

Information folder



Useful information for you and your visitors

Please leave this folder for the next patient



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Caerdydd a'r Fro
Cardiff and Vale
University Health Board

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About Cardiff and Vale University Health Board

Welcome to Cardiff and Vale University Health Board.

Cardiff and Vale University Health Board is one of the largest NHS organisations in Wales. We provide day to day health services to a population of around 478,900 people living in Cardiff and the Vale of Glamorgan. This includes emergency and planned hospital treatment, care in people's homes and community clinics and mental health care. We also serve a wider population across South and Mid Wales for a range of specialties.

We are a teaching health board so during your stay students may be involved in your care. If you are concerned about this or any aspect of your stay with us please ask any of the clinical staff looking after you. They will be pleased to help in any way possible.

1. Your Stay in Hospital

Our intention is to provide first class care for all our patients. While you are in hospital, the staff caring for you will be working to make your stay as comfortable as possible.

As long as you are happy for us to do so, we will keep your family and carers fully informed about your treatment and progress and any accidents or untoward events. We encourage you and your family and carers to read your care and treatment plans and to discuss your care with the staff looking after you.



Our Values

At Cardiff and Vale University Health Board we are proud of our values. The way we expect our staff to behave can be summed up in the following table.

Values	Behaviours
We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive to do things better
We take personal responsibility	Be enthusiastic and take responsibility for what you do
We treat people with kindness	Thank people, celebrate success and when things go wrong, ask, 'What can I learn?'
We act with integrity	Never let structures get in the way of doing the right thing

Care, Dignity and Respect

When you arrive on the ward we will ask you how you prefer to be addressed. It is important that you are treated with dignity and respect at all times. We recognise that this will vary from person to person but if you are concerned about this at any time please talk to the nurse in charge of the ward.

Uncaring or unkind behaviour at any level is completely unacceptable and will not be tolerated. Again, please let the nurse in charge of the ward know if you are unhappy about the way you are spoken to or cared for.

Who is Who?

You will come across many groups of staff during your hospital stay. All staff are expected to wear a photo identification badge and should introduce themselves before they start treating you. If you are unsure who any member of staff is, please ask to see their identification badge.

Staff Uniforms

Where uniforms are worn, the pictures below will help you identify different members of staff.



Senior Nurse



Ward Sister/Charge Nurse/Senior Midwife



Clinical Nurse Specialist



Health Care Support Worker



Staff Nurse



Student Nurse



Housekeepers



Porter



Occupational Therapist



Phlebotomist



Ward receptionist



Volunteer



Physiotherapist



Staff Midwife



Ward-based Caterer



Pharmacy Technician

Giving Consent

Before doctors or other clinical staff (known as clinicians) examine or treat you they need your consent. Often, after discussion with the clinician, you will be asked to agree to care and treatment by saying so. Sometimes though, usually when the procedure or treatment is more serious, you will be asked to sign a consent form.

Before you sign the form the clinician will discuss with you what the treatment involves, why it is needed and what the benefits and risks are. Don't be afraid to ask the staff if you have any questions before you make up your mind to accept or refuse the care or treatment.

It is really important that you understand that you can change your mind at any time after making a decision about your treatment, even if you have signed a consent form.

In general, if you are aged 16 years and over, and are able to make your own decisions, you have the right to give consent to or refuse all the care and treatment offered to you. The only exception to this is where you are detained in hospital under the Mental Health Act 1983.

However, if you are aged 16 or 17 and you want to **refuse** essential treatment, health staff **will** need to take legal advice. If you are 18 years and over and you wish to refuse any kind of care or treatment, we must respect your wishes (but see section on “Mental Capacity” below).

If you are receiving in-patient treatment for a mental health problem, you have the right to the services of an Independent Mental Health Advocate (IMHA). Please ask the staff to contact an IMHA for you, if you would like to meet one.

Mental Capacity

If you have an illness or condition that affects your ability to make decisions about your care and treatment, the staff will usually need to consult with your family and friends about what's best for you, in line with the law. If the staff are not aware of your friends and family, they may ask an Independent Mental Capacity Advocate (IMCA) to support and represent you for certain serious decisions.

