



## University Hospital Llandough – 2021 Fact Sheet for Staff

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| <b>Banking Personal</b> | <p>The <b>24 hour ATM point</b> for personal banking is located in the square/compass point main corridor. The ATM is secure and provides a fully operational FREE service to users. There is also an ATM machine in the foyer of Hafan-y-Coed</p>   | <p>Access is via the temporary main entrance walk to the central point of the main corridor ground floor.</p>  |
| <b>Bikes</b>            | <p><b>Cycle Racks</b> can be found by:</p> <ul style="list-style-type: none"> <li>• The Library/Academic/Postgraduate Centre</li> <li>• Back road near Orthopaedic Centre</li> <li>• In Car Park 1b near CAVOC</li> <li>• By Occupational Therapy Physiotherapy building/ Patient Ambulance Transport point.</li> </ul>  | <p><b>Motorbike parking</b></p> <ul style="list-style-type: none"> <li>• Provision for allocated spaces is being reviewed; please do not block cycle racks.</li> </ul>   |
| <b>Bus Service</b>      | <p>At the moment buses stop on Penlan Road by the main hospital gate and drop off within the UHL hospital ground near the Night Entrance.</p> <p><b>Staff Transport Scheme</b></p> <ul style="list-style-type: none"> <li>• <b>Cardiff Bus iff Card:</b> We run a scheme that allows UHB staff to apply for an Annual To Go/To Go Plus ticket loaded onto the iff card, and pay via deductions from salary.</li> </ul> <p>For more details contact: Joshua Madge xt. 36224<br/>Email: <a href="mailto:Joshua.Madge@wales.nhs.uk">Joshua.Madge@wales.nhs.uk</a></p> | <p>The following are useful links to bus services:</p> <ul style="list-style-type: none"> <li>• <b>Cardiff Bus</b><br/><a href="http://www.cardiffbus.com/english/pdfs/routes/95.pdf">http://www.cardiffbus.com/english/pdfs/routes/95.pdf</a></li> <li>• <b>Vale of Glamorgan County Council Bus Operators</b><br/><a href="http://www.valeofglamorgan.gov.uk/living/transport/public_transport/bus_operators.aspx">http://www.valeofglamorgan.gov.uk/living/transport/public_transport/bus_operators.aspx</a></li> </ul> <p><b>Timetables</b></p> <p><a href="http://www.valeofglamorgan.gov.uk/living/transport/public_transport/bus_timetables.aspx">http://www.valeofglamorgan.gov.uk/living/transport/public_transport/bus_timetables.aspx</a></p> <ul style="list-style-type: none"> <li>• <b>First Group bus services link</b><br/><a href="http://www.firstgroup.com/ukbus/south_west_wales/journey_planning/hospital_services/">http://www.firstgroup.com/ukbus/south_west_wales/journey_planning/hospital_services/</a></li> <li>• <b>Watts Buses</b> 01446 781277 use link for timetable <a href="http://www.valeofglamorgan.gov.uk">www.valeofglamorgan.gov.uk</a></li> </ul> |
| <b>Car Share</b>        | <p>The following is a comprehensive car sharing match site, which can be joined for free. It includes a calculator so you can work out how much the savings would be if you car shared.</p>  | <p><a href="http://www.liftshare.com/wales">www.liftshare.com/wales</a><br/><a href="http://www.cardiffandvale.liftshare.com">www.cardiffandvale.liftshare.com</a></p>   |
| <b>Cashiers</b>         | <p><b>The Cashiers' Office</b> is located at the front of the hospital. It can be accessed via the main corridor.</p> <ul style="list-style-type: none"> <li>• It is the pickup point for staff payslips and is for hospital business only.</li> </ul> <p>Opening time is:<br/>Monday to Friday 9:00am – 4:30pm<br/>CLOSED for lunch 1:15 – 2:00pm<br/>Contact number ext. 25211</p>   | <p>Other services include:</p> <ul style="list-style-type: none"> <li>• Paying out of travel expenses to patients receiving state benefit</li> <li>• Receive endowment donations for the hospital</li> <li>• Deal with patients' money</li> <li>• Petty cash</li> </ul>  |

