

Bernard Ireland House



Patient Accommodation Guide



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Introduction to Bernard Ireland House

Welcome to Bernard Ireland House (BIH), our patient focused accommodation for those attending residential rehabilitation programmes with the Bath National Pain Centre (BCPS, CCLERS & CRPS) and the Axial Spondyloarthritis Service (AxSpa).

To ensure your experience of the accommodation is as pleasant and comfortable as possible, we kindly ask that you familiarise yourself with the information provided in this guide.

If you have any questions regarding this information, please contact your service administration team.

Reception

Located by the main entrance on the Ground Floor of BIH.

Reception is open 24 hours.

Services within BIH

- **Axial Spondyloarthritis Service (AxSpa)**

Accommodation: 1st Floor

Treatment facilities: Brownsword Therapies Centre

- **Bath Centre for Pain Services (BCPS)**

Accommodation: Ground Floor & Second Floor

Treatment facilities: Bernard Ireland House

- **Complex Cancer Late Effects Rehabilitation Service (CCLERS)**

Accommodation: 1st Floor

Treatment facilities: Brownsword Therapies Centre

- **Complex Regional Pain Syndrome Service (CRPS)**

Accommodation: 1st Floor

Treatment facilities: Brownsword Therapies Centre

Health Care Assistants (HCA) Team

Members of the HCA team are available 24 hours a day to provide support, if required.

Contacts

- **AxSpa**

Telephone: 01225 821349 (only during office hours)

Email: ruh-tr.rheumatologyasprogramme@nhs.net

- **BCPS**

Telephone: 01225 821181 (only during office hours)

Email: ruh-tr.RNHRDPMUenquiries@nhs.net

- **BIH Reception & Out of Office Hours (for all services)**

Telephone: 01225 821031

- **CCLERS**

Telephone: 01225 821126 (only during office hours)

Email: ruh-tr.RNHRDCCLERSinfo@nhs.net

- **CRPS**

Telephone: 01225 821127 (only during office hours)

Email: ruh-tr.RNHRDCRPSteam@nhs.net

- **Health Care Assistants (HCA) Team**

Telephone: 01225 821031

Email: ruh-tr.painspecialty-hcateam@nhs.net





Policies & Procedures

Whilst a resident of BIH, it is your responsibility to familiarise yourself with and adhere to all policies and procedures.

Access to accommodation

The accommodation in BIH is for **patient use only** and no unauthorised visitors are allowed in the premises.

Please do not enter any areas other than those designated to your specific service.

Arrival Procedures

Check-in: Between 2-3pm

Upon arrival, please report to reception.

If you arrive outside of the arranged timeslot, please contact the HCA team on 01225 821031

Departure Procedures

Check-out: All accommodation must be vacated by **0900 hours** on the last morning of the programme.

- Strip the bedding off your bed and place used linens in the white bag provided. Please ask the HCA team if you require support with this.
- Empty fridges and freezers of **all unwanted food**; this should include any leftover personal food items including sauces etc.
- Please leave the accommodation in the condition that you would like to find it.

Luggage storage on final day:

Please bring all your luggage with you to your designated treatment room or communal lounge.

If you require help to move luggage, please inform a member of your own clinical team the day before.

You must vacate BIH **no later than 1600 on** your discharge day.

Security Access Cards:

Return your security access card(s) to BIH reception at the end of your programme.

If the reception desk is unattended, please place your card(s) in the black box by the reception.

Security Policy

Please be aware that the hospital is a public site therefore parents/guardians are responsible for their minors at all times.

- Always ensure that the main accommodation door on all floors is firmly shut behind you when entering or leaving.
- Make sure that your room door is locked when you leave.
- Do not leave any valuables unsecured in your room.
- Do not leave any medication unsecured in your room.
- Do not let people in/out of areas within the building or allow people to follow you in or out of the building.

Security Access Cards:

On arrival, you will be provided with pre-programmed security access card/s.

The card will grant access to the following:

- Bernard Ireland House
- Assigned accommodation and communal lounge
- Service specific treatment spaces

Lost or damaged Security Access Cards:

You are responsible for keeping your security access card safe.

Please report any lost or damaged cards to the HCA team.

Access to BIH

For security reasons the external doors of BIH are locked at 12 midnight and opened at 8am.

After midnight your security access cards will not work.



Should you wish to be out later than midnight, please discuss this with your clinical team so arrangements can be made if possible.

If alternative arrangements have not been made not you will need to find your own accommodation for the evening.

