



Great Ormond Street Hospital for Children NHS Foundation Trust: Information for Families

Family and patient accommodation at GOSH

This information sheet explains about the accommodation available for families and patients at Great Ormond Street Hospital (GOSH).

We know that having a child in hospital is difficult so we aim to relieve some pressure by providing accommodation.

There are two types of accommodation offered by GOSH:

- **Patient accommodation in the Patient Hotel in Weston House – this provides accommodation for a child and their parents/carers before their admission to GOSH for an inpatient stay, daycase procedure or after their discharge. Priority is given to families who live outside of London. Accommodation is also provided in our ‘care by parent’ flats for children who require ongoing treatment but do not need to stay on a ward, for example, dialysis and transplant patients.**
- **Family accommodation in various locations in and near the hospital.**

GOSH guarantees somewhere to stay for one parent only. This could be on the ward or provided elsewhere by the Family Accommodation service if the ward is unable to assist. If the patient is in an intensive care unit, both parents (or two adults) are accommodated.

Due to the limited amount of accommodation available, parents may be asked to relocate if there is a change in their child’s condition.

All accommodation is self-catering, but there are plenty of cafés and shops in the local area. Please ask for a copy of *Around GOSH* for details.

Bed linen and towels are provided free of charge in all rooms. If you want fresh linen or towels, please put it outside the room in the morning.

If your child is an inpatient on a ward, you can request access to our WiFi system through the ward. If you are staying in the Patient Hotel, you can apply for access at the Weston House reception desk each day after 5pm.

If you would prefer to stay in a hotel, we can supply details of local hotels offering a reduced price for GOSH families. Alternatively, you can contact Visit London on 08456 443010 or www.visitlondon.com.

You can contact Family Accommodation on 020 7813 8151 or 020 7829 7871 or email patienthotel@gosh.nhs.uk with your query.



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Paul O’Gorman Patient Hotel in Weston House

Reception

The Paul O’Gorman Patient Hotel was opened in 2004 and is located on Great Ormond Street, about 50 metres from the main entrance on the opposite side of the road. It contains a mixture of en suite rooms and a few flats.



Who can stay here?

It is designed to accommodate patients and their parents/carers before admission to GOSH for an inpatient stay, daycase procedure or following discharge. It also provides somewhere to stay for patients who require treatment on a regular basis but do not necessarily need to stay on the ward, for example, dialysis or chemotherapy patients. Unfortunately, we are only able to accommodate patients coming to GOSH for an outpatient appointment in exceptional circumstances. If you think this may apply to you, please contact the Family Accommodation Service.

Due to the high demand for rooms, we cannot accommodate more than the patient and two adults, unless there is a specific need for someone else to stay as well. Please discuss this with ward/admission staff when asking them to make a booking. Please note: only the people named on the confirmation letter can stay.

Room



How much does it cost?

There is a refundable deposit of £10, which is payable when you check in and an additional £10 deposit is required if you need a remote control for the television in the room. If you leave the room in the condition you found it and return the remote control, these deposits will be given back to you. There are no other charges for you to stay.

Communal area and kitchen



How do I book?

The Patient Hotel can only be booked by ward/admission staff. A confirmation letter will be sent to you giving details of check in and check out times.

There may be times when the Patient Hotel is full so we will find you somewhere else to stay either in Trust accommodation or a local hotel.



Paul O’Gorman Patient Hotel in Weston House

How long can I stay in the Patient Hotel?

The ward/admission staff will specify the number of nights required when they book your room. If you need to stay longer, ward/admission staff will send through another booking request. Please note that if your child becomes an inpatient, you will need to move to other accommodation.

When are check-in and check-out times?

Check-in time is anytime after 3pm and check-out time is 10am. This allows enough time for the room to be cleaned for the family arriving that day.

If you need to leave your luggage, please ask the receptionist on the ground floor (level 2) ring them from your room on extension 1003 or 6738.

If you need to somewhere to wait after check out, you are welcome to use the communal rooms, on each floor of the building, which contain a television, seating, kitchen and dining areas.

Are there any wheelchair-accessible rooms?

All rooms are wheelchair accessible as there is lift access to all floors. There are 20 accessible rooms with adaptations to the bathroom.

Can we stay in a flat rather than a room?

Transplant and MRSA patients have priority for the flats. Please ask if this applies to your child.

Are visitors allowed?

Visitors are allowed in the Patient Hotel between 9am and 7pm but they will each need to sign in at reception. Sorry, no visitors are allowed overnight.

How do I cancel a booking?

If you wish to cancel your Patient Hotel booking, please tell ward staff by telephoning the number on your appointment letter. You can also contact the Patient Hotel directly on 020 7829 7977. Please give as much notice as possible so that the room can be given to another patient and their family.



Italian Building (Family Accommodation)

Queen Square entrance

The Italian Building used to be the Italian Hospital but was converted in the mid 1990s to form office accommodation and parent rooms and flats. It is located on Queen Square about 100 metres from the main entrance. It contains a mixture of twin and single rooms (some with cots) and four heart transplant flats.



Twin room



Who can stay here?

