

# WELCOME

*We offer you a warm welcome and we hope you will be comfortable during your stay.*

## **ARRIVAL**

On your arrival at the hospital, a member of the nursing staff will meet you and will deal with a few brief formalities. Please ask any questions you have.

## **YOUR ROOM**

A room will have been allocated for you and, with your agreement, we will arrange to identify you by a name-plate outside the door. We furnish all rooms but, if you wish, you may bring in personal items as well. Please discuss this with the nurse-in-charge as we must be sure that safety is not put at risk by your property.

## **CARE PLANS**

An individualised care plan will be drawn up in consultation with you and any other family or friends you choose to involve. The team that has been caring for you before your admission will have provided information. The nurse-in-charge is responsible for ensuring that the care plan is completed and is regularly reviewed with you.

## **HEALTH RECORDS**

The hospital is required to keep records that document medical information about you and about the treatment you receive while with us. We undertake to keep this information in strict confidence and we will obtain your explicit consent to keep such records.

## **SMOKING AND ALCOHOL**

In view of the evidence of harm caused by smoking, we have introduced a ban on smoking within the Hospital and grounds. We prefer that patients do not normally consume alcohol and in some instances it is important that they do not. Please ask the nurse in charge if you have any questions about either topic.

## **MINISTERS OF RELIGION**

There is a resident Catholic Priest who regularly visits the hospital. Also chaplains of different churches and faiths visit the hospital and your own minister will be welcome. There is a Chapel, which is available to all patients and visitors at any reasonable time. Please ask at Reception about Mass times if you wish to take part in a service.

## **POST**

Incoming letters are delivered to your room. Out-going post may be left at Reception for collection.

## **TELEVISION AND RADIO**

There is a TV and a music centre in both Sitting Rooms for residents' use. Patients may have their own TV, radio, audio equipment etc., in their room. (The hospital maintenance staff must check all personal electrical equipment before use.) The Hospital is equipped to receive satellite TV in all rooms. A licence may be needed for a personal TV set and a subscription for some TV services. Please respect the wishes of other patients when using such equipment by keeping the volume to a level that does not cause disturbance.

## **TELEPHONES**

There is a telephone point in your room to enable calls to be made or received. Please ask the nurse if you wish to use a telephone. Out-going calls will be charged to you. To make this possible, we record details of the number dialled and the duration of the call. Mobile phones may be used in your own room. Elsewhere in the Hospital buildings mobile phones may only be used in Reception.

## **VISITING**

We aim to respect your wishes concerning visitors. Normal visiting times are between 10am and 9.30pm providing there are no special circumstances. Please check with the nurse-in-charge if you wish to make special arrangements.

## **SECURITY**

The hospital is designed with the Front Door being the only normal means of entering and leaving. If you use another door, please ensure that it shuts properly after you. Please ensure staff on the ward know if you are leaving the building.

## **CAR PARKING**

Parking is usually available for visitors. Space is not available for patients to leave their cars.

## **NEWSPAPERS AND SHOPPING**

You may order newspapers and magazines as you wish through Reception and they will be delivered to your room.

The Friends of Holy Cross provide a weekly shopping service for all residents to supply items such as toiletries, stationery and food snacks. If you wish to go out to the Shops yourself, we will try to help you with the necessary arrangements.

# BEFORE YOUR ADMISSION

## SOME SUGGESTIONS ABOUT WHAT TO BRING WITH YOU

The following suggestions are based on our experience. Please ask if you are in any doubt.

### a) Personal Clothing

We suggest that you bring easy-care clothing clearly marked with your name. The on-site laundry offers a service for patients' clothing but we cannot guarantee results. Please do not allow delicate or special clothing to be sent to the Laundry.

### b) Personal Requirements

Soap and flannel, bathfoam, shaving kit  
Toothbrush, toothpaste, denture container and cleaner  
Brush and comb, tissues, talcum  
Night clothes, dressing gown and slippers

### c) Personal Belongings

Radio and audio equipment  
Television, Video or DVD player  
Books, Photos and other pictures  
Small mementoes or ornaments  
Please do not bring items of great value nor things that are easily broken. If requested, we will assist in listing personal belongings on admission and in updating the list at times thereafter.

### d) Money and Valuables

The Hospital does not accept responsibility for loss or damage to any personal property. Please do not bring large sums in cash or property of great value to the Hospital. If you feel you must do so, please speak to the Reception staff on admission so arrangements can be made to secure your property.

You will probably like to have a wallet or purse with you and some cash for shopping, outings etc. There is a lockable drawer in every room to help you keep it safe.

### e) Medicines

It is very important that you bring with you ALL the medicines that you are currently taking. If you hold a special card that gives details of current treatment, for example an anti-coagulant, mono-amino-oxidase inhibitor, steroid or diabetic card, or any other card you have been asked to carry as a result of previous treatment, please give it to the nurse-in-charge.

**Please remember your medicines**

### f) Equipment

We will need to know in advance of any special medical equipment that you use. Normally we will continue to use it during your stay with us. Please advise us if you have any questions about equipment.

## VISITS BEFORE ADMISSION

We are happy to arrange for visits before a decision is taken about coming to Holy Cross. Sometimes this helps all concerned to have confidence that the move is in the patient's best interests.

## FINANCE

### a) Financial Agreement

If NHS funds your stay, all these arrangements will have been made on your behalf. If you are funding your stay privately (or someone else is paying for you), we will write to you separately to set out full details of the contract and how we require payment to be made. An example of the Terms and Conditions is available on request for your information. The Hospital's charges are reviewed annually and may be increased to reflect the way our costs have changed. If your needs change in the course of your stay with us we will carry out a review of charges with you or with whoever is responsible for paying our charges in respect of your stay. Details of our charges are set out on a sheet enclosed with the sample Terms and Conditions.

### b) Personal Money

Managing personal spending during your time in hospital may need special arrangements. Services like hairdressing, chiropody and dentistry, telephone calls and laundering of personal clothing will be charged separately. If we assist in buying items such as toiletries and newspapers, they will also be charged at cost. The Hospital operates a programme of social outings and, where possible, we aim to recover the cost of outings and transport through contributions made by patients.

Patients and/or relatives will be responsible for paying these additional costs themselves. However, when the patient and family would find it to be of assistance (such as with a severely disabled patient and the relatives finding it difficult to visit), money may be deposited with accounts staff to be used for additional expenditure as described above. We maintain a register itemising each patient's account and the money is held in a bank account that is quite separate from the Hospital's bank accounts. From time to time we will request a top up when the balance is low and we will provide a statement at any time that one is requested.

Please discuss these personal spending arrangements with Accounts staff at the time of admission or whenever circumstances change.

### c) Legal Agreements

It is helpful for us to know in advance of any legal agreements that are in place including Advance Directive, Lasting Power of Attorney, appointed deputies etc.