

Guide to the Counting House Lodge

Patient Advice & Liaison Service

To make comments or raise concerns about the Trust's services, please contact the Patient Advice and Liaison Service (PALS).

T 020 7188 8801 or E pals@gstt.nhs.uk

Language Support

This page provides information on how to contact us in the many languages used in our diverse community.

English

If you need an interpreter, or information about the care you are receiving in the language or format of your choice, please call 020 7188 8815, fax 020 7188 5953 or email languagesupport@gstt.nhs.uk

Shqip

Nëse keni nevojë për përkthyes ose për informacion rreth shërbimit që po merrni në gjuhën ose formatin e zgjedhur nga ju, luteni të telefononi nënumrin 020 7188 8805, faks 020 7188 5953 ose Email languagesupport@gstt.nhs.uk

ةيبرعل

وَأَعْلَلْنَا يَفْهِمُ لِحَصْرَتِ يَتْلُو هِيَائِلًا يَدْمُ نَحْنُ تَامُولُ عَمَلًا يَلَا وَأَمَّجَرْتُمْ يَلَا يَفْهَمُ تَنَزُّكُ نَ وَأَعْلَلْنَا يَفْهِمُ لِحَصْرَتِ يَتْلُو هِيَائِلًا يَدْمُ نَحْنُ تَامُولُ عَمَلًا يَلَا وَأَمَّجَرْتُمْ يَلَا يَفْهَمُ تَنَزُّكُ نَ 5953 7188 سَلَفًا مَوْجَرًا 8806 7188 020 فَتَنَامُ مَقْرَبَ لِحَصْرَتِ، لِكِرَائِي تَخَابِسُ لِحَصْرَتِ يَفْهَمُ 020 7188 5953 يَزُورُ تَنَزُّكُ لَالِ دِيرِبَلًا وَأَ languagesupport@gstt.nhs.uk

中文

如果您需要翻譯人員或有關於您的治療的任何資訊，請撥 020 7188 8808，傳真 020 7188 5953 或 寄電子郵件至 languagesupport@gstt.nhs.uk

Français

Se vous avez besoin d'un interprète ou souhaitez obtenir des informations sur vos soins dans la langue ou le format de votre choix, veuillez appeler le 020 7188 8809, envoyer une télécopie au 020 7188 5953 ou envoyer un email à l'adresse suivante : languagesupport@gstt.nhs.uk

Polski

Jeśli potrzebują Państwo pomocy tłumacza lub chcą Państwo otrzymać w określonym języku lub formacie informacje na temat opieki, jaką są Państwo odczyni, prosimy o kontakt pod numerem 020 7188 8815 (faks 020 7188 5953) lub na adres email languagesupport@gstt.nhs.uk.

Português

Se necessitar de um intérprete ou de informações sobre os cuidados que está a receber no idioma ou formato da sua preferência, Contacte-nos através do número de telefone 020 7188 8810, do fax 020 7188 5953 ou através do email languagesupport@gstt.nhs.uk
Language Support – continued

Somali

Haddii aad u baahan tahay turjubaan, ama aad u baahan tahay war ku saabsan daryeelka aad ku heshid oo ah afka ama qaabka aad jeceshahay, Fadlan soo wac 020 7188 8811, fax 020 7188 5953 ama iimaylka languagesupport@gstt.nhs.uk

Español

Si necesita un intérprete o información sobre el tratamiento que está recibiendo, en el idioma o en la forma que elija, llame al nº 020 7188 8812, envíe un fax al nº 020 7188 5953 o envíe un correo electrónico a languagesupport@gstt.nhs.uk

Türkçe

Bir tercüman gerekiyorsa ya da size sağlanmakta olan sağlık hizmet hakkında istediğiniz dilde veya biçimde bilgi almak istiyorsanız: Lütfen 020 7188 8813'ü arayınız, 020 7188 5953'e faks gönderiniz ya da languagesupport@gstt.nhs.uk adresine e-posta gönderiniz

