

INFORMATION FOR VISITORS

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, close to the A3. The rail station is approximately one mile away on the London Waterloo to Portsmouth line with regular services.

VISITING TIMES

Visitors are welcome at any time between 10am and 9.30pm. Please check in advance with the nurse-in-charge if in any doubt. Visitors are asked not to visit if they have any infections. You may find the main entrance doors locked when you arrive. The entry-phone to the left 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.

INFECTION PREVENTION AND CONTROL

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 wash-basins in both ward corridors and visitors are requested to wash their hands before entering a patient's room and on leaving.

FACILITIES

Patients may receive visitors in the privacy of their room. In addition there is access to the grounds around the hospital and to the Central Courtyard with its ornamental water feature. 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.

Children under 16 years old are welcome to visit at appropriate times. It can help to avoid difficulty if arrangements are confirmed by telephone in advance. It is essential that children be accompanied at all times by a responsible adult.

MINISTERS OF RELIGION

Holy Cross Hospital is owned and managed by the Congregation of the Daughters of the Cross of Liège, a Roman Catholic foundation. The Sisters have a convent adjoining the Hospital and several work in or visit the Hospital daily. The Hospital treats patients of all faiths and of none. The Hospital Chaplain and ministers of other churches and faiths visit the hospital and your own Minister can visit at any time. The Chapel is available to patients and visitors at any reasonable time. Mass is said daily and details of times are available at Reception.

TELEPHONES

There is a telephone point in each room to enable calls to be made or received. Please note that a charge will be made for all external calls made from a Hospital telephone and for this reason only basic details of calls are monitored automatically. Please do not use a mobile telephone in the Hospital building because it can disturb others.

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 251 and St Anthony's floor is 281. 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. Your call may be directed to voice-mail if it cannot be answered within a certain time.

PRIVACY & CONFIDENTIALITY

To maintain privacy & respect, 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. We also ask visitors to keep confidential any information they may obtain about others while visiting and not to take photos or make video recordings without permission.

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. To assist us in maintaining high standards we ask all visitors 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.

SMOKING

Smoking is not permitted anywhere within the hospital buildings or grounds.

NOISE

All noise in hospital is disturbing and some patients are especially sensitive to noise. Please do not make any unnecessary noise and observe the restriction on the use of mobile phones as set out above. Your co-operation in this will be greatly appreciated.

GIFTS TO STAFF

Individual members of staff are not allowed to receive gifts from patients. If you wish to make a donation towards staff or patients' amenities, please contact the Director of Clinical Services, the nurse-in-charge or the Chief Executive. Gifts to the staff team that are not suited to being shared or are of an alcoholic nature will go into an annual staff raffle.

GIFTS TO PATIENTS FROM VISITORS

Fruit, sweets, flowers, newspapers and magazines may be brought to patients unless the nurse-in-charge 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 nurse in charge of the ward about any points raised here.

FRIENDS OF HOLY CROSS AND VOLUNTEERS

The Friends of Holy Cross is a voluntary body 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 two vehicles for wheelchair users that enable us to plan and provide a wide range of social outings. A third vehicle suitable for one wheelchair passenger has been donated for the hospital's use. 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 the nurse-in-charge or from Reception.

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 every month, taking patients there in one of our minibuses that are adapted for use by wheelchairs. 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

Volunteers visit on Wednesdays to take orders for personal shopping from those patients who find it very difficult to go out. 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

There is accommodation available on the site for visitors who need to stay overnight for reasons such as the distance travelled or the condition of the patient.

Please ask the nurse-in-charge or at Reception for more information. It is best to make enquiries about the availability of the accommodation if possible in advance.

We do not make a formal charge for the use of the accommodation but suggest a donation of £10 per night would be much appreciated if it can be afforded.

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.