Both parents (or two adults) of children admitted to an intensive care unit (PICU, NICU or CICU) have priority and are guaranteed accommodation while their child is on an intensive care unit. Unfortunately, brothers and sisters of patients over the age of six months cannot stay in the Italian Building due to insurance regulations.

How much will it cost?

There is a refundable deposit of £10, which is payable when you check-in. It will be returned to you when you check out if the room is left as you found it.

How do I book?

The Italian Building accommodation is booked through the Family Accommodation department, located in the main reception area of GOSH.

Are there any wheelchair-accessible rooms?

While there is a lift in the Italian Building, the accommodation there is not currently suitable for wheelchair users due to fire regulations.

When do we have to relocate to other accommodation?

Accommodation in the Italian Building is guaranteed to both parents when the patient is on an intensive care unit. When the patient is transferred to another ward, you should go to the Family Accommodation department to arrange further accommodation. Please note that once a child has left intensive care, GOSH can only guarantee somewhere to stay for one parent.



Mezzanine Unit – Mothers’ Unit (Family Accommodation)

The Mothers’ Unit is located within the hospital on level 3 of the Main Nurses’ Home building. It contains a number of twin-bedded rooms for use when a bed is not provided on the ward. Please note that you will need to share a room with another mother. The unit also contains a communal kitchen, bathroom and lounge area.

Who can stay here?

The Mothers’ Unit is only for women.

How much will it cost?

There is a refundable deposit of £5, which is payable when you check-in. This will be returned when you check out if you leave the room in the condition you found it.

Communal area



How do I book?

The Mothers’ Unit accommodation is booked through the Family Accommodation department, located in the main reception area of GOSH.

Are there any wheelchair-accessible rooms?

Unfortunately, the Mothers’ Unit is not suitable for wheelchair users.

Twin room



When do we have to relocate to other accommodation?

When a bed becomes available on the ward, mothers are required to move out of the Mothers’ Unit to make space for another mother.



2 Powis Place (Family Accommodation)

Powis Place is a town house located in the small drive about 25 metres to the left of the main entrance. It contains a mixture of single, twin and triple rooms, some en suite and some with cots, and a two bedded basement flat. There is a communal kitchen, shower room and lounge area.

Who can stay here?

Powis Place is mainly used for single parents and families with brothers and sisters of the patient. Priority is given to families with a child in intensive care, subject to availability.

How much will it cost?

There is a refundable deposit of £10, which is payable when you check in. This will be returned when you check out if you leave the room in the condition you found it.

How do I book?

The Powis Place accommodation is booked through the Family Accommodation department, located in the main reception area of GOSH.

Are there any wheelchair-accessible rooms?

Sorry Powis Place is not suitable for wheelchair users.

When do we have to relocate to other accommodation?

Unfortunately, due to limited family accommodation and high demand, you will have to move when your child is transferred to another ward. You should return to the Family Accommodation department to arrange further accommodation. Please note that once a child has left intensive care, GOSH can guarantee somewhere to stay for one parent.

Entrance



Communal area



Quad bedroom





The Sick Children’s Trust (Family Accommodation)

The Sick Children’s Trust is a charity (Registered Charity No. 284416), separate from GOSH, founded in 1982 with the aim of providing ‘high quality ‘Home from Home’ accommodation for families whose children are receiving hospital treatment for serious illnesses’. The two Sick Children’s Trust houses are located on Grays Inn Road and Guilford Street, both around five minutes’ walk from the main entrance. Rainbow House is on Grays Inn Road and contains a number of triple, twin and double rooms and the Bone Marrow Transplant flat. 10 Guilford Street has a mixture of single, twin, triple and quadruple rooms, which also have space for a blow-up bed or cot.

Who can stay in a Sick Children’s Trust room?

Any family with a child on an intensive care unit have priority for accommodation with The Sick Children’s Trust. Any empty rooms are allocated towards the end of each day to any parent who would not normally meet the guidelines set by GOSH. Families must be referred to The Sick Children’s Trust via Family Accommodation.

How much will it cost?

You will not need to pay a deposit although a donation to The Sick Children’s Trust charity is appreciated.

Grays Inn Road



Play room and lounge



Double bedroom

Guilford Street



Kitchen and dining area



Twin bedroom



The Sick Children's Trust (Family Accommodation)

How do I book?

The Sick Children's Trust accommodation is booked through the Family Accommodation department, located in the main reception area. . Even if you have stayed there previously, a referral has to be made from the Family Accommodation department.

Are there any wheelchair-accessible rooms?

Unfortunately, there are no wheelchair accessible rooms in either The Sick Children's Trust houses.

When do we have to relocate to other accommodation?

Families who meet the Sick Children's Trust guidelines can stay indefinitely, but they are reviewed on a monthly basis by the House Manager. London families who stay in a Sick Children's Trust room may need to move when their child is transferred from intensive care onto a regular ward.

If you have any questions about staying with your child at GOSH, please contact the Family Accommodation department on 020 7813 8151 or 020 7829 7871.

**You can also email
accommodation@gosh.nhs.uk
with your query.**

Compiled by the Family Accommodation department and The Sick Children's Trust in collaboration with the Child and Family Information Group with assistance from GOSH parents.
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