



## **Carers Information** (page 1 of 4)

Here is some information about the hospital to help you during your time here. It is also available on the Hospital Website which can be found at [www.salisbury.nhs.uk](http://www.salisbury.nhs.uk)

### **Bedside TV and telephone for patients**

Hospedia is an independent provider of bedside television, and telephone for the use of patients whilst they are in hospital. There is a charge for this service. For more information go to [www.hospedia.co.uk](http://www.hospedia.co.uk) or call 0345 4141234.

### **Carers Café**

The Carers Café is held every Thursday at Salisbury Hospital's Springs Restaurant on Level 2 from 2.30pm to 4pm where carers will have the opportunity to relax and chat with trained volunteers and other carers over a cup of tea and a biscuit. There will be representatives from Alzheimer's Support and Carers Support Wiltshire on hand to offer help and information about anything related to caring. Whatever your age and whether you are a new or experienced carer, the Café is for you.

### **Cash dispenser - ATM**

There is a cash dispensing machine in the main entrance towards the rear of the foyer and one inside the café by the main entrance on Level 3.

### **Catering facilities**

Restaurants and coffee shops on the hospital site can be used by patients, visitors and staff.

**Coffee Shop and Café.** Near main reception Open: 7am - 7pm Mon - Fri, 10am - 5pm Sat and Sun

**Hedgerows coffee shop.** In the centre of the hospital, close to entrance B Open: 8.30am - 3pm Mon - Fri.

**Springs restaurant.** On Level 2 of the North part of the Hospital. Open 7 days a week from 8.30am - 7.30pm.

### **Vending machines**

Available in the main entrance, near the Day Surgery and Maternity Unit, Level 5.

### **Chapel**

The Chapel is located on level 3 next to the Pharmacy. It is open during the daytime for quiet reflection and prayer. There are regular

If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: [customercare@salisbury.nhs.uk](mailto:customercare@salisbury.nhs.uk)

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: [www.salisbury.nhs.uk/FriendsFamily](http://www.salisbury.nhs.uk/FriendsFamily) or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: [patient.information@salisbury.nhs.uk](mailto:patient.information@salisbury.nhs.uk) if you would like a reference list.

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services that take place in The Chapel (times can be found on The Chaplaincy notice boards throughout the hospital). The Chaplaincy can be contacted on 01722 429271 or internally on Ext: 4271.

## **Flowers and gifts**

The florist shop is located in the central part of the hospital. Open 9am – 5pm Mon to Fri  
Gifts of flowers, balloons and fruit arrangements purchased for patients within the hospital are delivered without any additional charge. The shop also sells a range of cards and gifts.

The shop can be contacted on 01722 336262 extension 2088 or on 01722 425088.

Please note that some wards do not allow flowers. Please check individual wards before you order.

## **Hairdresser**

Robert's Hairdressing salon is located in the central part of the hospital close to entrance B. The salon is able to accommodate people who are in wheelchairs, and staff will collect patients from the wards to bring them to the salon. Appointments can be made by dialling 01722 336262 extension 2088. Open 9am – 5pm Mon to Fri.

## **Internet access**

Free WiFi is available to patients and visitors across the hospital site. Funded by the Stars Appeal - Salisbury Hospital's charity and provided by Hospedia.

## **John's Campaign**

The right of relatives and carers to stay with their loved one when they are in hospital. If you are a carer you are welcome to stay here and give them the support they may need. Please let the nurse in charge know that you are a carer so that we can discuss you and your loved one's needs and work with you to plan their care. You can also arrange with the nurse in charge to have your Carers Passport which gives you discount on refreshments in Springs and Hedgerows Restaurants, concessionary parking rates and will enable you to be with your loved one outside normal visiting hours.

## **League of Friends Handmade Confectionery Shop**

The League of Friends shop, near main reception, sells handmade confectionery, chocolate, fudge, locally produced ice cream and will become an outlet for products made by patients working in the Wessex Rehabilitation Centre.

Open 8.30am to 4.30pm Mon to Fri.

## **Newsagent**

There is a branch of WH Smith near main reception, selling newspapers, cards, snacks and stationery items.

