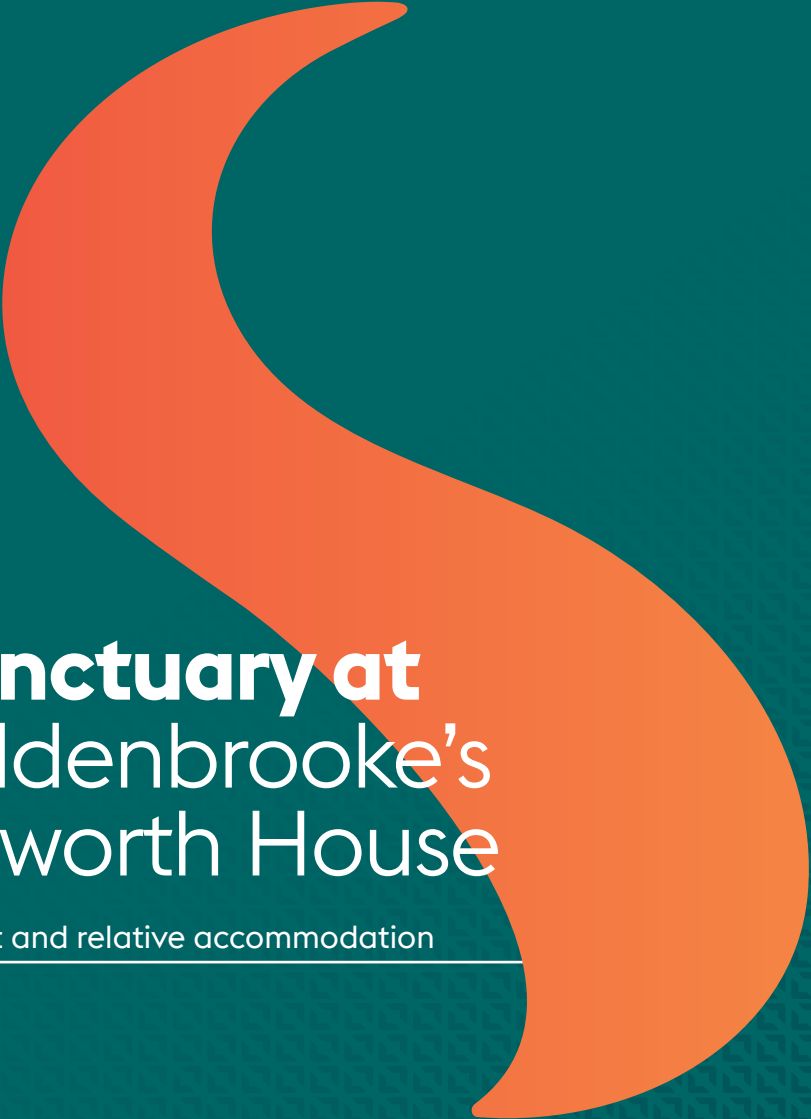


Sanctuary



Sanctuary at Addenbrooke's Elsworth House

Patient and relative accommodation

Welcome

At Sanctuary, we work with the NHS trust to provide short term accommodation for patients and relatives of patients who are being treated here at Addenbrooke's hospital. Stays can range from 1 night, up to 28 nights.

