

# GUEST HANDBOOK

**YOUNG LIVES  
vs CANCER**  
CLIC SARGENT

WELCOME TO  
**JEAN'S  
HOUSE**

A CLIC Sargent  
Home from Home

[CLICSARGENT.ORG.UK](http://CLICSARGENT.ORG.UK)

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# Useful telephone numbers

House/Hospitals	Telephone number
<b>Jean's House</b> 100/104 Anglesea Road Southampton Hampshire SO15 5QS	023 8077 7662
<b>Home from Home – Emergency On Call</b> (please do not text)	0300 330 9407
<b>Wards</b>	
Piam Brown Ward	023 8120 4816
Radiotherapy	023 8120 8568
Children's Neuro	023 8120 6692
<b>CLIC Sargent Social Work Team</b>	
Tricia Martin	023 8120 4413
Sarah Williamson	023 8120 5180
Becca Williams	023 8120 5757
Nicky Hayler	023 8120 5757
Clare Leech	023 8120 5180
<b>TYA Social Work Team</b>	
Kate Wheeler	023 8120 5267
Julia Ventour	023 8120 5384
Beth Scutt	023 8120 3034
<b>Transport</b>	
Train station – Blechynden Terrace	0845 600 0650
First Buses	0131 447 1646
Taxis	023 8066 6666
Radio taxis	
Police Station Civic Centre Southampton	0845 045 4545
<b>Medical</b>	
Dental Access Centre, 58 Dale Road	023 8077 3461

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# Welcome to Jean's House

Jean's House is one of CLIC Sargent's Homes from Home, funded entirely through charitable donations. This self-catering accommodation is offered to you and your immediate family free of charge. You are welcome to stay for as long as you or your child receives oncology treatment in Southampton.

This booklet offers practical guidance and information, together with a few requests to help Jean's House run smoothly. Should you feel that we can help in any other way, please do not hesitate to ask one of the team, who aim to ensure that your stay is as comfortable as possible.

In the event of any complaint or any other issue, please don't hesitate to discuss this with the Manager or staff on duty. They will provide you with guidance if the issue cannot be resolved locally.

## **Lorraine Smith**

House Manager

Tel: **023 8077 7662**

Mobile: **07899 067218**

Email: [lorraine.smith@clicsargent.org.uk](mailto:lorraine.smith@clicsargent.org.uk)

## **Mandie Dade**

Housekeeper

Email: [mandie.dade@clicsargent.org.uk](mailto:mandie.dade@clicsargent.org.uk)

# General guidance at Jean's House

Please help us keep the house comfortable by keeping your room and the communal areas clean and tidy. There may be times when access to your room is required for cleaning, repairs or alterations. We reserve the right to enter your room at a reasonable hour for this reason, although we will endeavour to advise you in advance.

We welcome children, young people and their parents or partners to the house. If you have a child staying with you, please supervise them, ensuring their behaviour is acceptable to other residents. Please ensure that your child's play is supervised at all times especially while using the activities in the garden.

Jean's House has a small car park. Additional parking is available in the hospital grounds for a fee.

Please do not smoke anywhere in the house. Illegal drugs are not to be brought into the house.

## Exclusion

CLIC Sargent is committed to ensuring that any person residing within our Homes from Home experiences a stay that is supportive and as safe as possible; free from stress and anxiety caused by the behaviours of others residing or visiting the Home from Home.

Managers will re-enforce rules to families where concerns are expressed about the behaviour of other guests which is deemed unacceptable and is causing distress to others.

Examples of the types of behaviour's that could lead to exclusion from the House are: theft, malicious damage to personal property of other guest's and/or that of CLIC Sargent, intimidation, harassment of other's, physical and/or sexual assault, sexual harassment, behaviours that come under the auspices of 'Hate Crime' and/or endanger personal safety of other's.

Continued retention of room keys when not using the Home from Home thereby preventing access to other families could also lead to exclusion.

## Taxi service

Jean's House is a 15-minute walk from Southampton General Hospital. We have allocated parking for those guests who have their own car. We are aware that there are times when walking may not be possible eg alone late at night, guest with mobility issues and so there is a taxi service available provided by Radio Taxis. Please speak to our house manager at induction if you feel you may need to access this.

# Visitors

## Our visitors

Occasionally we show special guests around the house. Advance notice will be given whenever possible and every endeavour will be made to keep disruption to a minimum.

## Your visitors

You are welcome to invite family and friends to visit you in the house. Please restrict the number of visitors you invite to Jean's House to a maximum of four and ensure that they leave the property by 10pm.

If you wish them to stay in your room overnight, please advise the House Manager.

Each bedroom has a maximum occupancy level displayed – it will not be possible to accommodate your visitors over this level as we need to ensure for fire safety reasons that the house is not over-occupied.

