

St Helena Hospice, Colchester

Barncroft Close, Highwoods, Colchester CO4 9JU.

Tel: 01206 845566.

E Mail: request@sthelenahospice.org.uk

Information for Distance Visitors

(Revised and updated Feb 2010)

If you are planning to visit someone in the Hospice and have never visited Colchester before, we hope this information is useful and makes your visit easier. Please note that this is provided to help with your planning and, while every effort is made to keep it up to date, the Hospice does not guarantee the accuracy of the information. None of the information should be taken as a recommendation for any particular company or establishment.

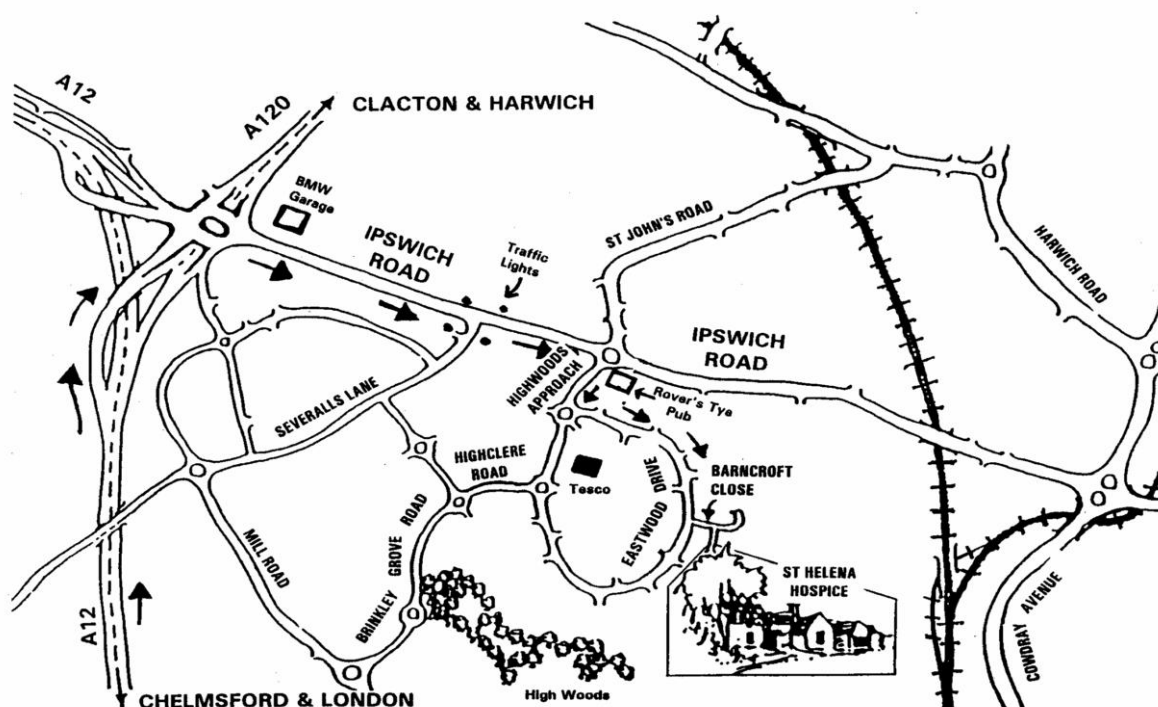
Getting to the Hospice

By car

Colchester is situated on the A12. Whether arriving from the north or south, turn off the A12 at the A120 junction (29) signposted to Colchester, Clacton and Harwich. Follow the signs for Colchester and, at the roundabout take the Ipswich Road towards Colchester, past the large car showrooms on your left. Go straight on at the traffic lights. Take the 3rd exit at the next roundabout (Rovers Tye public house). There are signs for St Helena Hospice and Highwoods Shopping Centre. At the next roundabout take the 1st exit into Eastwood Drive and then take the 5th turning on the left into Barncroft Close. St Helena Hospice is on the right.

<http://maps.google.co.uk/maps?hl=en&tab=w>

(Note: If using the postcode in your satnav it may direct you to West View Close. Barncroft Close is the next road.)



By train

Colchester is on the National Express East Anglia main line from Liverpool Street (London) to Norwich. Travel time from London is approximately 1 hour and there is a very frequent service. The main station is Colchester North, do not go on to Colchester Town which is a small local station. The Hospice is about 2½ miles from the station.

Colchester North station is a major bus terminus and is well serviced by several taxi companies.

By air

There is a direct bus link from Stansted Airport to Colchester North Station. It is the X22 service and runs every two hours, departing from the airport at: 04.00, 06.00, 08.00, 10.00, 12.00, 14.00, 16.00, 18.00, 21.00 and 00.15. The journey to Colchester North station takes about an hour.

By coach

Intercity National Express coaches stop at the coach park in the centre of Colchester. A local bus can take you to the Hospice (via North Station – see below) or walk a short distance to the High Street where there is a taxi rank outside Marks and Spencer.

By bus

All buses to the Hospice are routed via North Station. There are bus stops in the station forecourt but only the No 11 stops here. All other services stop in North Station Road – walk down to the station entrance and the bus stops are to your right.

Buses for the Hospice are Nos.: 2, 2C, 8, 8A, 65 and 176.

Buses 2 and 65 are routed along Eastwood Drive and pass the entrance to Barncroft Close. All the other buses stop at the Highwoods Tesco, the Hospice is a 5 minute walk from there along the footpath.

For details see the Colchester Bus Map on www.essexpublictransport.info/images/colchester.pdf

By taxi

Taxis are available from North Station forecourt.

