

NORTH·LONDON
H O S P I C E



Visiting

The Inpatient Unit

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Thank you very
much for your
amazing care
and support for
our mum.



VISITING THE INPATIENT UNIT

Visiting times are not restricted unless requested by a patient. On arrival you may be asked to wait while we check if the patient is available.

To help us ensure safety and security, please sign in and out in the Visitors' Book. Access through the main door is usually between **8.30am** and **9pm**. When closed, visitors are requested to use the night entrance (signposted from the main door). Staff will unlock the side door using a video entry phone so make sure you look at the camera. Please be patient if the response is not immediate as staff may be busy attending to patients. If necessary, ring again and staff will respond as soon as they can.

NB: For security reasons, visitors should not open the night door to let other visitors in – please wait for a member of staff.

Children are welcome. We have a selection of toys available upon request. Please ensure that children are accompanied while on the premises and be aware there is a pond in the courtyard.

Pets are welcome too but please check with staff before bringing any animals into the Hospice. They should be kept on a lead or in a cage.

Please note that staff may ask you to step out of the patient's room so that personal and medical care can be delivered safely.

Toilets for visitors' use are located in the Inpatient Unit and at Reception.

Prevention of infection

To assist in the prevention of cross infection we ask all visitors to use the alcohol hand rub when entering and leaving the Inpatient Unit and patients' rooms. The rub is located at the end of each bed and by the doors of the Inpatient Unit.

Telephone

To speak to a patient or a member of the Inpatient Unit team, please call **020 8343 6838** at any time, including bank holidays and during the night. If your call is not answered you will hear a recorded message. Please leave your name and contact number and the name of the patient - we will return your call as soon as possible.

Mobile phones may be used but we ask you to be considerate of others. Please do not speak on mobile phones in the corridors.

Smoking

Please note we have a no smoking policy and visitors may not smoke anywhere on the premises or grounds during the day. This includes the terraces outside rooms 1 – 9. Between 9pm and 8am only, visitors may smoke in the courtyard.

IT

Wifi is available – please ask for the password. There is internet access at the computer in Reception for patients and visitors to use.

Waste Disposal

Only toilet paper should be put down the WC. Please use the appropriate bins for all other waste.

Food and Drink

The coffee shop in reception sells a selection of hot food, sandwiches, snacks and drinks. When the shop is closed, a toaster, microwave and tea/coffee making facilities are available for visitors' use.

For safety and hygiene reasons, the kitchens on the Inpatient Unit are for staff and volunteer use only.

Staying overnight

We can provide a fold-up bed and we have a visitors' shower room. Please let staff know if you are using the shower out of office hours. The code for the door is C1234.

The Hospice does not allow employees or volunteers to accept personal gifts from a company, organisation or outside individual, such as patients or their families, carers or friends. Any such gifts are to be handed in to a service lead/ manager or director.





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Your service
and care by
all staff was
first class.

How to get here

Parking

The Hospice car park is for staff only.

At certain times of the day, free parking is available in the residents' bays around the Hospice and on some single yellow lines. Please check the relevant sign as each bay has its own restrictions.

Daily £1 vouchers are available from the coffee shop, allowing visitors to park in the residents' bays during restricted times (not valid on single yellow lines).

There is also limited Pay and Display opposite the Hospice. If you have any questions about parking, please ask.



Nearest Underground Station

Woodside Park (Northern Line - High Barnet Branch). It is a 7-10 minute uphill walk from the station to the Hospice.

Buses

263 and 125 stop on the High Road opposite Woodside Grove close to the Hospice. 221, 134, 82 and 460 stop at Tally Ho Corner, approximately 15 minutes walk from the Hospice.

The Hospice will take prompt action to prevent bullying or harassment of patients, visitors, staff or volunteers.

NORTH·LONDON
HOSPICE

**Serving the Boroughs of Barnet,
Enfield and Haringey**

North London Hospice

47 Woodside Avenue,
London N12 8TT (For Sat Nav use N12 8TF)

Phone: 020 8343 8841

Fax: 020 8343 7672

Email: nlh@northlondonhospice.co.uk

www.northlondonhospice.org



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