

210 Grindon Lane
Sunderland
SR4 8HW

Tel: 0191 525 7620

Manager: *Mary Hancill*
Assistant Manager: *Julie Angus*

Dear

We are pleased to confirm that you have booked a room with us from

..... until

Please arrive at..... It is important that you adhere to your stated time of arrival, as rooms may not be ready and there is a system in place whereby guests are booked in at their allocated times. If you cannot arrive at the stated time, please telephone us to arrange an alternative time.

On the day of your departure, we request that all guests leave their rooms by 11.00am, unless there are special circumstances where this is not possible. This will allow the bedroom to be prepared for the arrival of the next guests. We have enclosed a short list of items to bring along with you, which will help ensure that your stay is a success.

At 210 Grindon Lane, we endeavour to make your stay as comfortable and enjoyable as possible. However, if you have any concerns or worries regarding your stay, or if there are any changes in your care needs since your last stay, please do not hesitate to contact us.

We look forward to seeing you.

Yours sincerely,

Mary Hancill
Manager

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PLEASE BRING WITH YOU:**MEDICATION:****You MUST bring your repeat prescriptions which will be copied and returned to you.**

Please ensure medication is in the original bottles, making sure there is sufficient quantity for the duration of your stay. (**You must** complete attached medication control sheet prior to your visit and bring it with you). MDS (Medication Dosage Systems) are only acceptable if they have been dispensed from a Pharmacy. Home systems are not acceptable).

If you use any continence aids, dressings or creams, we suggest you bring a supply for use throughout your stay.

If you receive District Nurse support at home, your nurse will have to contact the District Nurse service at Broadway Medical Centre (formerly Springwell Health Centre) with the dates of your stay to enable them to arrange District Nurse support whilst you are here.

Please inform staff of any allergies.

Spending Money:

If you wish to participate in any activities or outings, it is advisable to bring some spending money.

Property:

Enclosed is a checklist for your property. Please complete it and bring it with you. Please ensure you bring enough clothing for your stay, as we do not wash guest's clothing unless absolutely necessary.

Toiletries:

Please bring anything that you think appropriate, e.g. soap, shampoo, shaving equipment, sun protection etc. Towels will be provided.

Specialist Equipment:

Anything that you use in your own home which you may require during your stay, e.g. sliding board, special hoist or sling, raised toilet seat etc.

Please ensure lap belts for use with wheelchairs are brought in for your stay.

To meet our health and safety standards, we ask you to ensure the equipment you bring in is well maintained. This is to protect both you and staff members from injury.

Payment:

Payment for your stay at 210 Grindon Lane can be paid by cash or cheque via reception, either before or after your stay. How much you pay will depend on your individual financial assessment.

The recent Inspection Report can be accessed in the reception along with the recent Commissioning and Monitoring Report. Please feel free to view.

RECORD OF PERSONAL BELONGINGS

NAME:		
Room No.	Arrival Date	Departure Date

Item	Quantity	Description
Coats & Jackets		
Tops/Blouses/Shirts		
Skirts/Dresses/Trousers		
Cardigans & Jumpers		
Nightwear		
Footwear		

Item	Quantity	Description
Underwear		
Toiletries		
Specialist Equipments Wheelchair/Walking Aid		
Additional Belongings		

Any Other Information