Medicines & Valuables

All patient accommodation includes a Digi lock cabinet for the secure storage of medicines and valuables.

- All medicines must be safely locked away or kept securely on your person.
- Never leave medicines unattended
- If you have any controlled drugs, you will be shown how to change the Digi lock code, so only you have access to them.

Reporting security breaches/concerns

If you have any concerns about security, please speak to either a member of your clinical team or the HCA team.

Smoking & Alcohol Policy

Royal United Hospitals Bath NHS Foundation Trust operates a **NO SMOKING POLICY**.

You are not permitted to smoke anywhere on Trust property, including outside on within the hospital grounds.

E-cigarettes and vapes are only permitted outside, away from our entrances and windows.

The use of e-cigarette charging equipment is also prohibited across all parts of Trust premises.

The consumption of alcohol is not permitted anywhere on the hospital premises.

Anyone found breaking these policies may be asked to leave.

For further information please click on the link below:

[RUH Visiting information - Smoking Policy](#)

Fire & Evacuation Procedures

The fire and evacuation procedures will be discussed with you upon arrival at BIH.
A copy of the evacuation plan can be found in the hallway by the lifts on each floor.

If you hear the alarm:

- **Follow instructions from staff**
- If you discover a fire, close doors, raise the alarm
- Never fight the fire yourself
- Do not use lifts
- Do not rush
- Do not enter a building, whilst a Fire alarm is sounding
- Do not re-enter a building, until authorised to do so

Testing of the Fire Alarm

The Fire Alarms in BIH are tested **every Tuesday morning**.

The alarm will sound once between 10:00 am-12:00 noon.

It will last for approximately 15 seconds.

No action is required.

Equipment and Accommodation Faults

All faults in electrical equipment and general maintenance issues **must be reported** to the HCA team.

All personal electrical items will be required to be PAT tested to ensure that they are safe to use on site.

PAT testing will take place on the first day of your programme and we ask that you place all your items that are to be tested on your bed.

A member of the Estates team will then visit each room and test all of these items.

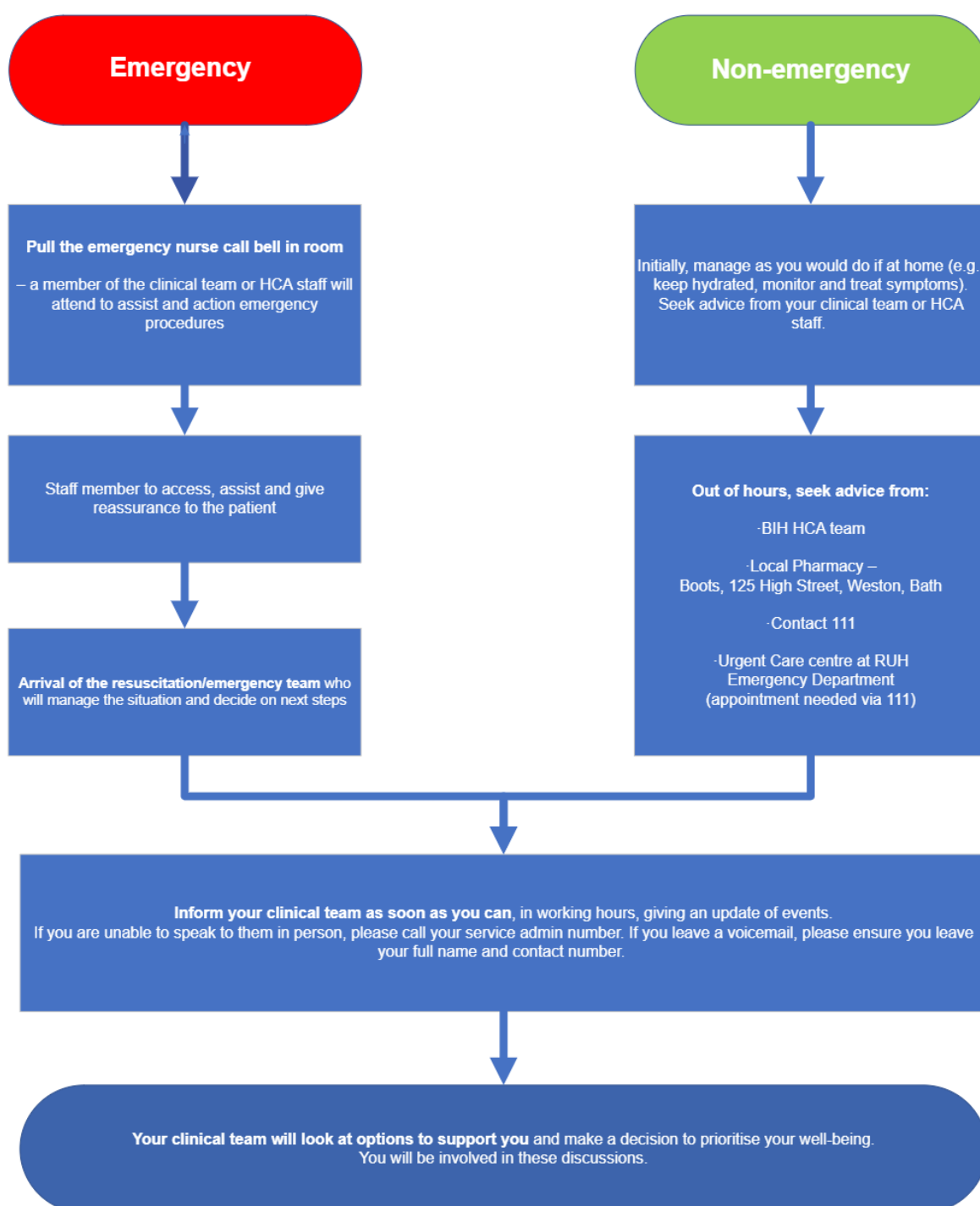
You will be notified if any item is unsafe for use.