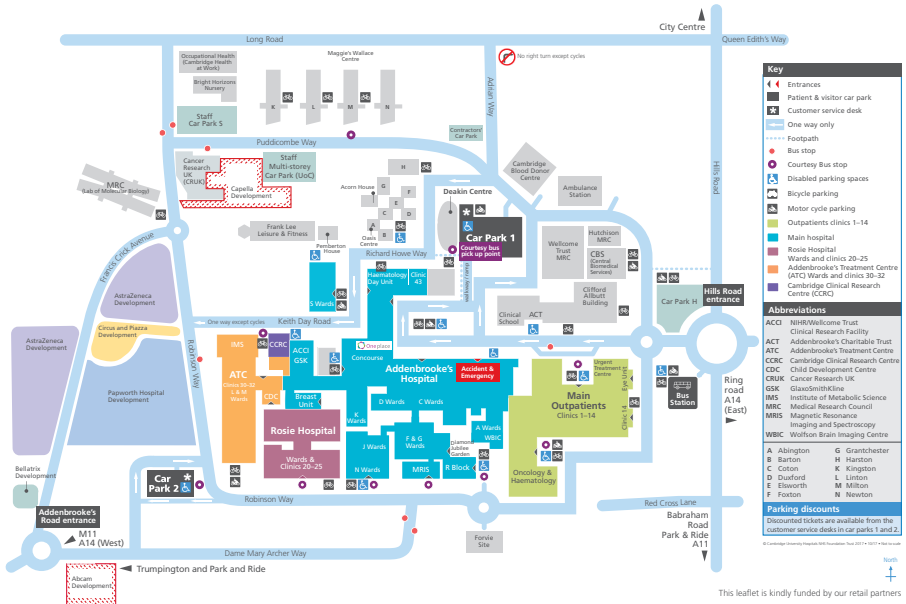
This booklet is designed to answer any questions you have regarding your stay. If you have any further questions or concerns, please contact our office on (01223) 404800 or email enquiries-addenbrookes@sanctuary.co.uk.

Our office opening hours are **Monday to Friday 9am – 5pm**, except for Wednesdays when we close at 2pm.

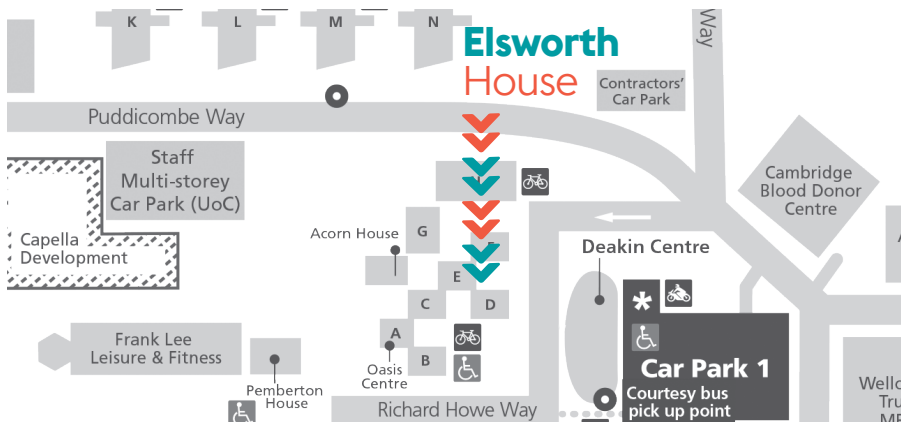
Pets are not permitted within the property.

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

Cambridge Biomedical Campus



This leaflet is kindly funded by our retail partners



Wi-Fi

Wi-Fi is provided by an independent company called Glide. 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 Glide 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 123 0115](tel:03331230115) or email studentsupport@glide.co.uk.



Keys

Your key fob gives you access to the main entrance of the building. The key will give you access to your flat door and your 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.



Repairs

If you need to report a repair, please contact our office on [\(01223\) 404800](tel:01223404800) or email enquiries-addenbrookes@sanctuary.co.uk during the hours Monday to Friday 9am – 5pm.



Telephone

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

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 Monday. (Tuesday 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, with a check clean carried out daily. 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 refuse chute – located on each floor.

Laundry

A card operated laundry is available for your use. This facility is owned and operated by Circuit Laundry. Please ask at our Grantchester House office for details.

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 around 30 seconds. If the alarm continues beyond this please follow the evacuation procedures.



Patient courtesy bus

The hospital provides on site transport for patients to attend appointments or to 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

We do not have any parking facilities with the accommodation. For parking information, please speak to the ward or department who are treating you or your relative.



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.



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.



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.

Payment

If you need to pay for your accommodation this can be done at the office or alternatively if this is not possible payment can be made by credit or debit card over the phone by calling **01223 404800**.

Useful contact information

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

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

Sanctuary

Addenbrooke's, Grantchester House, Adrian Way, Long Road, Cambridge CB2 0SQ
www.keyworker.sanctuary.co.uk