If you **are 18 years and over** and have made an Advance Decision to Refuse Treatment or have appointed someone as your personal welfare attorney under a Lasting Power of Attorney, the staff will act on these provided they conform to the law. Sometimes, though, if you are detained under the Mental Health Act 1983, staff do not have to comply with Advance Decisions or the wishes of an Attorney.

Patient Confidentiality

During your stay in hospital, your personal information will be kept confidential. This means you decide who - family, carers, friends - can receive information about your condition and care. Please let the nurse in charge know who you are happy for ward staff to talk to.

If you lack the mental capacity to give the staff permission to talk to your family and friends, they may need to discuss your care and treatment with them anyway. This is necessary so that they can work out what is best for you. If you have given someone a Lasting Power of Attorney to make decisions on your behalf, ward staff will discuss your care and treatment with them too.

So that our staff can give you the best possible care and treatment, they will need to make a record of what you say, what treatments you are given and what services you receive. Whenever you talk to a clinician about your treatment and care, they will assume that you consent to information about you being recorded and shared with the different health professionals and other staff involved in your care.

All of our staff have a duty to keep information about you confidential.



Your Health Records

The NHS collects information for a variety of reasons - to help you, to help the NHS and to help others.

If you would like to see your health records, you should write to the Health Records Manager below. It costs you nothing to read your records, however if you want to have a copy, there may be an administration charge.

Legal Services Section

Medical Records Department
Cardiff and Vale University Health Board
University Hospital of Wales
Heath Park
Cardiff CF14 4XW

Tel: 029 2074 6500

If you would like to know more about how we use your information, or if, for any reason, you do not wish to have your information used in any of the ways described here, please speak to the nurses or doctors involved in your care.

Good Communication

Please let us know if we are talking to you in a language, or using words which you do not understand. If English is not your first language, the ward staff can arrange for an interpreter to come to the ward.



Staff who speak Welsh wear the 'Working Welsh' logo on their uniforms.

If you have learning disabilities or mental health problems, or difficulties with hearing or seeing clearly, please tell the nurse in charge as soon as you arrive on the ward. Our staff will make every effort to give you the help you need to understand the care and treatment you will be receiving.

Personal Safety

For your personal safety, it is important that you let the ward staff know if you want to leave the ward at any time, e.g. to visit the concourse shops.

Sometimes staff may need to limit the movement of more vulnerable patients or closely manage the security of the ward. When this happens ward doors may be operated on a digital entry and exit basis. This is done to protect patients and is managed under strict policy and procedure.

The Health Board aims to provide excellent and compassionate care within a safe and efficient working environment. Aggressive, abusive or violent behaviour towards staff, patients or members of the public will not be tolerated. We work closely with our security staff and the police when action is needed to deal with this.

Volunteers

We have a number of volunteers who help in a variety of roles, on the wards and in outpatient departments, e.g. chatting with in-patients, collecting items from hospital shops.

If you, a family member or friend would like to consider becoming a volunteer, please contact the Voluntary Services Manager on 02921 847867 or see the Health Board website.



2. What You Will Need in Hospital

If you did not bring any medicines you have been taking with you when you were admitted, please arrange for them to be brought in and given to the nurse in charge of the ward. Any letter from your GP should also be handed to the nurse in charge.

To make your stay more comfortable you may wish to have the following personal items with you:

- soap, toothbrush/paste, deodorant, facecloth, hairbrush/comb
- pyjamas/nightdress, dressing gown, slippers, towels
- tissues
- glasses and or contact lens/cleaning solution
- hearing aid/s
- dentures
- a small amount of money for newspapers, magazines, snacks etc

Storage space on the ward is very limited. Please arrange for a relative, carer or friend to take your suitcase and any other large personal items home with them. Keeping your bedside area as clutter free as possible will help our housekeeping staff to keep the ward clean and tidy.