Health & Safety and Medical Emergencies

Outside of treatment hours (0845 to 1630) patients are responsible for the management of their conditions as they would be when they are at home.

If you have a minor injury or illness please speak to a member of the HCA team in the first instance, who will discuss the issue with the out of hours clinician, and a joint decision will be made whether it is appropriate to call 111 for advice.

This flow chart explains the procedure for managing illness or injury whilst attending residential Specialist Pain Services (SPS) programmes at RUH Hospitals Bath NHS Foundation Trust.



Call Bells

All bedrooms and bathrooms are fitted with call bells with an integrated emergency pull button.

The red triangle should only be used in an emergency.

In an emergency, pull the red triangle to seek assistance or in certain situations you may need to go to the Emergency Department (ED). Again, please discuss this with HCA team first.

If you are unsure about the use of the bell system, please ask a member of the HCA team to show you.

The panic alarms located in some areas of BIH are for staff use only.





Bernard Ireland House Facilities

Communal Gardens

AxSpa, CCLERS and CRPS: garden/courtyard located at the front of BIH

BCPS: garden/courtyard located at the side of BIH.

Communal Lounges

AxSpa, CCLERS and CRPS: Cedar Lounge, located on the first floor

Dining room & Kitchen

The patient dining room and kitchenette facilities are located within the communal Lounge on each floor:

- Ground Floor: Oak kitchen (BCPS)
- First Floor: Cedar Lounge (AxSpa, CCLERS & CRPS)
- Second Floor: Kitchenette (BCPS)

Each kitchen is equipped with the following:

- Fridge/Freezer
- Kettle
- Microwave for food use only
- Microwave for heating of wheat bags/heat packs only
- Toaster
- Sink

Personal Food items

Personal food items can be stored in the communal fridge and freezer or cupboards located in the communal Lounge.

Food stored in communal areas must be labelled clearly with:

- Your name
- Date of purchase

Unlabelled food may be disposed of by the housekeeping team.

Spare labels are located in the kitchen.

If you run out of labels, please ask a member of the HCA team to provide more.

Housekeeping

- Please leave the kitchen clean and tidy after use.
- It is your responsibility to attend to the day-to-day cleaning, e.g. washing up.

Support:

If you have any issues with the dining or kitchen facilities or require further support, please contact a member of the HCA team.

Linen & Laundry

Linen & towels

Clean bed linen and towels are provided for the duration of your stay.

Bed linen and towels will be changed at weekends **only upon request**.

If you require fresh linen, please contact the HCA team and complete the following:

- Strip your bed
- Place dirty laundry in the white linen bag provided
- Place white linen bag in the green trolley located by the lifts (1st and 2nd floors only)

Support:

Please contact the HCA team if you require assistance.

Laundry

You will be required to wash and dry your own clothes for the duration of your stay.

The communal laundry room is located adjacent to BIH, across the courtyard. This will be shown to you on induction.



