

Patient courtesy bus

The hospital provides on site transport for patients to attend appointments / be taken back to their on site accommodation. To book this service, please call the security office on **(01223) 586881**, 10 minutes prior to the time you require to be collected. This service can not be pre booked. This service runs Monday – Friday, **8am to 5.30pm**.

Parking

Sanctuary Addenbrooke's does not offer parking facilities with the accommodation. For parking information, please speak to the ward / department who are treating you / your relative.

Getting around Cambridge

Frequent buses to Cambridge city centre and the railway station are available from the bus stop close to the A and E entrance or the bus terminal at the main entrance outside the main Addenbrooke's site.

Shops

The main concourse within Addenbrooke's Hospital has a number of shops for essentials and there is a food court serving coffee, snacks and meals.

Useful contact information

A list of useful contact numbers are located on the notice boards in the kitchen and main entrance.

Grantchester House Office
Addenbrooke's, Grantchester House
Adrian Way, Long Road
Cambridge, CB2 0SQ

Opening Hours: Monday-Friday 9am – 5pm, closing at 2pm on Wednesday
01223 404800

Other useful phone numbers

Addenbrooke's Switchboard
01223 245151

Emergency Repairs (connects to Sanctuary's Customer Service Centre)
0800 916 1525

Need to stay longer

To extend your stay you will need to obtain an extension from the relevant ward or department.

Checking out

All guests must check out on their departure day by 11am.

There is a red key drop box located on the ground floor of the building next to the lift, please put your keys in the box on departure.

Alternatively you can return your keys directly to Grantchester House office.

Please DO NOT return keys back to the hospital ward or give them to another guest.

If you wish to donate to the Karen Morris Memorial Trust please visit their website at **www.kmmt.org.uk**

Karen's Home from Home at Addenbrooke's Linton House

Sanctuary
ADDENBROOKES



Cambridge University Hospitals NHS Foundation Trust

Patient and relative accommodation

Welcome

Since July 2011 Sanctuary Addenbrooke's have been working with the NHS trust and the Karen Morris Memorial Trust to provide accommodation at Flats 19 and 20 Linton House for the families of leukaemia patients being treated at Addenbrooke's.

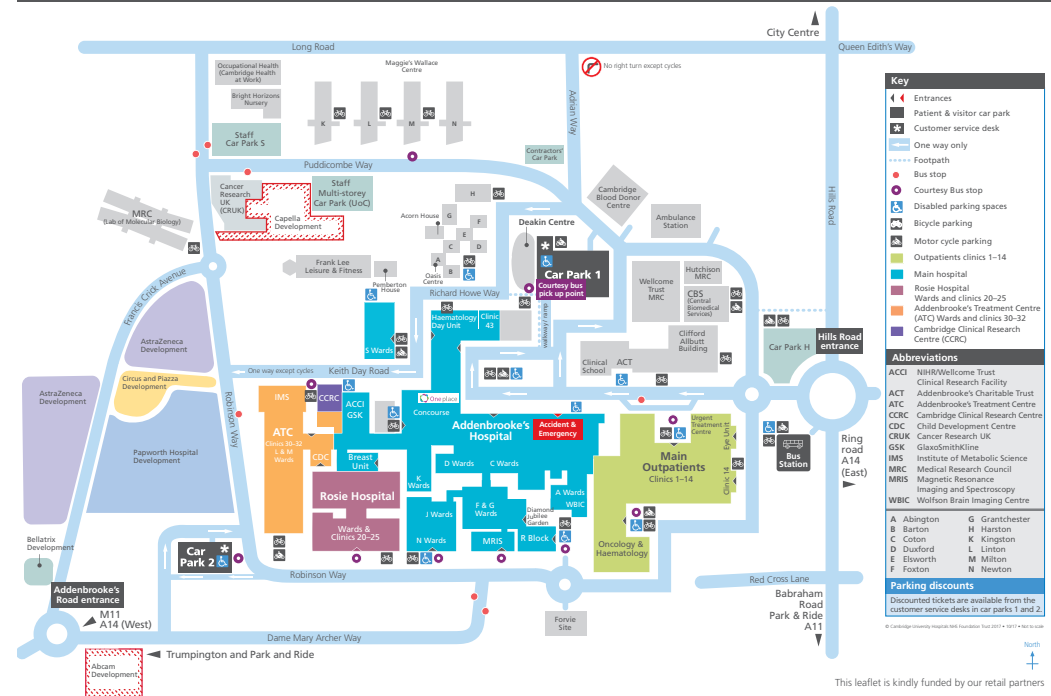
This booklet is designed to answer any questions you have regarding your stay. If you have any further questions or concerns, please contact our office on **(01223) 404800** or email **enquiries@sanctuary-addenbrookes.co.uk**. Our office opening hours are Monday to Friday **9am – 5pm, except for Wednesdays when we close at 2pm**.

