



## GUIDANCE FOR RELATIVES' ACCOMMODATION

The Royal Hospital for Neuro-disability has overnight accommodation located in West Lodge available for patients' relatives to use.

### FACILITIES

- West Lodge is equipped with a kitchenette which has a microwave, toaster, kettle and a fridge. There are two toilets, one downstairs and one in the upstairs bathroom and an electric shower.
- Kitchen and bathroom are shared facilities.
- The **shower** in the bathroom is electric. Please **pull the cord** at the entrance of the bathroom to turn on the power supply to the shower for it to work.
- The accommodation is, like the rest of the Hospital site, **Non-Smoking**.
- Two rooms are doubles and there is one twin room.
- Each room is made up of sheets, blankets, pillows and towels. Please leave these tidy in the room upon checking out so the domestic staff can clean the room for the next visitor.
- Please be aware that the fire alarm is tested every Tuesday morning between 8.30-9am

### HOW TO BOOK

Relatives requiring accommodation will be required to complete an accommodation registration form in the first instance. This can be obtained from the ward, it must be completed and then forwarded by the relevant Ward Manager to Leisure and Family Services before the booking being made. To book the accommodation you should contact a member of staff from Leisure and Family Services on 020 8780 4500 ext. 5897.

At the time of booking, we will require confirmation of the following:

- The name of the person(s) booking the room and their relationship to the patient.
- The name of the patient and the relevant ward.
- The home address and telephone number of the person booking the room.
- The number of nights required.
- **Bookings can be made during office hours and should be made three working days in advance.**

It should be noted that West Lodge is not wheelchair accessible.

Pets are not permitted in relative accommodation.

Keys to rooms are available for collection from **Main Reception no earlier than 4 pm** on the day of check-in.

The room **must be vacated and the keys returned by 11am on the day of departure**. This ensures the room can be checked, cleaned and prepared for the next relative requiring accommodation.

### BOOKING PERIOD

Rooms can be booked for a maximum of **7** consecutive days. As rooms are regularly booked it is not always possible to extend a booking at short notice as this could prevent other relatives of the service booking from staying. Room booking cannot be booked on a repeat basis, you cannot book for 7 days after staying at West Lodge. This is to ensure all relatives have equal access to the



accommodation. Any extension of stay must be authorised by one of the Matrons, the Leisure and Family Manager or the Head of Facilities.

## CHARGES

- The accommodation charge is £30/room per night (cost subject to annual review).
- Room occupancy is 2 person a room. If there is room availability, a family can book more than one room for the night and will be charged £30 for each room.
- Preferably payment should be made in advance before occupancy by credit/debit card (cheques will be accepted however card payment is preferred) from the Leisure and Family Services department between the hours of 9 am – 5 pm, Monday - Friday. Payment can also be taken over the phone during these hours.

## DURING YOUR STAY

The accommodation is designed for patient relatives use and is not a “hotel” type facility. The Domestic Department services clean the communal areas (bathroom and kitchen) in West Lodge on Mondays and Thursdays. The bedrooms are cleaned upon checkout and ready for the next visitor.

We ask that guests remember that they may be sharing with others and are requested to comply with the following:

- Not to leave personal items in communal areas, in particular bathrooms.
- To ensure that they wash up and leave the kitchen areas clean and tidy for other visitors to use. Dishes are to be cleaned and put away after every use.
- Food items must be removed from the kitchen/refrigerators before departure. Note: Any items of food and/or drink found in communal areas either out of date or half consumed will be disposed of.
- Not to use other communal areas (sitting room and dining rooms) for sleeping in or accommodating additional visitors.
- Report any faults immediately to Reception.
- Guests will be liable for any damage caused during their stay.
- Any relatives offending or behaving in a manner likely to offend may become ineligible for future use of the accommodation/have the facility withdrawn.

## Room 1

If you are ever booked to stay in room 1 please be aware of the following:

- It is not safe for children to be out there unsupervised due to the risk of falls from heights
- The balustrade is not safe to sit on. High risk of falls.
- Be aware that you cannot open the balcony doors from outside. Risk of being locked out if the door was to slam shut while out there.
- Please do not smoke out on the balcony.

## MEALS

- Food can be purchased from Reeds, the RHN Cafeteria at a reasonable cost. The opening times are displayed on the entrance doors.
- The Staff Cafeteria is located along the main corridor of the Hospital building. Staff can assist with directions.



- Guests are welcome to use the kitchen facilities in West Lodge, which are downstairs in the flat. If you use the kitchen, please ensure you clean up after yourself.

### **LAUNDRY**

Unfortunately, we are unable to provide laundry facilities for relatives. The nearest launderette facility is The Washing Well Launderette, 24 Upper Richmond Rd, London SW15 2RX. It is approximately 10 minutes walk away near East Putney Station.

### **FURTHER INFORMATION**

These guidelines have been prepared to ensure that the rooms are used to their maximum potential in serving relatives' needs for short-term accommodation.

If you require any further information please do not hesitate to contact the Leisure and Family Services on 020 8780 4500 ext 5897.

### **OUT OF HOURS ISSUES**

If there is an emergency or security issue within West lodge that cannot wait until usually business hours you can contact the RHN night site manager to provide assistance or advice. They can be contacted by calling the RHN main telephone number – 0208 780 4500 and following the prompts to call the Night Site Manager.