3. What Not to Bring in to Hospital

If you have valuable items such as jewellery or large amounts of money with you, we strongly advise that you ask a relative or friend to take them home for you. If this is not possible please speak to the nurse in charge who will arrange for them to be kept in a hospital safe until your discharge. You will be given a receipt for the items held.

If you do not wish your valuables to be kept in a hospital safe, the nurse in charge should ask you to sign a disclaimer notice stating that Cardiff and Vale University Health Board accepts no responsibility or liability for the loss of, or damage to, personal property of any kind unless it is deposited for safe custody.

If you are a patient on a Mental Health ward you **must** bring day clothes with you.

Other patients do not generally need to bring day clothes but please check with the nursing staff as some areas encourage patients to get dressed during the day.



4. Your Stay on the Ward

Ward Rounds

Ward rounds will be carried out by doctors and nurses looking after you in order to plan your care and discharge. The Consultant, the senior doctor in charge of your care, will carry out regular ward rounds and the nurses can tell you when these will take place. Please think about any questions you want to ask about your care at the ward round. You might find it helpful to write your questions down so that you don't forget them. Please don't make or take any phone calls during a ward round.



Nurses Rounds

Nurse rounds take place more frequently, to check that patients are safe and comfortable and to provide personal care. They are also the time when nurses give out routine medicines. If you are taking medicine to relieve your pain and you need extra pain relief please ask. Nurses also aim to ask patients routinely if they are warm enough and where needed, extra blankets can be provided. Regular checks on all patients take place through the night. Because of their condition, some patients may be checked on more often.

Visiting Hours

Each ward has its own visiting hours. These are displayed at the ward entrance or you can ask a member of staff. Any exceptions to visiting outside normal visiting hours must be discussed with the nurse in charge beforehand.

You should have no more than two visitors at a time to prevent the ward from becoming overcrowded and noisy. Chairs are available; visitors should not sit on beds.

If young children are brought to visit you, please make sure they are supervised by the adult visitor and not allowed to roll around on the beds or on the floors. No-one should come to visit you if they are unwell.

If staff need to give you care and treatment during visiting times, they will ask your visitors to wait outside the ward. In the same way we ask that your family and friends do not come to visit you or call the ward at meal times unless the matter is urgent or they are coming to give you help with eating.

If you are a patient on a Mental Health ward your visitors are not permitted in bedrooms but will meet with you in another area. Your children may visit only if this has been agreed in advance with the nurse in charge. The visit may be cancelled at short notice if we think this is necessary.



Moving Wards

During your stay with us you may be asked to move to another ward or a different bed space within the same ward. This may be because new emergency patients have been admitted or to accommodate patients with particular care needs. We are sorry if moving wards or beds causes any upset, however we have to consider the whole service, taking every patient's needs into account.

Some patients whose condition requires it will be cared for in a single room.

You will be nursed in a room or area with patients of the same sex. Sharing with members of the opposite sex would only happen in special circumstances and for particular clinical reasons, e.g. in the Intensive Care Unit.

Phones and Other Electronic Devices

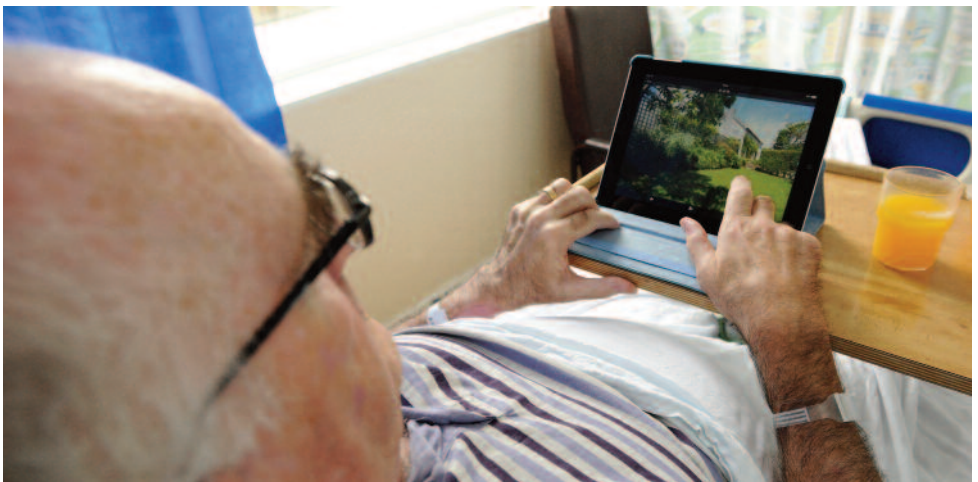
Please consider other patients when talking on your phone and do not make or receive phone calls during ward rounds. Taking photos of other patients and posting photos on social media sites such as Facebook is a breach of privacy and is strictly forbidden.

