically invited by the patient to do so. We respect the confidentiality of all information concerning those using our services, meeting standards laid down in Data Protection regulations. The law requires us all to maintain confidentiality of personal sensitive information. Visitors must respect rules on confidentiality, must not disclose information about patients or staff and must not take photos or make video recordings without permission.

HEALTH CARE RECORDS

Confidentiality rules limit the information we are able to provide about patients' medical status. Please ask to speak to a manager if you have questions about this.

CHILDREN AND YOUNG PEOPLE VISITING

Children and young people are welcome to visit at appropriate times. It can help to avoid difficulty if arrangements are confirmed by telephone in advance. We consider it is essential that children are accompanied at all times by a responsible adult.

GIFTS TO PATIENTS FROM VISITORS

Fruit, sweets, flowers, newspapers and magazines may be brought to patients unless the Ward Sister says this is undesirable because of the patient's condition. Patients' own food may not be stored in ward refrigerators. We prefer that visitors do not bring in alcoholic drinks. Please do not bring large sums of money or valuables to leave with a patient. Please consult the Ward Sister or nurse-in-charge about any points raised here.

FRIENDS OF HOLY CROSS AND VOLUNTEERS

The Friends of Holy Cross is a charity that provides amenities for patients and staff by fund-raising or voluntary work. All volunteers are carefully screened before starting work in the hospital and many receive training in their work. If you would like to help in this work, or make a donation to the Friends, please ask at Reception.

SOCIAL OUTINGS AND TRANSPORT

The Friends have raised the money to purchase and maintain vehicles for wheelchair users that enable us to plan and provide a wide range of social outings. These vehicles can also be made available to family or friends to take patients out, when their condition allows. Arrangements are made through the Social Activities Organiser in the Living Room. Alternatively make enquiries from a member of ward staff.

HOLIDAY COTTAGE IN SELSEY

The Sisters have generously made available for the use of patients a cottage close to the sea in Selsey. Throughout most of the year, we arrange daily visits during the first week of a month, taking patients there in one of our minibuses. Family and friends are very welcome to join in these visits. Arrangements are made in the same way as for use of the minibuses.

SHOPPING

We support patients to do their own shopping whenever possible for items like clothing, family gifts or toiletries.

Patients or relatives may deposit money to set up a patient's account to pay for personal expenses. The Hospital maintains a separate bank account for this purpose. Please make enquiries at Reception if you would like to make arrangements on behalf of a patient who is unable to manage their own affairs.

OVERNIGHT STAYS

It is sometimes possible to make accommodation available for visitors who need to stay overnight for reasons such as the distance travelled or the condition of the patient.

Please ask the Ward Sister or at Reception for more information. It is best to make enquiries about the availability of the accommodation some days in advance, if possible.

We do not make a formal charge for the use of the accommodation but a donation of £20 per person per night would be much appreciated.

There are also private houses offering bed and breakfast in the neighbourhood and details can be obtained about them and also local public houses and hotels from the internet. We will provide a listing if required.

COMPLIMENTS AND COMPLAINTS

We value feedback on the quality of the services we provide. It forms a most important part of the evidence that we are required to provide for the Care Quality Commission. There is a separate information sheet about how to record a compliment or make a complaint. However, please feel free to speak to a senior manager at any time if you wish to record a comment, compliment or a complaint.

GIFTS TO STAFF

Individual members of staff are not allowed to receive gifts from patients or visitors. If you wish to make a donation towards staff or patients' amenities, please contact Reception or a senior manager.