

Useful Information

During your time on our ward, we want you to feel safe and have time to rest, recover, talk, feel calm and get physically and mentally strong again. Our team is here to support you.

We hope the below information is helpful to you but if there is something you need to know, please just ask one of our staff. We will be pleased to assist you in any way we can.

Meal Times	Breakfast: Lunch: Dinner:
Access to hot drinks, cold drinks & snacks	
Visiting Times	
WiFi Password	
Cleaning times on the ward	
Access to Chaplaincy/ Multifaith facilities	
Laundry arrangements	
Toiletries	
Hairdryers, shaving and electrical items.	
Charging your mobile phone/electrical devices	
Nicotine replacement	
Newspapers and reading materials	

Please ask if there is something you need or want to know

If you are not happy with the service, please speak to the ward manager or shift lead in the first instance. They will try to resolve the issue.

If you wish to forward a complaint, comment or compliment to the Trust about your care, you can call: FREEPHONE 0800 783 4839, email: elft.pals@nhs.net or write to: FREEPOST RTXT-HJLG-XEBE Trust Headquarters, The Green, 1 Roger Dowley Court, Russia Lane, London E2 9NJ9