If you have a laptop, radio or other audio device you are welcome to use it, unless we ask you not to. Please use earphones and respect other patients' need for quiet.

Free Wi-Fi

The Free Wi-Fi service provided across the hospitals in Cardiff and Vale University Health Board is funded by Cardiff and Vale Health Charity for the benefit of patients and the public.

To access the service connect to the CAV (Health Charity) Free Wi-Fi network. You can then open your browser and follow the on-screen instructions to access the web help or search for Cardiff and Vale UHB online.



5. Keeping Well in Hospital

Preventing Infections



Healthcare associated infections have received a lot of media attention in recent years. However, although 1 in 20 patients may pick up an infection during their stay in hospital, serious infections are rare.

We have developed clear guidance on how you and your visitors, working with us, can help reduce the chance of picking up an infection during your hospital stay:

- Keep your hands clean both by washing and the use of alcohol hand gel and encourage your visitors to do the same when they enter and leave the ward.
- Always wash your hands or use alcohol gel after using the toilet/commode and before meal times.
- All the healthcare staff treating you should comply with our 'bare below the elbows' policy. They should also wash their hands before examining you. Please don't feel embarrassed about asking if they have done this. We actively encourage all staff, patients and visitors to do this.
- Let your doctor know if you have been taking antibiotics prior to your admission to hospital. This can affect the choice of treatment given to you in the event of an infection developing.
- Friends and family who are ill e.g. suffering from coughs and colds, or diarrhoea and/or vomiting, including in the previous two days, should stay away. If they are unsure, please advise them to telephone the ward for advice.

- If your own clothes become soiled in hospital then staff should place your clothing in a sealed bag. You should arrange for this to be taken home the same day.
- Avoid touching the sites of drips, tubes and dressings. Tell the staff if you have any concerns about these.
- If you have any concerns at all about hygiene on the ward or infection control, please talk to the nurse in charge.

Medication

Most patients admitted to hospital will be prescribed and given medicines.

If you take medicines at home and have not brought them in to hospital please arrange for them to be brought in if possible.

If you had problems taking medicines before you came into hospital please let your Pharmacist, Nurse or Doctor know as early in your stay as possible.

When you are in hospital you are likely to be seen by a Pharmacist and/or a Pharmacy Technician. If you have any questions about your medicines please ask.

In some inpatient areas you may be able to take your medicines on your own after being assessed and having this agreed with the nursing staff. For further information please speak to the nurse looking after you.

When you are due to be discharged, you will be given the medicines you need to take at home. The nurse looking after you should go through your medicines with you just before you leave. If you have any questions please ask.

A copy of your prescription may be sent to your GP or given to you for you to take to your GP.

If you have any concerns or questions about medicines that you have received from hospital, please ring:

Medicines Helpline for Patients **02920 744181 Monday to Friday 9.00 am to 4.00 pm**

You may also contact your GP or Community Pharmacist.

Food Choices

The Catering service aim to provide meals that are healthy, wholesome and appetising for every patient. You will be served 3 meals a day along with snacks in between meals that meet the nutritional standards set by the Welsh Government. We cater for patients who require special diets - for medical reasons, ethnic or religious needs or as a result of lifestyle choices. If you have special dietary needs, including food allergies, please talk to the ward staff who will refer you to a dietitian. You should be asked to choose your meals each day but if you need help with this ask the nurse or a relative/friend to help you.

