



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

Cambo Visitors Flat Northgate Park

Information for families, friends and carers

What is Cambo Visitors Flat?

The visitors flat is part of Cambo, it is a purpose build area which can be booked by family, friends and carers to support you in maintaining contact with your family member or the person you care for.

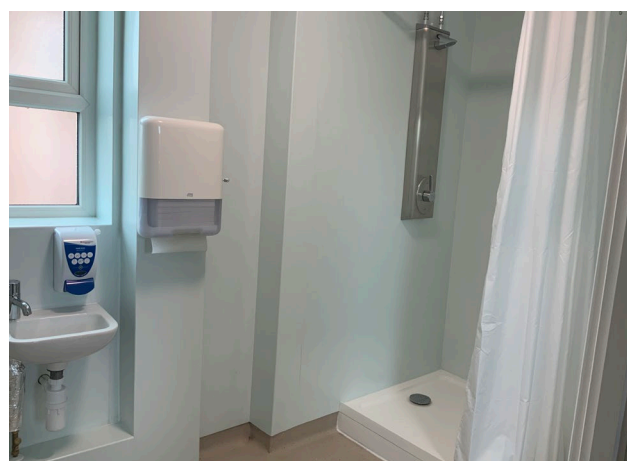
Who is Cambo Visitors Flat for?

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust provides the visitors flat free of charge to family, friends and carers who do not live within a reasonable travelling distance. The accommodation is to enable them to visit a family member or friend whilst they are receiving care from the Trust.

What facilities are provided?

The building provides the following facilities:

- sleeps two individuals, two single beds in one room
- a shower room and toilet
- small lounge with TV and dining area
- kitchenette – with microwave and tea/coffee making facilities
- all bedding and towels will be provided for you when you arrive. Domestic staff will ensure that bedding and towels are changed on a daily basis prior to each family/carer arriving.



How can I book The Visitors Flat?

If you would like to stay in the visitors flat please make speak with staff on the ward where your family member/friend is staying. The flat is available all year round. The Visitors Flat is only available for bookings for one night. However, if the flat is not booked by someone else one week prior to your booking, it may be used for more than one night. Please contact the member of staff who booked your visit.

The flat is not available for bookings for anyone under the age of 18 years, the ward team can discuss this with you.

Parking

There is a parking bay allocated for overnight stays in the car park right next to the visitors flat, this area is very well lit and is directly opposite the main reception area for Northgate Park. The ward team will ensure you are given a carers card which will give you free parking on site for one year, you will need to ensure you update this.

How do I access the flat?

You can access the Visitors Flat by obtaining a key from the Information Hub, Villa 10, opposite Cambo at Northgate Park.

The Visitors flat can be accessed from 2pm on the date of arrival, and must be vacated by 10am.

What information will be made available for me?

You will be given a leaflet about the Visitors Flat when you collect the key to the building. You will also find a 'Resource Folder' in the flat which contains a map of Northgate Park, information about local facilities, places to eat and a copy of our Carers Promise.

Please read the 'Visitor to the Flat' section at the end of this leaflet.

Can I smoke in the building?

The visitors flat and grounds of Northgate Park are completely smokefree. If you wish to smoke it will be necessary for you to leave the grounds. Please dispose of your cigarettes in a considerate manner. You can vape in the grounds of Northgate Park, vaping within building is prohibited.

Is the building accessible to wheelchair users?

The Visitors Flat is accessible to wheelchair users. If you or family require wheelchair access please ensure that this is discussed with the ward prior to your arrival. A member of staff will be available to help you gain access to the building if you require support.

What should I do if I need to contact a member of staff in an emergency?

In the unlikely event of an emergency situation, please contact the St Nicholas Hospital main switch board on 0191 246 6800.

Switchboard will contact the most relevant member of staff to support you. This could be a member of staff from the ward where your family member/friend is staying or an 'on call' member of staff if required.

Can my family member/friend come and stay/visit me in Visitors Flat?

Patients will be on different stages of their treatment. Some may be entitled to leave that would enable them to plan a visit and spend time with you in the Visitors Flat. This would need to be discussed with the professional organising the visit and would need to be prescribed by the responsible clinician. All of our wards and services have visiting rooms which can be booked with your booking of the visitors flat.

Are pets allowed?

Sorry, no pets are allowed to stay in the Visitors Flat.

Visitor to the Visitors Flat, Northgate Park

You are kindly requested to:

1. Ensure that the property is secure at all times during your stay e.g. make sure that the alarm is set when you leave the building.
2. Ensure that the facility is left clean and tidy and that no items are removed from the building.
3. Do not smoke within the building or grounds of Northgate Park.
4. Do not entertain any additional guests (including service users) during your stay in the Visitors Flat.
5. Return the keys to Main Reception on departure.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

Published by the Patient Information Centre

2023 Copyright, Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust

Ref, PIC/898/1123 November 2023 V1

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2024

Follow us on social media, search for CNTW