



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 it by a name-plate outside the door. We furnish all rooms but you may bring in personal items as well. Please discuss this with the Ward Sister, Charge Nurse or deputy 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 Ward Sister 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 relevant information about you and the treatment you receive while with us. We undertake to keep this information in strict confidence and we will ask for your explicit consent to keep these records.

SMOKING AND ALCOHOL

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

VISITING

Please refer to the Information for Visitors page.

TELEVISION AND RADIO

Patients may have their own TV, radio, audio equipment etc., in their room. (one of our caretakers 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 by keeping the volume to a level that does not cause disturbance.

MINISTERS OF RELIGION

There is a resident Catholic Priest who regularly visits the hospital. Also chaplains of different churches and faiths visit and your own minister will be welcome. The Sisters' Chapel is available to all patients and visitors at any reasonable time and there is also a room beside Reception set aside for quiet reflection. Please ask at Reception about Mass times if you wish to take part in a service.

GP REGISTRATION

We retain the services of local doctors to provide day-to-day medical services. You do not need to register with these doctors. With your permission, we will keep your own doctor informed about changes in your medical condition.

POST

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

TELEPHONES

There is a telephone point in your room to enable calls to be received. Please ask a nurse if you wish to use a telephone. Please be considerate of others if using a mobile phone anywhere other than in your room.

WIFI

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

SECURITY

The hospital is designed with the main entrance door being the only normal means of entering and leaving. Please note that other doors are alarmed. 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 through Reception and they will be delivered to your room. If you wish to go out to the shops yourself, we will do our best to make suitable arrangements or find other ways to assist you.

BEFORE YOUR ADMISSION

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.

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 and we will mark it with your name if you so wish. 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

Please bring in toiletries of your choice.

c) Personal Belongings

You may like to consider for example:

Television or DVD player

Books, photos and pictures or ornaments

Please do not bring items of great value or things that are easily broken. We will be happy to 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. 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. The door may be locked while you are out of the room if you wish.

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.

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. If you use a powered wheelchair, we advise that you have 3rd party insurance cover of your own.

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 and dry cleaning 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 important for us to know of any legal agreements that are in place including Advance Decision, Lasting Power of Attorney, ReSPECT, appointed deputies etc. Please bring copies of these documents for us to retain.