Foods such as snacks and drinks may be brought into hospital in moderate amounts. If you are unsure what you can bring in to hospital please ask the nurse in charge. There is limited space to store chilled items so for food safety reasons these should be consumed straight away.



After Your Admission

Within 24 hours of arriving on the ward, nursing staff will do some simple checks to see if you have any special dietary needs or problems. This should include measurement of your weight and height and questions about your appetite, and whether you have recently lost weight without meaning to. If these checks show that you have special dietary needs or problems, the nursing staff will create a 'care plan' which will set out how your needs will be met.

If you need special help, the ward you are on will have a way of making sure that nurses and catering staff know this. Some hospitals use red food trays to do this. Others may use a red napkin, or put a special sign above or beside your bed.

Drinking

It is important that you drink enough while you are in hospital so that you do not become dehydrated. Fresh water is always available and hot drinks, like tea and coffee, will be served at different times throughout the day. You should be served with at least seven of these hot drinks during the day.

Before your meal arrives, ward staff will tidy up the ward and, if necessary, help you sit up and get comfortable. You will also be given the opportunity to clean your hands before you eat.

Protected Mealtimes

It is important that your meal is free from unnecessary interruptions. We make sure that doctors' ward rounds and other activities do not interfere with mealtimes. This is called the protected mealtime. This also means that your visitors may be asked to leave the ward at mealtimes, unless they are there to help you eat your food.

Some ward areas have dining rooms which help to provide a better and protected environment where you can eat your meals.

Sometimes, because you have special tests done, you may miss your meal. If this happens, ward staff should be able to provide you with another meal. A selection of snacks in between meals is routinely available throughout all our hospitals and you will be offered these at drink rounds. If you are not offered a snack please ask.

Keeping Well Nourished

Eating and drinking while in hospital is important as it will help you fight infection, maintain your weight, promote healing and speed your recovery. If nursing staff or Dietitians decide that you have dietary needs, they will keep a check on what you eat and drink during your hospital stay and record it on a chart.

If you have any worries about how your dietary needs are being met during your stay in hospital, please talk to the nursing staff. If you want to talk to someone from the catering service about the food you are being served, the ward staff can arrange this for you.

Sleeping

During your stay in hospital your sleep may be disturbed at times. This could be for a number of reasons, some of which are unavoidable, e.g. nurse rounds throughout the night, electronic equipment which may sound an alarm from time to time.

Ward staff will make every effort to ensure that where possible your normal sleep routine is maintained. If you are having difficulty sleeping please tell the nurse looking after you.

Slips, Trips and Falls



In the UK, falling in hospital is the most common patient safety incident. As a patient there is a lot you can do to reduce the risk of falling:

- Do not try to walk on your own if you feel dizzy, weak or generally unwell.
- Use the nurse call bell if you need to ask for help to move around the ward.
- Be honest with the nurses when you feel anxious about moving around alone.

- Take care and time when standing up or getting out of bed.
- Do not use hospital furniture, e.g. bed tables, to help you stand up. If you have specially made shoes then bring them into hospital to wear. Otherwise slippers with adjustable fastenings that are well fitting should be worn around the ward at all times.
- Also make sure that your pyjamas or nightdress is not too long and likely to make you trip.
- If you have a catheter bag please make sure it is fitted securely to your leg so that it doesn't fall and cause you to trip up.
- Keep your personal items within easy reach.
- Listen to the advice given to you by the therapy team or nurses.

Remember the hospital is not as familiar to you as your home.

Flowers

Flowers are allowed on some wards but not others. Please check with the nurse in charge.

Smoke Free Hospitals

Please be aware that we are a smoke-free Health Board. This means that smoking is not allowed on any of the hospital sites. This includes the use of e-cigarettes inside hospital premises. A No Smoking Enforcement Officer patrols our hospital sites and may approach anyone smoking.

There are some exceptions to this which includes patients on Mental Health wards/units where smoking is permitted in certain outdoor areas. These areas are not open to visitors or staff to smoke.

Support is available if you want to quit smoking. Please ask your Doctor or Nurse for more information on our In-House Smoking Cessation Service.