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| <b>Car Parking</b> | <p>An Automatic Number Plate Recognition (ANPR) camera system is in place at University Hospital Llandough (UHL). The private parking management company ParkingEye is managerially responsible for the enforcement of any breach of the University Hospital Llandough (UHL) parking regulations.</p> <ul style="list-style-type: none"> <li>• Currently no parking permits are required for the UHL site.</li> <li>• The hospital has zoned patient, visitor and staff parking.</li> <li>• Patient parking is restricted to 4 hours; in certain circumstances this can be altered. See appendix ii.</li> </ul> <p><b>Appeals Process.</b><br/>ParkingEye has ultimate responsibility for managing their appeals process to a conclusion. Appeals can be made via the following methods:</p> <ul style="list-style-type: none"> <li>• Online appeals via <a href="http://www.parkingeye.co.uk/Appeal">http://www.parkingeye.co.uk/Appeal</a></li> <li>• Written appeals to be sent to ParkingEye Ltd, PO Box 565, Chorley, PR6 6HT</li> <li>• ParkingEye telephone number 0844 247 2981 or 0844 247 2984 for available options</li> </ul> | <p>Staff car parking administration service remains with Patient Experience and is based at UHW telephone number Ext 47739 or e-mail UHB Parking Office (Cardiff and Vale UHB – Security).</p>   |
|                    |   | <p>Staff attending UHW on a regular basis, will be required to display a yellow parking permit to be able to park at UHW at staff rates. Parking Permit Application Forms remain available from:</p> <ul style="list-style-type: none"> <li>• The UHB Car Parking Intranet Webpage.</li> <li>• The Cardiff University (CU) Intranet.</li> <li>• Concourse Reception Desk, UHW.</li> <li>• Permit collection is from Pembroke House</li> <li>• Staff who enter into a formal Car Sharing Arrangement, by completing a Car Share Application Form, are effectively reducing the number of cars coming on site, and in recognition of this will be allocated a Multi Storey (Car Park 9) parking permit.</li> </ul> |

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| <b>Catering<br/>Coffee Shop<br/>Restaurant<br/>Food</b> | <p>UHL Restaurant and Coffee Shop are situated to the right of the Main Square on the ground floor and are open to staff and visitors</p> <p>The <b>restaurant service</b> times are as follows:</p> <ul style="list-style-type: none"> <li>• Monday to Friday<br/>8:00am – 11:00am breakfast<br/>11:45am – 2:00pm lunch<br/>The restaurant is closed at the weekend.</li> <li>• Saturday and Sunday a call order menu is in operation</li> <li>• A 24hr vending service of hot meals and snacks is available in the Restaurant.</li> </ul> <p><b>RVS shops previously WRVS</b> are located in the General OPD East corridor</p> | <ul style="list-style-type: none"> <li>• Aroma <b>Coffee shop</b> is open Monday to Friday</li> <li>• 7.30am – 7:00pm.<br/>Available you will find a choice of sandwiches rolls, snacks, soup, cakes, fruit and biscuits</li> </ul> <p>RVS opening times vary according to location:<br/>Usually Monday – Friday<br/><b>Closed at weekends.</b></p> |
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| <b>Chapel</b> | <p>UHL has a Chaplaincy Department with a hospital chapel and multi faith prayer room, located opposite the coffee shop.</p> <p>The chaplaincy service offered is :</p> <ul style="list-style-type: none"> <li>• Confidential, non-judgmental</li> <li>• Work in a multi-faith context and is available to everyone</li> <li>• All welcome, people of no religion, atheists and agnostics who need a listening ear</li> <li>• Chaplains have time to “be there.”</li> </ul> | <p>Rev Peter Davies is the Lead in Palliative Care and Lead Chaplain at University Hospital.</p> <p>The chaplaincy office has contact details for all faith/belief groups should a request be made for particular religious and spiritual care.</p> <p>More details can be found on the intranet A-Z Index<br/>Contact number: (029) 20743230<br/>e-mail: <a href="mailto:spiritual.careteam@wales.nhs.uk">spiritual.careteam@wales.nhs.uk</a></p> |
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| <b>Citizen Advice</b>                 | <p>The <b>Vale of Glamorgan Citizen Advice Bureau</b> is providing advice at UHL on Monday and Tuesday between 1:30pm – 4:00pm.</p> <p>This is currently an <u>appointment only</u>, service for staff visitors and patients. Appointments are held in private in the chaplaincy counselling room.</p>  | <ul style="list-style-type: none"> <li>• If you have a query</li> <li>• Would like to make an appointment with an adviser</li> <li>• Would like to talk to The Tackling Poverty Team</li> </ul> <p><b>Please telephone: 01446 704993</b></p> |
| <b>Community Room</b>                 | <p>The Past and Futures Boardroom is available for booking by local community groups and voluntary organisations that have an association with the hospital. Facilities include:</p> <ul style="list-style-type: none"> <li>• Disabled access</li> <li>• Toilets including Disabled</li> <li>• Loop System</li> <li>• Visual aids conference facilities</li> <li>• Limited refreshment facilities</li> <li>• Cardiff and Vale Health Board Wifi</li> </ul> <p>Directions: Main hospital corridor at the end of the Management Corridor, which is located near Ward West 3.<br/>Booking is strictly via prearrangement; contact: Operational Services UHL 02921 826669</p> |  |
| <b>Corridor</b>                       | <p>The hospital has one main corridor which runs East to West with wards and departments leading from it. A pictorial compass point is located on the floor as you join the corridor from main reception. This area is known as the square.</p>   | <p>Corridor length:</p> <ul style="list-style-type: none"> <li>• Ground floor 471m / 515yds long</li> <li>• First floor 519m / 567yds long</li> </ul>  |
| <b>Emergency</b>                      | Cardiac Arrest 2222   | Fire 3333  |
| <b>Library for Patients</b>           | <p><b>Patient Trolley Library Service.</b> UHL has a library service for UHL inpatients only. It is run with volunteers in conjunction with Cardiff City Council and the Cardiff and Vale UHB Voluntary Service Manager.</p>  | <p>Currently this service visits a few wards on Tuesday, Wednesday and Friday from 1:30pm to 3:30pm<br/>Please contact the General Manager if you are interested in accessing this service.<br/>Ext.25698</p>                                |
| <b>Information and Support Centre</b> | <p>The Information and Support Centre is located in the little corridor leading to the main dining room. Contact: Michelle Fowler, Volunteers Manager<br/><a href="mailto:Michelle.Fowler@wales.nhs.uk">Michelle.Fowler@wales.nhs.uk</a> or Sarah Davies MacMillan Facilitator<br/><a href="mailto:Sarah.Davies37@wales.nhs.uk">Sarah.Davies37@wales.nhs.uk</a></p>   | <p>The centre provides a quiet base for health charities and organisations to meet the public and carers looking for support and advice with health information.</p>   |
| <b>Mail - Post</b>                    | <p>The <b>hospital post room</b> is open from 9:00am – 4:00pm and is located near main reception. This is for hospital business only.</p> <ul style="list-style-type: none"> <li>• Hospital post is delivered and collected throughout the hospital at designated department pick up and delivery points.</li> <li>• Please confirm these with your line manager.</li> </ul>  | <p>A <b>Royal Mail post box</b> is located at main reception for all personal mail.</p>  |
| <b>Pay Phone</b>                      | This is located near main reception in the central square   |  |
| <b>Pharmacy</b>                       | <p>The Pharmacy is located along the main hospital corridor very near to Ward West 3. It is for the collection of hospital prescriptions only. Ext. 25261</p>   | <p>Opening times are:<br/>Mon – Fri 8:45am – 5:00pm<br/>Sat 9:00am – Noon</p>  |

