

Car parking/Transport

A 14 visit parking ticket can be purchased. Permits do not have expiry dates and can be used for any future visits. Please speak to ward staff if you have any concerns about parking charges as they may be able to help.

A City taxi can be ordered by free phone outside Shop@the Royal, near the main entrance.

Buses to Chesterfield and surrounding areas stop directly outside the hospital.

Bathroom/toilet facilities

Visitor toilets can be found in the main entrance and near to the entrance of most wards, please ask staff for directions. The hospital does not currently have any shower facilities for visitors.

Cash Machine

The cash machine is free of charge and situated next to the security office at the main entrance.

Useful contacts

Derbyshire Carers Association

Telephone: 01773 743355

Fax: 01773 512288

Email: info@derbyshirecarers.co.uk

Carers Support Centre

CarersLine on 0117 965 2200

Website:

www.carerssupportcentre.org.uk

Macmillan Cancer Support

Telephone: 0808 808 0000

Website: www.macmillan.org.uk

Derbyshire Dementia Services

Telephone 01246 592010

Assistance & Complaints

Chesterfield Royal Hospital

Telephone: 01246 512640

E-mail: crhft.acs@nhs.net

Carers Liaison Officer

Rebecca Cowley

Chesterfield Royal Hospital

Telephone: 07825532952

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Supporting Carers and families

Version 4

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Directorate: DCSC/Macmillan EOLC senior matron

Supporting carers and families

Introduction

We recognise that there are circumstances when the family, friends and carers of patients in hospital will want to stay with them.

This might be because you wish to continue giving care needs that you usually provide to the person in hospital, or it may be that your relative/friend is seriously ill or approaching the end of their life and you wish to spend time with them.

We realise this can be a difficult time for family/friends and carers; we will try to support you and hope that the following information will be useful.

Visiting times

Visiting times vary from ward to ward; however, when your relative or friend is very unwell, or you wish to participate in care giving, the ward team will support you in remaining with them and put arrangements for flexible visiting in place.

At the bedside

If the person who is in hospital is in an open ward, don't hesitate to pull the curtain round to get some privacy. Let the nursing staff know that's what you want to do. If a side room is available, staff will offer to accommodate you there if that's what you want.

We do realise it can be hard to find a private place when things get tough, but it is important to make sure you take plenty of breaks. There are quiet rooms, and the hospital chapel is usually available.

You may wish to leave the room when staff are attending to your relative/client, but you are welcome to stay with the patient's permission.

We recognise that you are likely to know your relative/client better than we do, so don't be afraid to ask staff to give particular attention to an aspect of care or to point out how they like things to be done.

Please let us know of any questions or concerns you may have and tell us if you feel your relative/client is distressed or uncomfortable.

Children

We usually ask that children under the age of 11 do not visit, but please speak to the ward staff, as arrangements can be made in some circumstances for a younger child to visit.

Staying overnight

Please ask a member of the nursing staff about facilities that are available at the hospital for you to stay overnight. Staff will try to support this wherever possible.

There are a number of quiet rooms around the hospital and an overnight stay room in the residences, which are in the hospital grounds.

Chaplaincy Services

Do not be afraid to knock on the hospital chaplain's door, he can be found in the diabetic centre towards the main entrance or ask the ward team to contact him for you.

They can also arrange for a priest, rabbi or ministers from other denominations to come and talk to you if you wish.

Food and Drink

Our catering staff will be happy to give you coffee, tea and water as you sit by the bed. Drinking plenty of fluids is important, particularly as hospitals can be dry and hot.

The hospital does have food and drinks outlets, and our Shop@the Royal sells a useful range of items.

Café and Shop Opening hours

Café@the Royal (MAIN ENTRANCE)
8am-8pm

Shop @ the Royal (MAIN ENTRANCE)
Mon-Fri..... 8am-7pm
Sat &Sun 9am-6pm

Costa Coffee (MAIN ENTRANCE)
Mon- Fri..... 8am-4pm
Sat & Sun Closed

Snax@ the Royal (VISITORS & SCARSDALE ENTRANCE)
Mon- Fri..... 8am-4pm
Sat & Sun Closed

Relatives and carers staying overnight at the hospital are able to get 20% off hospital produced food and drinks and 10% off at Costa coffee. Please see the nursing staff, who will give you a discount certificate.

Vending Machines can be found on the lower floor corridor.