# Infection control

Please show consideration to other families and help us reduce the risk of cross-infection by:

- Thorough hand-washing and use of antibacterial gel (provided)
- Restricting visitors to essential visitors only, and not allowing anyone to visit who has chickenpox, measles, gastroenteritis or any other infectious illness
- Tidying up after you have used the kitchen
- Telling house staff if you become unwell or if hospital staff have confirmed that your child has an infectious illness
- Not allowing family pets in the house.

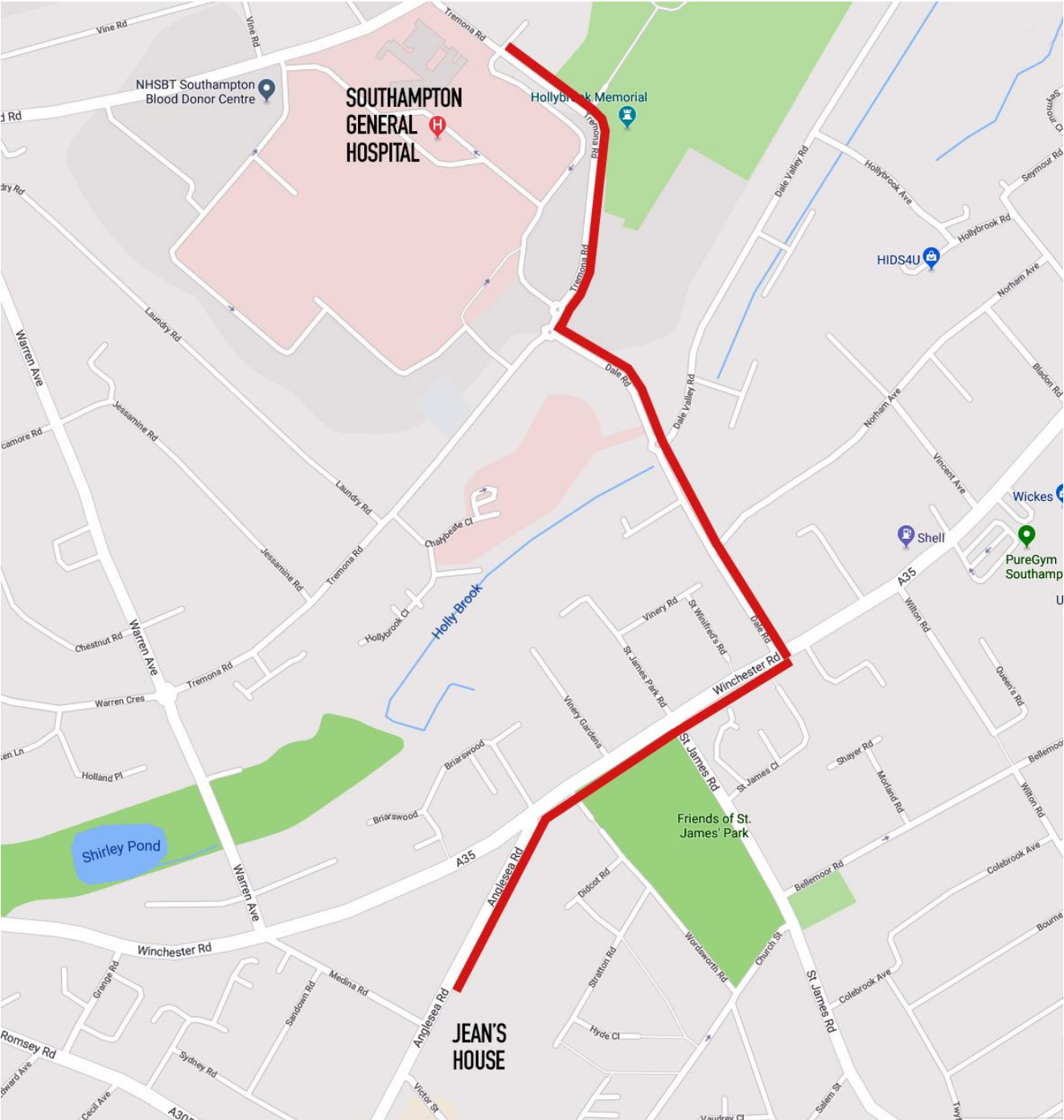
# General information

Local shops/supermarkets and amenities can be found along Shirley High Street, turn right on leaving the carpark, Shirley High Street is a short walk away. House staff will help you orientate to the city.

City service buses are available from Southampton Hospital main entrance. The buses leave from Shirley High Street, the main railway station, the city centre and the Royal South Hants Hospital. Buses run every 20 minutes from 6.20am until 9.20pm.

There is a Post Office in Shirley and another in Warren Avenue. There is also a post box outside the hospital main entrance.

# Map of Shirley



# Keys

Keys for Jean's House will be issued by staff. These will fit the front door and your room.

As there are no resident staff it is very important that you take great care of your keys. Please keep your keys with you at all times and be careful when just 'popping out' as the front door once shut will need a key to gain entry.