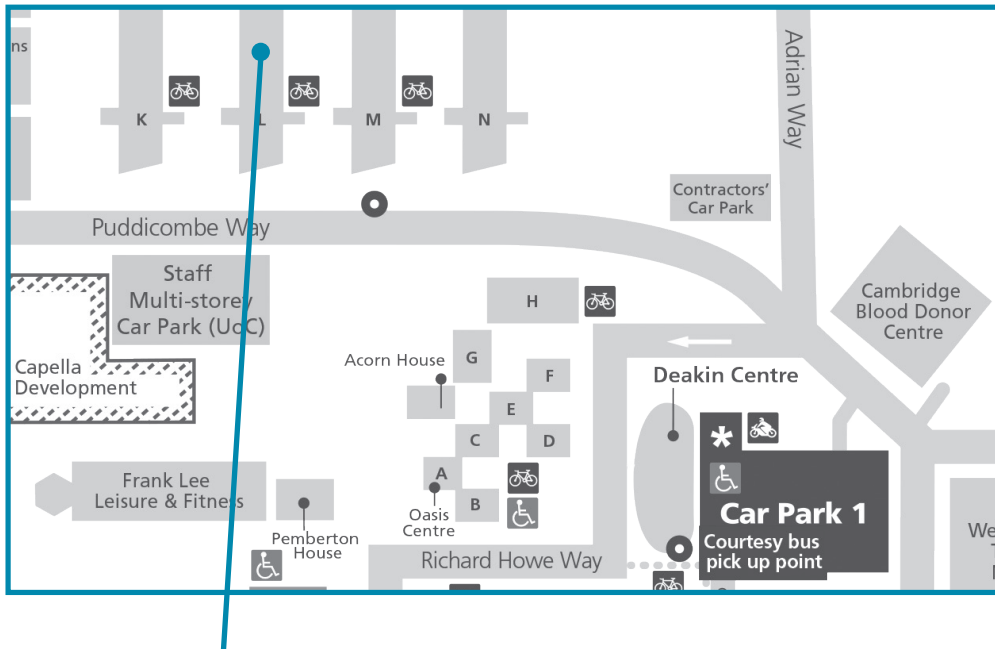
Pets are not permitted within the property.

Please note, Addenbrooke's is a non-smoking site.

Location of accommodation

Cambridge Biomedical Campus





Linton House

Keys

Your key fob gives you access to the main entrance of the building signposted Flats 19 - 25. The key will give you access to your flat door and bedroom door.

The front door and bedroom door are not self-locking, so please ensure you lock the doors behind you when leaving the flat.

Wi-Fi

Wi-Fi is provided by an independent company called Optify. You can purchase internet on a daily, weekly or monthly basis. To use this service, you will need to open your web browser, on the Optify sign in screen, go to 'create account' and follow the on screen instructions. Please ensure you note your user name and password. If you require any support in using this service, please call the 24/7 customer support on **0333 308 0090** or email **care@optifyourworld.com**.

Telephone

The phone in the room is for incoming calls only to the number displayed.

Repairs

If you need to report a repair, please contact our office on **(01223) 404800** or email **enquiries@sanctuary-addenbrookes.co.uk** during the hours Monday to Friday **9am – 5pm**.

If you require an emergency repair out of hours, please call our Customer Services Centre (CSC) on **0800 916 1525**. There is a free phone you can use outside the office at Grantchester House.

Cleaning service

Bed linen and towels are provided.

If your booking is for 7 nights or more, you will have your bedroom cleaned, bins emptied, bed sheets changed and clean towels issued, once a week on a Tuesday. (Wednesday on a bank holiday week).

If your booking is for less than 7 nights there is no cleaning service provided.

Communal areas within the flat will be cleaned and bin emptied once a week.

The kitchen is shared with other guests within the flat. Please keep the kitchen in a clean and tidy condition and wash, dry and put away dishes after use. Dishes will not be washed by the cleaning staff.

If you have any additional requirements, please contact our office on **(01223) 404800**.

Refuse disposal

Please wrap nappies and sanitary products before disposing in general waste. You can dispose of refuse yourself by placing tied bags in the general waste bins located in the Linton House bin store. Recycling facilities are also available there.

Laundry

Washer/dryers are provided with all properties.

Fire alarm system and testing

The building is equipped with a fire alarm system, with smoke and heat detectors in all rooms. Please do not tamper with the detector heads.

Fire doors must be kept shut at all times for your safety and to reduce false alarms.

If the alarm sounds you must evacuate the building and make your way to the assembly point. Please familiarise yourself with the evacuation procedures which are located on the Fire Action notices displayed in the flat. A copy of the evacuation plan is also within the folder of your flat.

Fire alarms are tested in all buildings, every week and are normally completed on a Thursday afternoon. The alarm will sound for approx. 30 seconds. If the alarm continues beyond this please follow the evacuation procedures.

