
Are you coming into hospital for treatment?

The Trust offers a number of rooms with enhanced facilities. These single rooms are situated within the private unit of the hospital and offer spacious, single accommodation with an en-suite in a relaxed atmosphere.

There are eight rooms which are available at a cost of £310 per 24 hour period (or part thereof). Reservation is subject to availability and dependent on private patient activity. Each room has full en-suite facilities, telephone and colour television. A separate, comprehensive menu is offered.

Visiting times on the unit are between 11am and 9pm, except during mealtimes. The Trust operates a protected mealtime policy so there is no visiting between 12.30pm to 1.30pm or 6pm to 7pm.

All other aspects of your treatment will be covered by the NHS team in charge of your care.

You can review your amenity bed status at any time with the senior sister, sister or matron but this may necessitate transfer to a general ward. It may be necessary to transfer you to an NHS ward during your stay due to operational issues; if this occurs no charge will be made from the time of your transfer.

For further information please telephone the Charnwood Suite on 01493 453900.

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

Trust Values

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| <ul style="list-style-type: none">Courtesy and respect• A welcoming and positive attitude• Polite, friendly and interested in people• Value and respect people as individuals
So people feel welcome | <ul style="list-style-type: none">Responsive communication• Listen to people & answer their questions• Keep people clearly informed• Involve people
So people feel in control |
| <ul style="list-style-type: none">Attentively kind and helpful• Look out for dignity, privacy & humanity• Attentive, responsive & take time to help• Visible presence of staff to provide care
So people feel cared for | <ul style="list-style-type: none">Effective and professional• Safe, knowledgeable and reassuring• Effective care / services from joined up teams• Organised and timely, looking to improve
So people feel safe |



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240