Laundry tokens

The washing machines and dryers are operated via tokens.

You will be supplied with **1 washing and 1 drying token per week**, should you require further tokens, please request these from a member of your HCA team.

Washing detergent/Fabric softener

The RUH does not provide washing detergent or fabric softener.

You will need to supply your own detergent/softeners.

Our washing machines are suitable for **powder, liquid or tab detergents**.

We encourage you not to leave washing in the laundry room unattended due to demand & capacity issues.

Support:

If you have any issues with laundry or require further support, please contact a member of the HCA team.

CRPS & CCLERS Patient Transport

For patients attending a CRPS or CCLERS programme, all treatment sessions take place in the Brownsword Therapies Centre (Zone F).

Transport via car is arranged to shuttle you between BIH and the Brownsword Therapies Centre throughout the day.

The transport is used by multiple services within the hospital and is therefore booked at fixed times and cannot be changed without prior agreement.

Requesting changes to transport times

Morning pick-up:

If you do not wish to use the transport in the morning, please advise the HCA team no later than 7am.

Lunchtime pick-up and drop-off:

If you do not wish to use the transport during lunchtime, please inform your clinical team before 11am.

End of Day pick-up:

If you do not wish to use the transport to return to BIH at the end of your therapy day, please inform your clinical team when you return from lunch.

Please do not make any changes to transport with the Portering team.





Catering

Meals for breakfast, lunch and dinner will be provided by the RUH Catering team.

Meals on day of arrival

Sandwiches will be provided in the evening on admission days.

Family meals

BCPS patients please note that on 'family days' **meals are not provided** for family members. Your family can access the Hospital restaurant and Oasis café between 12pm and 2pm where a range of reasonably priced food is available for purchase.

Dietary requirements, Allergies & Intolerances

All dietary requirements, allergies and intolerances **must be advised prior to arrival** using the Diet Form provided.

Menus

The RUH Catering team prepares menu options based on the dietary requirements advised prior to arrival.

Please note that you are unable to select from different menus if you have not advised your needs in advance.

For example: if you stated **no dietary requirements** on your form, you will be provided options from the standard menu. You will therefore not be able to order from an alternative menu if you prefer their options.

Dining areas

Service	Location
AxSpa	Cedar Lounge - 1 st Floor
BCPS Ground floor admissions	Ground floor dining room
BCPS 2nd floor admissions	Oak therapy room and Larch therapy room
CRPS & CCLERS	Cedar Lounge - 1 st Floor

Mealtimes

Service	Breakfast	Lunch	Dinner
AxSpa	07:00-08:00	12:30-13:00	18:00-18:30
BCPS	07:00-08:00	12:00-13:00 or 13:00-14:00	17:30-18:00
CRPS & CCLERS	07:00-08:00	12:00-12:30	17:00-17:30

Self-catering

Each accommodation area has a food and drinks preparation area which can be used to prepare your own drinks and snacks. If necessary, you can also purchase and prepare your own microwaveable meals.

To avoid food waste, please inform the HCA team if you choose to self-cater or dine elsewhere on or off-site.

Support:

If you have any issues with catering or require further support, please contact a member of the HCA team.



RUH Facilities

For a list of all shops and facilities at the RUH please click the link below or visit www.ruh.nhs.uk

RUH Shops & Facilities

Wi-Fi

Free Wi-Fi is available to enable patients to browse the internet using their own device, such as a smartphone or tablet.

How to access NHS Wi-Fi

- Select '*NHS WiFi*' from the list of network names on your device
- Read and accept the terms and conditions of use on the next screen, and then you will automatically join the network
- Access will last for 12 hours - simply repeat the process to connect for longer or on another day

For further information please click the link below or visit www.ruh.nhs.uk

RUH Wi-Fi

Parking

There is a single patient drop off space at the front of BIH. This can be used by patients to enable them to drop off their luggage or for taxis to drop patients off.

All cars must be moved promptly from this space and parked within a designated car park.

The nearest car parks to BIH are P1, P1a and P2.

Parking at the RUH is managed by Saba. For information on parking charges, Blue Badge holders and other concessions please click the links below:

- <https://www.sabaparking.co.uk/contact-us>
- <https://www.sabaparking.co.uk/royal-united-hospitals-bath-nhs-foundation-trust>

Help with Travel Costs

If you have been referred to the RUH or RNHRD for treatment by any of our services, and receive certain benefits you may be able to claim a refund of reasonable travel costs under the Health Care Travel Costs Scheme (HTCS) – [find out more](#).