You can also access support to quit smoking in the community. Please contact Stop Smoking Wales: 0800 085 2219
www.stopsmokingwales.com

6. Hospital Facilities

Trolley Service

The trolley service visits the general wards each day. Newspapers, refreshments and other assorted items are available to buy. There is currently no trolley service at Whitchurch Hospital or the Mental Health wards at University Hospital, Llandough.

Restaurants

There are café/restaurant services at University Hospital of Wales, University Hospital Llandough and Whitchurch Hospital, where a range of hot and cold food items, snacks and drinks may be bought. A call order service is in place at Barry and Rookwood Hospitals.

Opening times are as follows:

- Heathfields Restaurant, UHW - 7 days a week 7.30 a.m. until 7.30 p.m.
- Coffee Culture (Women's Unit Outlet, UHW) - Mon to Fri 8.30 a.m. until 3.30 p.m.
- UHL Restaurant - Mon to Fri 8 a.m. until 2 p.m.
- UHL Coffee Lounge - Mon to Fri 8 a.m. until 6 p.m.
- Whitchurch Restaurant - Mon to Fri 8.30 a.m. until 2 p.m.

A range of out-of-hours snacks and drinks are available in vending machines on the above sites, with drinks vending on smaller hospital sites.

Spiritual and Pastoral Support

Our chaplains work as part of the hospital team. They are available to give spiritual and pastoral care to patients, relatives or carers of all faiths as well as those who have no religious beliefs. They offer a 'listening ear' and are also happy to pray with people or to give Holy Communion to anyone who requests it. Some of our hospitals have a Chapel or Sanctuary. Ward staff will be able to give you more details or, if you wish, arrange for a chaplain to visit you.



Help for Carers



If someone looks after you at home because you are unable to manage on your own please tell the nurse in charge of the ward.

With your agreement they will make sure your relative or carer is fully consulted about the arrangements when the time comes for you to leave hospital.

If necessary our Carers Officers can provide information about the support available to carers. This includes a Local Authority Carer's Assessment and welfare and benefits advice. You or your carer can contact the Patient Experience Team on 029 2074 5692.

Information and Support Centres

We currently have two Centres – at the University Hospital of Wales and University Hospital, Llandough. Staff and volunteers working there are able to provide a wide range of information and support on health-related topics, e.g. healthy living, specific health issues/conditions, screening and health promotion. Other information available includes benefit advice, support groups, counselling and help for unpaid carers. Opening hours vary - please phone for details:

- University Hospital of Wales 029 2074 5655
- University Hospital Llandough 029 2071 6311

The Citizens Advice Bureau hold a weekly sessions in UHW providing free, independent, confidential and impartial advice to everyone on their rights and responsibilities. If you would like further information please come along to one of our drop-in sessions between 10am and 1pm every Thursday at UHW.

Tenovus Cancer Care also hold a weekly session in UHW and UHL where a Cancer Support Advisor can provide welfare benefits advice, to anyone who has been affected by cancer. For more information please come along to one of the weekly sessions or call the Tenovus Cancer Care free Support Line on 0808 808 1010.



Cash Points

There are cash points where you can withdraw money in the University Hospital of Wales Concourse and the University Hospital Llandough main reception area.

7. Going Home

When your treatment is complete, it is important that you are able to leave hospital as soon as possible to make way for other patients who need to be admitted. From the time you are admitted, staff will work with you and your family/carers to plan your safe transfer or discharge. They will give you a leaflet explaining how this will happen.

The ward staff will arrange an assessment of what your care needs are likely to be when you are ready to go home. They will involve any relevant staff, such as an Occupational Therapist, Physiotherapist, Speech Therapist, Community Nurse, GP, and Social Worker.

You or your family may be concerned about your future safety at home. These concerns may include your ability to move around, wash and dress yourself, take your medicines or prepare your meals. Please talk to the nurse caring for you if you are worried about any of these things.

