

NORTH · LONDON
HOSPICE



Visiting the Inpatient Unit

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.



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 in each room and by the doors of the Inpatient Unit.

Telephone

The Hospice switchboard operates between 9.00am and 5.30pm Monday to Friday. If you telephone outside these hours your call will be diverted to the nurses' station. Please be patient if your call is not answered promptly.

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

IT

Wifi is available for personal devices – please ask staff for the password. There is an internet connected 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.

Smoking and Vaping

Please note we have a **no smoking or vaping** policy and visitors may not smoke or vape anywhere on the premises or grounds. This includes the terraces outside rooms 1 to 9 and the courtyard.

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.

Privacy

The Hospice has a duty to protect the privacy of all patients, staff, volunteers and visitors. Taking photos, filming or recording of any person on the premises without permission is strictly prohibited.

The Hospice is committed to providing a safe, calm, comfortable environment for patients and visitors and respectful working conditions for staff and volunteers. Bullying, harassment or threatening behaviour of any kind will not be tolerated. The Hospice will take prompt action to prevent any such conduct directed towards patients, visitors, staff or volunteers.

How to get here

Parking

The Hospice car park is for staff only.

Free on-street parking is available around the Hospice, on some single yellow lines (check the signs) and in residents' bays, except between the hours of 2-3pm, Mon-Fri.

Daily £1 vouchers are available from the coffee shop, allowing visitors to park in the residents' bays between 2-3pm.

There is also limited Pay and Display. If you have any questions about parking, please ask for further information.

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 260 stop at Tally Ho Corner, approximately 15 minutes walk from the Hospice.



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(for Sat Nav, use N12 8TF)

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Serving the Boroughs of Barnet, Enfield & Haringey