Local Transport

We encourage patients, visitors and staff to use public transport and alternative means of travel.

- **Taxis:**

[Smarter Local Rides](#) | [Drive with Veezu](#) | [Veezu](#)

Booking Line: 01179 25 26 26

- **Buses:**

The RUH bus stop is located opposite the Brownsword Therapies Centre at the Main Entrance

[Bristol, Bath and the West](#) | [First Bus](#)

- **Trains:**

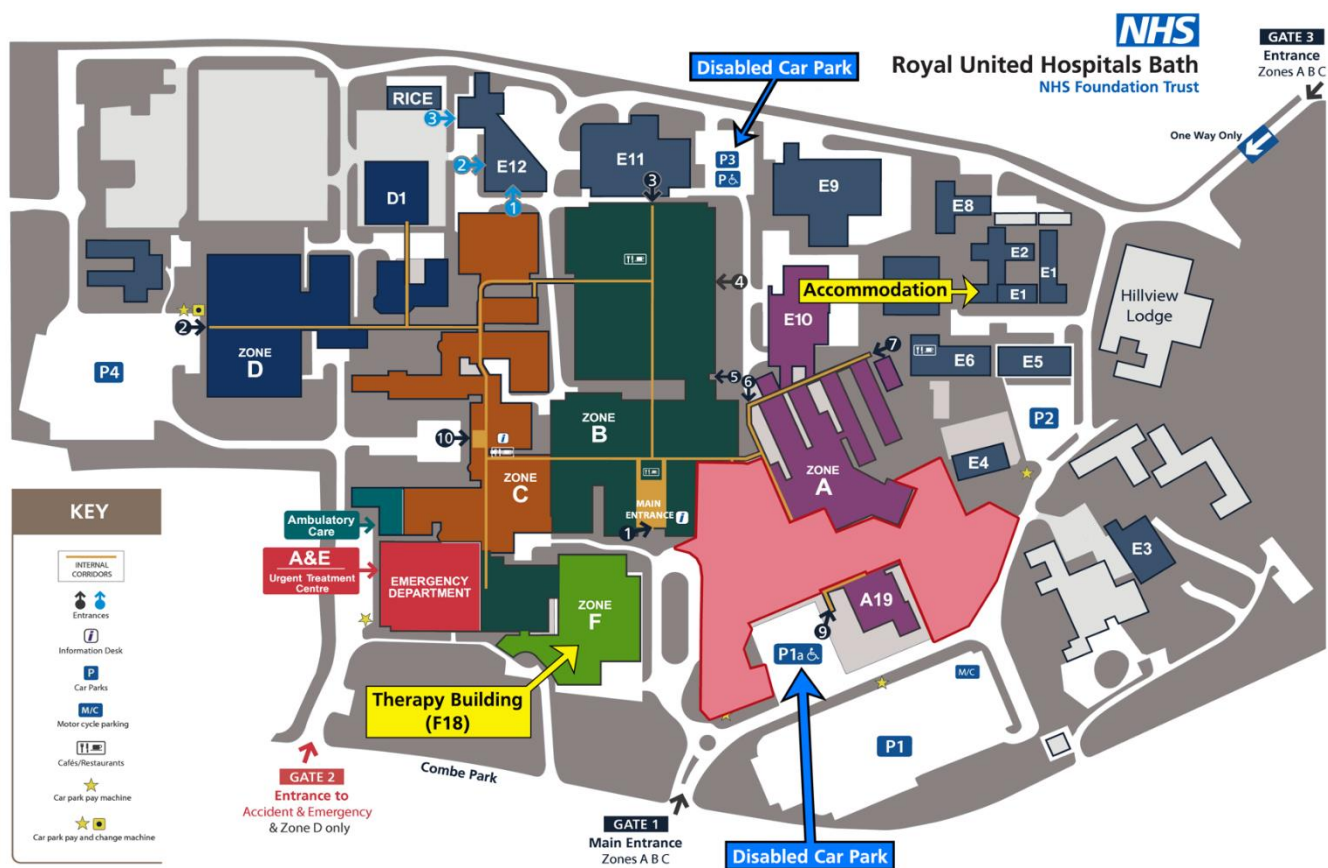
[Bath Spa](#) | [Great Western Railway](#)

Local Amenities

For a guide to Bath and local amenities, please go to <https://visitbath.co.uk>



Map of RUH & BIH



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