Open 7am - 7pm Mondays to Fridays, 10am - 5pm weekends. Telephone 01722 331331.

## Parking

Car park tariffs are displayed on boards besides the Pay and Display machines in all public car parks at Salisbury District Hospital. The pay and display machines accept 5p, 10p, 50p, £1 and £2 coins and register exact amounts of money and give change. Car park tariffs are displayed on boards besides the Pay and Display machines or Pay on Foot machines (depending on the car park) in all public car parks at Salisbury District Hospital.

The Pay on Foot machines accept 10p, 20p, 50p, £1 and £2 coins to a maximum of 15 coins and will give change.

Up to 2 hours	£2.50
Up to 4 hours	£4.20
4 – 24 hours	£6.30

## Season Tickets

Season tickets are available for patients and visitors who satisfy certain criteria and they will be charged at £10.00 per week. Patients and visitors should apply by filling out a request form available from the administrator of the ward or department that you are visiting. A new form needs to be completed each week.

Season ticket application forms have been distributed to wards and clinics.

Once an application has been made, the patient or visitor can take their form to either the Cashier's Office, Finance, SDH Central, or the Transport Desk, Main Reception, SDH North, and pay for the elected number of weeks. The season ticket will then be issued.

As a visitor you qualify if you:

- play an active role in a patient's recuperation/rehabilitation prior to and post discharge
- are a registered Carer for a patient
- are a visitor of an intensive/critical care patient
- are a visitor of an "out of area" patient and living locally/on site to enable repeat visits
- are a visitor of a long stay patient, i.e. more than 1 week.

## Pharmacy

The hospital pharmacy department has a shop which sells non-prescription medicines, the hospital's own sunflower cream and a limited range of toiletries on Level 3 of the North part of the hospital.

Mon, Tues, Thurs, Fri	8.30 to 5pm
Wed	9am to 5pm
Sat	9am to 12 noon

## Stars Appeal Book Shop

The Stars Appeal Book Shop, near main reception, sells good quality books, DVDs and jigsaws that have generously been donated by patients and visitors.

## Stay With Me

The Stay With Me Service will provide a supportive service for patients and their carers, focusing on social interactions and provide valuable support and signing posting for carers Trust wide.

The volunteers are there to support patients and carers identified by the service whilst in hospital, to provide meaningful social engagement and interaction to patients and carers identified by the service, to provide meaningful activities for identified patients to improve their quality of life and reduce social isolation and to work in partnership with the all staff and others to ensure the best outcome for patient and carer.

## Transport

From Salisbury City Centre - Wilts & Dorset city service "Red 1" runs regularly from the city centre to the hospital. The bus leaves from Stop O in Blue Boar Row on the north side of the market square. The journey takes around 10 minutes. Buses run in an anti-clockwise direction around the hospital site stopping in the following places:

The Green (for the Central and South parts of the hospital)

Springs Entrance (for Level 2 of the main hospital)

Main Entrance (for Levels 3 and 4 of the main hospital)

From Shaftesbury - The no. 29 bus stops at the hospital

From Woodfalls - The no. 44 bus stops at the hospital.

## Washing Hands

The importance of hand washing to reduce the risk of infections is recognised at Salisbury District Hospital. We ask all visitors to clean their hands with alcohol gel prior to entering any ward, and again on leaving. This action has been shown to have a significant effect on reducing the spread of infection.

## Websites – a few that you might find useful

<https://www.ageuk.org.uk/wiltshire/> - Age Uk Wiltshire

<https://www.alzheimers.org.uk/> - Alzheimer's Society

<https://www.alzheimerswiltshire.org.uk/> - Alzheimer's Support Wiltshire

<https://www.mylifemycare.com/Dorset-carers> - Carers Support Dorset

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/supportforcarers> - Carers Support Hampshire

<https://carersinwiltshire.co.uk/> - Carers Support Wiltshire

<https://www.yourcareyoursupportwiltshire.org.uk/health-and-social-care/social-care/carer-assessments> - Wiltshire Council Carers page.