Contact numbers for the main taxi companies:

Abbey Minicabs	01206 541414
Five Sevens Taxis	01206 577777
Five Threes Taxis	01206 533333
Hawaii Five O Taxis	01206 543210
Microline Minicabs	01206 766666
Minicab Services	01206 544544
PDQ Cars	01206 540540
Station Cars	01206 827272
Town Cars	01206 515151

Parking

Colchester town centre is well provided with public car parks. Free parking is available at the Hospice for visitors.

www.colchester.gov.uk/car_parking_map.asp?sec_id=137

Where to stay

Full details of accommodation in Colchester can be found at the Tourist Info website:

www.visitcolchester.com



Major hotel chains

There are two Premier Inns, both convenient for visitors to the Hospice.

(www.premierinn.com/pti/hotellinformation.do?hotellid=26866)

(www.premierinn.com/pti/hotellinformation.do?hotellid=23865)

A Holiday Inn is situated to the south of Colchester at the Eight Ash Green junction on the A12.

(www.ichotelsgroup.com/h/d/hi/925/en/hotelsearchresults.jsessionid=DTHD4LAZGH30UCTGWAJCHPQKM0YBUIY4?&_requestid=2061281)

The Ramada Hotel is situated on the A12/A120 junction to the north of Colchester. It is a five minute drive from the Hospice.

(www.ramada.com/Ramada/control/Booking/property_info?propertyId=15926&variant=uk&brandInfo=RA)

Bed and Breakfast

There is a choice of B&Bs in Colchester. Check the website for details

(www.visitcolchester.com/thedms_colchester-hotels.asp?dms=1&accommType=SV)

Where to Eat

Colchester town centre has a huge choice of good restaurants and eating places.

The following are the closest to the Hospice but there are many more in the town. The postcodes are shown to help those with satnav.

Rovers Tye, Ipswich Road CO4 9BA
Table Table at Balkerne Gate CO4 9WP
Crown pub, Old Ipswich Road CO7 7QR
Dog & Pheasant, Mile End Road CO4 5EG
Bricklayers Arms, Bergholt Road CO4 5AA
The Forum @ The Food Factory, The Crescent CO4 9QQ
The Albert, Cowdray Avenue CO1 1UT

About the Hospice

The Hospice is a pleasant and relaxed place and visitors are welcome at any time, however our patients' interests come first and we would ask you to be sensitive and considerate to them during your visit.

Upon arrival

Please sign in at reception when you arrive at the Hospice. Reception is not staffed after 9pm so please call ahead if you will be arriving after that time and arrangements will be made to let you into the building.

Who's who

All our staff and volunteers wear coloured tops for easy identification. They are:

Navy tunic top	- Nurse Practitioners
Blue striped tunic top	- Nurses
Yellow polo shirt	- Nurse helpers
White tunic top	- Physiotherapist
White chef's jacket	- Catering staff
Pink polo shirt	- Domestic staff
Yellow tabard	- Ward helpers
Navy polo shirt	- Caretaker



Other staff are not in uniform, but should be wearing a name badge. Please do not hesitate to ask who someone is and what their role is.

Bedside manners

Some patients find it is tiring and distressing if too many visitors crowd around the bed at the same time. To avoid this, visitors are welcome to use the tea and coffee facilities in the dining room and then return to see the patient a little later.

Mobile phones

Mobile phones can be used in the Hospice but please do not disturb other patients.

Laptops

Laptops may be used in the Hospice. Please ask at reception for directions to internet connection points.

Pets

Pets may be brought in to see the patient as long as they are kept under control and do not disturb others.

Taking the patient off-site

Please check first with the nurse/doctor before taking the patient off-site for any reason.

Flowers

Any nurse or helper will be pleased to help with flowers for the patient.

Staying overnight

There is a family bedroom available for those who wish to stay at the Hospice overnight. Availability cannot be guaranteed so please call ahead if you would like to stay in the family bedroom.



Smoking

All the Hospice buildings are non-smoking for everyone except patients. There is a designated smoking room for patients. **Visitors are asked to smoke only in the designated area behind the Education Centre.** Please ask staff to show you where this is. We ask for your cooperation in this as the Hospice could be fined if visitors smoke in a non-smoking area.

Dining Room

The dining room is open for lunch and supper. There is a small charge for visitors' meals. Please order supper before 16:00 (Mon - Sun) and lunch before 10:00 (weekends). A form is available at the nurses' station. There is no need to order lunch on weekdays. Tea and coffee making facilities are always available. Personal food for patients may be stored in the fridge in the dining room but please ensure it is clearly labelled with the date and patient's name.

Sitting room and Chapel/Quiet Room

You and your family and friends are welcome to use these rooms. The chapel is usually open if you would like somewhere quiet to sit. If the 'in use' sign is on the door, please respect this. The Books of Remembrance are in the chapel.

Gardens

The Hospice has lovely gardens for visitors and patients to enjoy. The gardens are maintained by a loyal group of volunteers and any contributions towards the cost of plants, seeds and equipment are always appreciated.

Cleanliness and hygiene

Please use the alcohol hand gel provided in all wards and rooms. We try to maintain the highest level of cleanliness but please tell any member of staff if you think some additional cleaning is required.

Children

Children are welcome to visit the Hospice. There are a variety of activities and toys to keep them amused.

Forgotten something vital?

There is a large Tesco Extra store within a few minutes walk of the Hospice. There is also a large Asda store by North Station.