

This leaflet is available in large print, Braille and on tape.
Please contact Geoff Pennock on 0151 604 7289.



Wirral University Teaching Hospital NHS Foundation Trust
operates a No Smoking Policy. Please refrain from smoking
on site.

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Relatives / Carer

Caring for a seriously ill patient

Facilities Information Leaflet

This leaflet aims to support relatives/carers during this difficult time by informing you about the services and facilities available to you whilst you are spending time at the hospital.

Open Visiting

During this difficult time we promote an open visiting policy to the relatives/ carers of the seriously ill patient, unless stated otherwise by the ward sisters.

Transport

Car Parking Facilities

Free parking is available for relatives. This can be arranged during working hours. Please ask nursing staff for a parking form, otherwise collect a free parking form from the cashier's office.

During out of hours reimbursement can be given if relatives have paid for Parking. Please refer to the hospital cashier's office for more information.

There is limited disabled car parking on the hospital site. Ask at the reception desk for information.

Public Transport

Merseytravel Bus timetables are available from the reception desk in the hospital entrance.

Enquiries

Please feel free to contact the ward at any time if you have any queries or concerns. It is very helpful to the ward team if you ensure that they have your correct name, contact number and address.

Nurses, Doctors and other staff are there to help you to work through your worries and concerns and to offer you care and support.

A free phone service is available in the main entrance for requesting Taxis.

Facilities/ Refreshments

Annabelle's Café

Situated on the ground floor by the reception desk near the hospital main entrance:

Opening hours:

Mon-Fri	08:30-21:00
Sat-Sun	11:00-21:00

League of Friends (shop)

Situated on the Ground floor Foyer, Hospital main entrance:

Opening hours:

Mon-Fri	09:00-16:00 then 18:00-20:00
Sat	0900-16:00
Sun	13:00-16:00

The Newsagent

Situated on the Ground floor foyer, Hospital main entrance:

Opening hours:

Mon –Sun	06:00-19:30
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Light Bite

Situated on the Ground floor foyer, Hospital main entrance:

Opening hours:

Mon-Fri 09:30-18:00
Sat-Sun 12:00-19:00

The Bowman's Restaurant

A self service restaurant situated in the hospital basement

Opening hours:

Mon-Sun 07:00-11:00 then 12:00-17:00

WRVS Tea Bar

Situated in Outpatient and Women's and Children (W&C)

Opening hours:

Mon-Fri 09:00-15:30 (W&C)
Mon-Fri 09:00-1545 (Outpatients)

Vending Machines

Situated in the Basement, 1st and 2nd floor as well as A&E and maternity wards in the Women's and Children's Hospital.

Barclays Bank

Situated on the ground floor by the main lifts

Opening hours:

Mon- Wed 09:30-15:30
Fri 09:30-15:30

Closed every Thursday

Cash machine available on the ground floor by the main lifts

Pay phones

Situated on each floor by public lifts.

Smoking

There is a strict No Smoking policy throughout the hospital and surrounding grounds.

Accommodation

As far as possible the ward staff will make a comfortable chair available at the bedside if you are staying with a loved one overnight. The ward staff will indicate the nearest toilet and washroom facilities for your use.

Accommodation is available within the Hospital grounds at a nominal charge; please ask ward staff if you would like more information. If patient care is delivered in the Critical Care Unit, accommodation within the unit may be possible; please ask the unit staff for more information.

Chapel / Prayer room

Situated on the first floor, services are held regularly. The chapel is open for private worship at any time.

There is also a prayer room available, please ask the ward staff if you would like assistance to get to the Hospital chapel or the prayer room. Chaplains and lay visitors visit the wards regularly / and offer everyone time, a listening ear, prayer and sacraments. They can be contacted through the ward staff.