



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.**

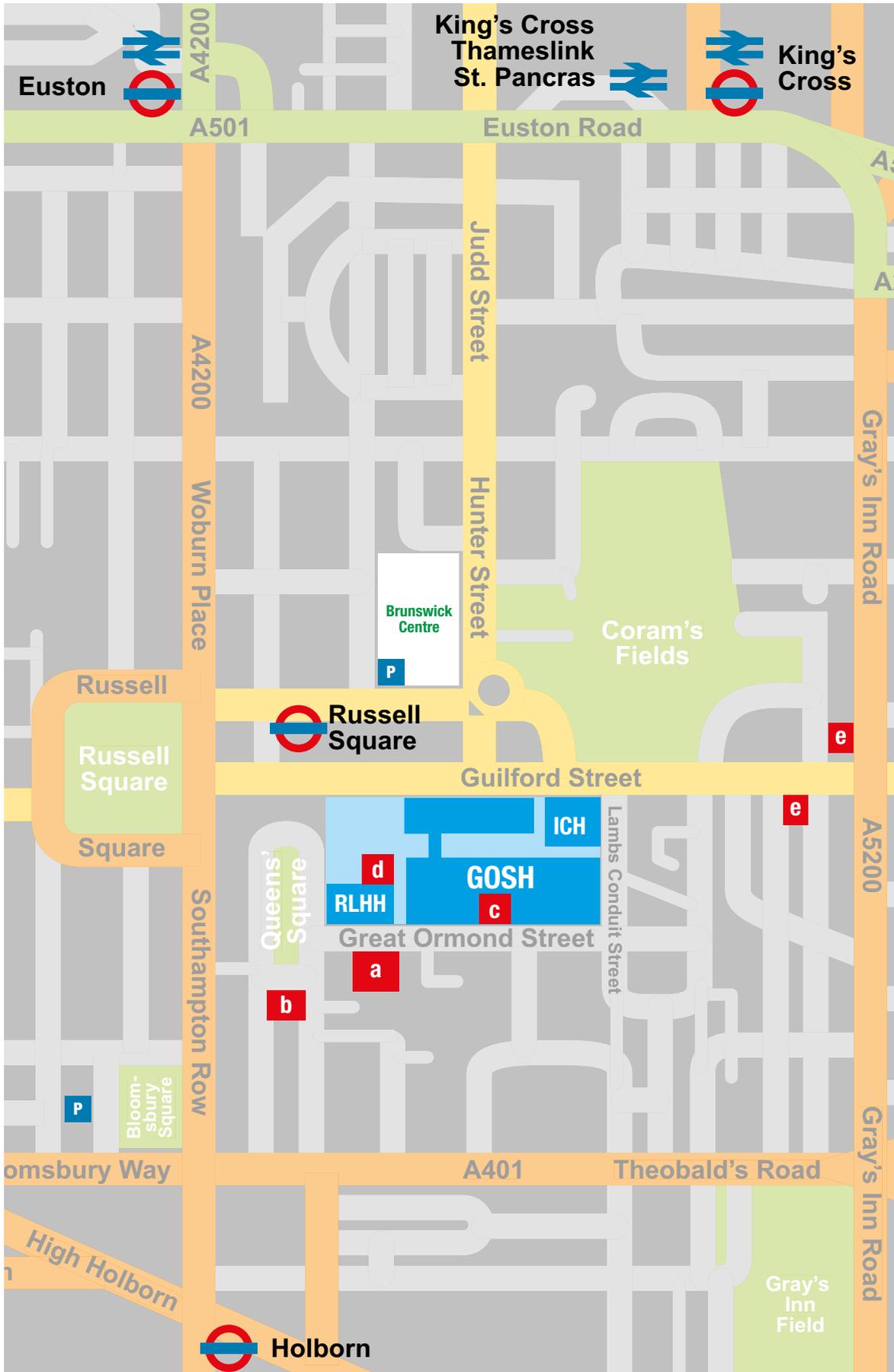
**GOSH guarantees accommodation for one parent only. This could be on the ward or provided elsewhere by the Family Accommodation department if the ward is unable to assist. If the patient is in an intensive care unit, both parents are accommodated.**

**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.**

**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](http://www.visitlondon.com).**

**You can contact Family Accommodation on 020 7813 8151 or 020 7829 7871. Alternatively you can email [accommodation@gosh.nhs.uk](mailto:accommodation@gosh.nhs.uk) with your query.**



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# Paul O’Gorman Patient Hotel in Weston House

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

Due to the high demand for rooms, we are unable to accommodate more than the patient and two adults, unless there is a need for them to be here. Please discuss this with ward/admission staff when asking them to make a booking. The confirmation letter gives details of who is able to stay with the patient. We regret that no one else will be able to stay with you.

Your child’s carer will only be accommodated if they are one of the two adults permitted to stay in the Patient Hotel. Only in exceptional circumstances will a carer be accommodated in addition to the two adults.

