

Staying at the accommodation

Check-in

On the date of your scheduled arrival, the keys to access your accommodation complex/room can be collected at the Western Isles Hospital Reception.

Check-out

On the date of your departure, simply return the key to the Western Isles Hospital Reception. Ensure the accommodation is secure, clean and tidy when you leave.

Cancellation

Should your hospital appointment be rescheduled for any reason, please inform the Accommodation Team as soon as possible.

Other

Only the named patient and their named NHS-approved escort are permitted access to the accommodation complex. No other individuals are permitted entry to the property.

Any damages must be notified to the Accommodation Team and damages must be paid for. The cost of any damages not notified may be deducted from expenses.

Patients and escorts are expected to look after the accommodation, and ensure that windows and doors are locked when they are not there. Accommodation should be left in a clean and tidy state, and left secure when you leave. The keys must not be shared with other individuals.

In the case of an emergency, follow exit guidance clearly marked.

Further information

For further information please contact:

The Accommodation Team
Western Isles Hospital
Macaulay Road, Stornoway
Isle of Lewis HS1 2AF

Tel: (01851) 708136 or 708138
Email: Marina.maclean@nhs.scot
Shona.matheson3@nhs.scot
Margaret.macdonald6@nhs.scot
Maria.stenhouse@nhs.scot

www.wihb.scot.nhs.uk

We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:



- speak to a member of staff
- visit our website: www.wihb.scot.nhs.uk/feedback or share your story at: www.careopinion.org.uk or tel. 0800 1223135
- tel. 01851 704704 (ext 2236)
Monday-Friday between 10am-4pm.

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Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

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NHS
Eileanan Siar
Western Isles

Bòrd SSN nan Eilean Siar
NHS Western Isles

Patient Accommodation



Useful information for those attending
hospital as an Inpatient

Did you know NHS Western Isles can offer free accommodation to individuals having to travel to Stornoway to be admitted to Western Isles Hospital as an inpatient for a procedure, and their eligible escort?

Our aim is to provide comfortable, safe accommodation and promote a spirit of community in which people can interact freely. There is no cost for this accommodation.

Should you wish to use this service, then please contact the NHS Western Isles Accommodation Team as soon as you have received a date for your procedure, and they will check availability.

However, please note that due to limited room availability, we cannot guarantee accommodation and rooms will be available on a first-come-first-served basis.

About the accommodation

The accommodation complex is a short 5-minute walk out with the Western Isles Hospital grounds.

The accommodation complex consists of single bedrooms only within a shared flat. Each accommodation is furnished, and bedding and towels are provided.

Within each flat there is a fully equipped kitchen and bathroom, which is shared amongst guests. Free car parking is available, along with sheds for storage of bicycles.

Hospital Dining Room

Although patients and escorts must provide their own food and drink, the Western Isles Hospital's Dining Room is open to patients and visitors seven days a week from 8am-7pm.

As well as offering breakfast, lunch and evening meals, the Dining Room also offers a take-away service. Orders can be placed by phoning the Dining Room direct on (01851) 704704 extension 2131. Take-away orders will be ready for you to collect at a time convenient to you during its opening hours.

A variety of snacks, soft drinks and a tea and coffee machine are also available.

Transportation

If you require transport from the accommodation complex to Western Isles Hospital on the morning of your admission, you will have to arrange this.

It is important to note that the cost of any taxi fare(s) must be met by the patient, and may be claimed back using the Patient Travel Office's Patient Expenses Form. The claiming of expenses will be in line with the provisions in NHS Western Isles' Patient Travel Policy.

24/7 Taxis

Tel: 01851702424

Email: twentyfour7taxis@outlook.com

Booking accommodation

To book accommodation, please telephone or email the Accommodation Team via:

Tel: (01851) 708136 or 708138

Email: Marina.maclean@nhs.scot

Shona.matheson3@nhs.scot

Margaret.macdonald6@nhs.scot

Maria.stenhouse@nhs.scot

When making your booking, the Accommodation Team will require the following information from you (you may find it useful to keep a note of these details below):

- Your name
- NHS-approved escort name (if applicable)
- Arrival date
- No. rooms required.....
(single occupancy rooms)
- Patient length of stay
- Escort length of stay
- Departure Date

Once your booking has been confirmed, you will be notified by the Accommodation Team.