When staff know what date your hospital treatment is likely to be complete, they will tell you your expected discharge or transfer date. This is important because certain arrangements will need to be made. These may include:

- Transport home, ideally before lunch time - patients are usually expected to arrange their own transport
- Suitable clothing and footwear (if you are not already using them in hospital)
- A key to your home or arranging for someone to let you in
- Basic food supplies
- Heating in your home
- Delivery of any equipment needed to provide care in your home
- A supply of your medicines

On the day of your discharge, if your transport home cannot be arranged until after 10am, you might be asked to move to a Discharge Lounge. This is a friendly and safe environment run by a team of nurses with an easily accessible pick up point for both Ambulance and Private transport. Here you can wait in comfortable chairs and surroundings with magazines, daily newspapers, information leaflets and television provided for your entertainment. You will also be provided with hot and cold drinks and light lunches.

8. How Was Your Stay?

We are committed to providing great care and we welcome feedback from you about your hospital stay. Please use our “How are we doing?” leaflet, available on all wards.

Paying a Compliment

A compliment does a lot for the morale of staff and helps us to maintain high standards. If you have been impressed with the standard of care you have received and would like to pay us or a particular member of staff a compliment you can write to:

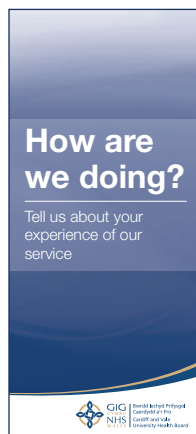
Concerns Manager
Cardiff and Vale University Health Board
University Hospital of Wales
Heath Park
Cardiff
CF14 4XW

Alternatively you can send an email to: concerns@wales.nhs.uk

Making a Complaint

If you are unhappy with your treatment or care, it is best to raise your concerns at the time with the nurse in charge of the ward. Alternatively, you or a relative can contact a member of the Health Board's Concerns Team on 029 2074 4095 or a Community Health Council (CHC) Advocate on 029 2037 7407.

If we are contacted by one of your relatives we will need your consent to share clinical information with them. All wards will have copies of the “Putting Things Right” concerns leaflets which has a verbal complaints form on the back page along with contact details.



9. Charitable Gifts

Cardiff and Vale Health Charity is the official charitable arm of Cardiff and Vale University Health Board. Donations made to our charity helps to support almost three hundred different areas of health care across our hospitals and community sites, but they do not replace NHS money. Rather, donated monies support pioneering equipment; new technologies; specialist training for our staff; research and development around illnesses and new therapies and other important measures that support the care of our patients.

Our 'Make it Better' fund is also known as our general fund, and a donation to this fund allows us to ensure that your gift goes to an area where support is most urgently needed.

Please contact the fundraising team to talk about what matters to you and the many different ways in which you can make a difference. Whether you would like to support one of our appeals, organise a fundraising event, consider a monthly gift or leave a lasting legacy in your will, we will be happy to talk it through with you.



Cardiff and Vale Health Charity (Registered Charity Number 1056544)
Telephone 029 2184 1802

10. Car Parking

Apart from the University Hospital of Wales parking on all other University Health Board sites is free.

When using any of our car parks please read the parking notices in place and follow the required regulations.

At the University Hospital of Wales, patients who are attending for extended treatment or people visiting for longer hospital stays may buy a reduced rate Alpha Pass. Please ask for details at the Parking Shop in Car Park 9 (Multi-storey).

11. Travel Information

Many of our hospital sites are well served by public transport. If at all possible please use public transport and encourage your visitors to do the same. This will also ease parking congestion, and help the environment. The following websites can help you plan your journey.

- [Traveline Cymru](#)
- [National Rail](#)
- [Arriva Trains Wales](#)
- [Cardiff Bus](#)
- [Newport Bus](#)
- [Cardiff and Vale UHB/Planning your journey](#)
- [Stagecoach](#)

Our services for patients and carers include drop-off points and disabled car parking spaces with wheelchair accessible entrances.

Funding for this folder was provided by the Cardiff and Vale Health Charity. For more information on the work the Charity supports, or to make a donation, please visit www.cardiffandvaleuhbcharity.org