Tiếng Việt

Nếu quý vị cần một thông dịch viên, hoặc cần những thông tin về việc chăm sóc mà quý vị đang nhận được theo ngôn ngữ hoặc dạng lựa chọn của quý vị, Vui lòng gọi 020 7188 8814, fax 020 7188 5953 hoặc Gửi email đến languagesupport@gstt.nhs.uk

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Delivering integrated healthcare solutions

Guy's and St Thomas' **NHS**
NHS Foundation Trust

Counting House Lodge

Counting House, Guy's Hospital, Great Maze Pond
London, SE1 9RT

E guys.accommodation@gstt.nhs.uk

T 020 7188 0474

Guide to the Counting House Lodge –

Lodge – is a unique facility specifically designed to provide non-clinical accommodation for pre/post procedure patients, who no longer require on going clinical care; and for their accompanying relatives or carers.

Pledge – is to create a ‘home from home’ environment, helping guests have a positive experience, by making sure they feel confident that they are able to relax in a peaceful and safe environment.

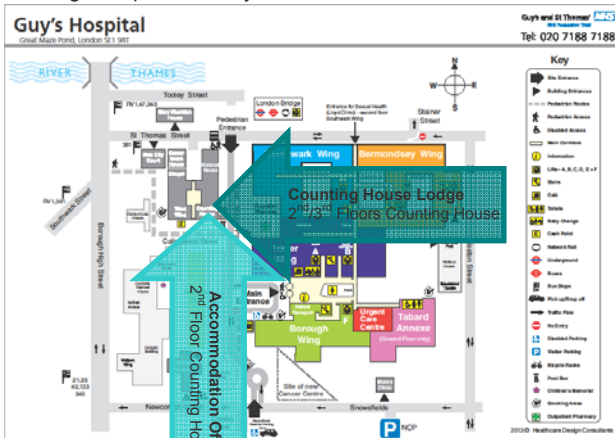
Team – are highly experienced and dedicated to ensuring excellent customer service is at the heart of our day-to-day operation. They are available Monday-Friday 9am-5pm, to answer any queries guests may have during their stay.

Facilities – available to all guests include communal bathrooms, kitchen, laundry and lounge; free Wi-Fi and TVs are fitted in all bedrooms. Guests are accommodated in bedrooms which are provided with complimentary bath linen, toiletries and hot/cold drink provisions.

Rates – are either re-charged to the referring clinical department or payable by the guests themselves:

- £70 - single room, £85 - twin room, £100 - ensuite room.

Location – set within the heart of the Guy's site and only a short walk from the main entrance of the hospital. There are many nearby public transport options available, for those wishing to explore the city of London.



Placement Guidelines – guests will only be eligible to stay if they are:

- Able to meet their own safety, hygiene and personal care needs.
- Independent and mobile, able to navigate standard bathroom facilities with no assistance.
- Able to obtain food and drink from nearby facilities.
- Able to raise an alert if they feel unwell or in the event of an emergency; evacuating the building via stairs.
- Medically fit for discharge from acute hospital care.
- Not suffering from an acute mental health illness.

Reservations – the referring clinical department is required to complete a reservation form for all patients, which includes the following details:

- Patient's name, date of birth, hospital number, consultant, contact number and address.
- Length of stay.
- Department's cost-centre code.
- Authorised staff member's details and contact number.

The Placement Guidelines and the Reservation Form are available to download from GTi – <http://gti/services/capitalestates/OperationsGroup/accomm/guy/s/guyspatientvisitoraccommodation/countinghouselodge.aspx>

Guests wishing to reserve a room themselves should contact the accommodation team directly; who will check availability and request debit/credit card details for payment.

Testimonials – our guests' opinion of the Lodge is very important to us, as we are constantly striving to improve. We love to hear their comments and suggestions, as per the below:

- 'I've enjoyed every minute of my stay, thank you very much.' – May 2016
- 'Other hospitals should introduce a facility like this, absolutely incredible!' – June 2016
- 'I really cannot fault the service you are providing here. I always enjoy staying here every time.' – July 2016

Gallery – images of the bedrooms, kitchen, lounge and corridor.