## 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.

Reception



Room



Communal area and kitchen





# Paul O’Gorman Patient Hotel in Weston House

## **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. Please note that only those whose names are stated on the confirmation letter will be able to stay.

There may be times when the Patient Hotel is fully occupied so we will allocate you a bed in alternative Trust accommodation or a local hotel.

## **How long can I stay in the Patient Hotel?**

The ward/admission staff will specify the number of nights required when they book accommodation for you. If you need to extend your stay, ward/admission staff will send through another booking request. Please note that if your child becomes an inpatient, you will need to relocate 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) who will ask the housekeeper to store it for you. You can also ring the receptionist from your room on extension 1003 or 6738.

If you need to somewhere to wait before you leave to catch a train, you are welcome to use the communal rooms,

which are available on each floor of the building. These contain a television, seating, kitchen and dining areas.

## **Are there any wheelchair-accessible rooms?**

All rooms are 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. Transplant patients will need extra space to store equipment and also to provide training for ‘care by parents’ so that they can look after the patient once discharged from hospital. MRSA patients have priority for the MRSA flats as these have special flooring and need to be deep cleaned after the room has been vacated.

## **Are visitors allowed?**

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

## **How do I cancel a booking?**

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



## Italian Building (Family Accommodation)

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.

Queen Square entrance



Twin room



### Who can stay here?

Parents and carers of children admitted to an intensive care unit (PICU, NICU or CICU) are given priority for accommodation. Both parents (or two adults) 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 owing to insurance regulations.

### How much will it cost?

There is a refundable deposit of £10, which is payable when you check-in.

### How do I book?

The Italian Building accommodation is booked through the Family Accommodation department, located on the ground floor (level 2) of the hospital, just inside the outpatient department.

### 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 the fire regulations imposed on the building.

### 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, for instance, Peter Pan ward, parents must return to the Family Accommodation department to arrange further accommodation. Please note that once a child has left intensive care, accommodation can only be guaranteed 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. The unit also contains a communal kitchen, bathroom and lounge area.

### Who can stay here?

The Mothers' Unit is a women-only accommodation area.

### How much will it cost?

There is a refundable deposit of £5, which is payable when you check-in.

Communal area



### How do I book?

The Mothers' Unit accommodation is booked through the Family Accommodation department, located on the ground floor (level 2) of the hospital, just inside the outpatient department.

Twin room



### Are there any wheelchair-accessible rooms?

Unfortunately the Mothers' Unit is not suitable for wheelchair users.

### 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 free up a bed for a mother with no accommodation.



## 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.

Entrance



Communal area



Quad bedroom



### Who can stay here?

Powis Place is mainly used to accommodate families with brothers and sisters of the patient and single parents. 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.

### How do I book?

The Powis Place accommodation is booked through the Family Accommodation department, located on the ground floor (level 2) of the hospital, just inside the outpatient department.

### Are there any wheelchair-accessible rooms?

Unfortunately, due to the building's age and listed building status, there are no rooms in Powis Place suitable for wheelchair users.

### When do we have to relocate to other accommodation?

Unfortunately, due to the lack of family accommodation and high demand, you will have to be relocated when the patient is transferred to another ward, for instance, Peter Pan ward, parents must return to the Family Accommodation department to arrange further accommodation. Please note that once a child has left intensive care, accommodation can only be guaranteed for one parent.



# 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 can also accommodate 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. Surplus rooms are allocated towards the end of each day to any parent who would not normally meet the criteria set by GOSH. Families must be referred to The Sick Children's Trust via Family Accommodation. The offer of accommodation is subject to availability.

## 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

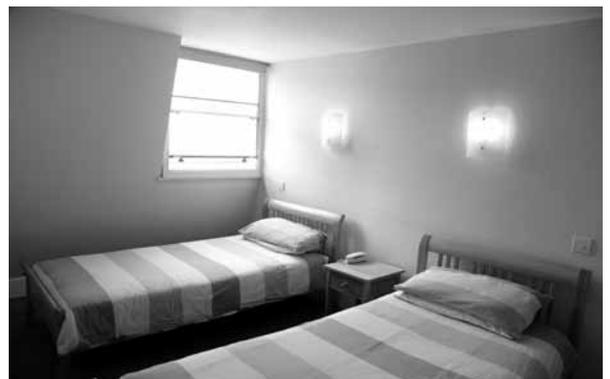
### Guilford Street



Kitchen and dining area



Double bedroom



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 on the ground floor (level 2) of the hospital, just inside the outpatient department. 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 criteria can stay indefinitely, but they are reviewed on a monthly basis by the House Manager. London families who stay in The Sick Children's Trust accommodation are required to vacate when their child is transferred from intensive care onto a regular ward.

Towards the end of each day, unbooked rooms are allocated to parents who would not usually meet the criteria for accommodation, for instance, where one parent is staying on the ward and the other parent wants to stay as well. Please contact the Family Accommodation department for details.

**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.**

**Alternatively you can email [accommodation@gosh.nhs.uk](mailto: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

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