If you should lock yourself out when there are no staff on duty, please contact our out of hours on **0300 3309407** (do not text)

Please remember to return your key when leaving, either to a member of staff, or post into the secure box by the front door.

# Kitchen

There are two kitchens in the house and you will find your allocated cupboards and fridge/freezer shelves marked with your room name. Washing and drying clothes facilities are available in the laundry.

For the convenience of everyone sharing these facilities please remember to always place dirty crockery and utensils in the dishwasher. Wash, dry and put away any items used, including grill and oven pans.

A notepad is also kept here for any messages or requests you may have for the house staff.

# Bedrooms

There are seven bedrooms at Jean's House.

Once diagnosed, your CLIC Sargent social worker will be able to contact Jean's House staff, to ascertain room availability. Once you have stayed at Jean's house, you will be able to contact house staff directly regarding future stays.

We run a 'one room per family' policy.

Additional travel cots are available if required.

The cleaning of your room is your responsibility during your stay. However, if you would like the staff to clean, tidy and change the bed for you, this can be done on a Tuesday, Wednesday or Thursday.

Please ask house staff if you require any extra towels/linen.

Please do not place objects on the walls using drills, pins, Blu-Tack or adhesive tape



# Sitting rooms and recreation areas

## Sitting rooms

There is one young persons' lounge, two lounges, two kitchens, one laundry area, seven bedrooms, one accessible shower room, and a staff office.

## Playroom

There is a ground floor play area in the largest kitchen. Please help your children to put away toys they have used and take special care to ensure that any games and puzzles containing small pieces are put in the cupboard/storage provided.

## Internet access and laptops

Wireless broadband internet access is provided throughout the house.

The WIFI name is: **Jean's House**

Password: **CShomefrom001!**

# Fire, safety and security

## Fire

Please familiarise yourself with fire procedure in your room and plan with your family the route you would take to leave the building in the event of fire. Fire break-glass points, emergency exits and muster points are clearly marked. Alarms are tested every week.

Please ensure that fire doors are not propped open and that appliances and electric lights are switched off at night. Please do not burn incense or light candles anywhere in the house or use toasters or electric kettles in the bedroom as they may activate the fire alarm.

## Health and well being

All medication should be kept in your room and not left in any communal area. If you have medication that requires storage in a refrigerator please speak to a member of staff. On no occasion should any medication be stored in the kitchen fridges. Please store medicines safely out of reach of children. First aid boxes are located in both kitchens.

Nappies worn by children having chemotherapy need to be disposed of as clinical waste. There is a yellow bin for this purpose. Please let the staff know if you need to use the clinical waste bin.

Accidents and incidents should be reported to a member of staff as soon as possible and details recorded in the Accident Book.

## Substances

Alcohol can be brought into the house, and should be consumed in a responsible and reasonable manner away from communal areas. It must not impact on your ability to care for your own children.

Smoking or vaping is only permitted outside, where cigarette bins are provided.

## Safety

Since there are often young children staying in the house, please do not leave pills, other medication, matches or drinking glasses anywhere in their reach.

Please remember that you are responsible for your children and their safety at all times – they should not be left in the care of staff, volunteers or members of other families.

At night please ensure that you:

- Switch off all electrical items
- Switch off all lights
- Close and lock all windows
- Close all blinds downstairs
- Close all internal doors
- Check locks on emergency fire exit doors.

We regret there are no storage facilities at Jean's House.

# Leaving Jean's House

Please return house keys to a member of staff when you leave Jean's House, or if there is no staff on duty, please place your keys in the black 'post' box situated by the front door.

## Your feedback

We value your feedback about your stay and we will use it to improve our Home from Home service. We use an online survey which can be accessed via tablets available in the house or from your own mobile devices via these links:

Parents/carer – [www.cvent.com/d/6rq1qb](http://www.cvent.com/d/6rq1qb)

Young people – [www.cvent.com/d/nrq1lg](http://www.cvent.com/d/nrq1lg)

Children – [www.cvent.com/d/grq1lp](http://www.cvent.com/d/grq1lp)

This enables you to share your thoughts anonymously. A staff member will usually approach you to complete your survey at some point during your stay. Paper copies are also available for completion. If you have not been asked for feedback during your stay, please ask any member of staff about this.

## Donation In lieu of stay

This Home from Home accommodation is provided free of charge.

Some guests in the past have requested information on how they can thank staff for the service they have received.

Within Homes from Home, staff do not accept individual gifts but, should you wish to express your satisfaction with the service, you can do so in a thank you card or by contributing to the feedback requests within the house. Should you still wish to express your satisfaction with the service we can accept financial donations made to CLIC Sargent and will ensure these are properly processed.

We also have a locally based CLIC Sargent Fundraising Manager and should you wish to discuss participating in an event or learn about ways in which you can support CLIC Sargent we can put you in contact with them.

## Thank you