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| <b>Police</b>                | <p><b>UHL is supported by a Community Police Officer</b> – PCSO Liz Wong<br/>You are welcome to get in touch with PCSO Williams to discuss any issues you have.</p> <p>Email <a href="mailto:Elizabeth-Wong@south-wales.pnn.police.uk">Elizabeth-Wong@south-wales.pnn.police.uk</a></p> <ul style="list-style-type: none"> <li>Penarth Police Station 97 Windsor Road<br/>Penarth CF64 1JF</li> </ul>  | <p>Emails are provided so that you can speak to your local officer about local issues, not for reporting crimes and incidents. <b>Please continue to use: 999 for all emergencies. 101 for non emergencies</b> <a href="http://www.ourbobby.com">www.ourbobby.com</a> to keep up to date with local news which may affect staff and UHL</p> |
| <b>Portering</b>             | <p>Portering Services are under the management responsibility of Patient Experience and are located at the main UHL reception.</p>   | <p>24hr UHL contact number is ext. 25212</p>  |
| <b>Power/ Generator Test</b> | <p>Due to the size of the Llandough site it is covered by several generating sets covering different areas.</p> <p>The Generator that covers the new MHSOP is tested on the <b>second</b> Tuesday of every month between 08.45 and 09.00.</p>  | <p>The generator that covers the Boardroom corridor area is tested the <b>first</b> Tuesday in the month approximately between 8:45am – 9:30am. It goes off twice in this time.</p>   |
| <b>Reception</b>             | <p>The <b>main hospital reception</b> is located at the front of the original building and is staffed 24hrs a day. For staff and patient safety UHL is locked at night between the hours of 10:00pm and 6:00am – access is via:</p> <ul style="list-style-type: none"> <li>TDSI swipe card or buzz/intercom system</li> </ul>  | <p>Facilities at main reception include:</p> <ul style="list-style-type: none"> <li>Royal Mail post box</li> <li>Free Taxi direct line telephone</li> <li>Porters / Security</li> <li>Post room</li> <li>Cashiers</li> </ul>  |
| <b>Radio Station</b>         | <p>Rookwood Sound Radio Station moved to UHL from Rookwood hospital and was officially opened at UHL on 16th June 2012.</p> <ul style="list-style-type: none"> <li>The radio station booth is located along the main corridor near the Main Square/Compass</li> <li>Requests can be made via text charged at your mobile text rate 07985608557</li> <li>Email <a href="mailto:studio@Rookwoodsound.co.uk">studio@Rookwoodsound.co.uk</a> or</li> <li>Telephone UHL.ext.5240</li> </ul> | <ul style="list-style-type: none"> <li>A comprehensive series of programmes are tabled including live concerts and broadcasts from the hospital chapel.</li> <li>Patients can bring in old vinyl records which can be played.</li> <li>Staff are invited to talk about projects, experiences, charity events, local news.</li> </ul>        |
| <b>Security</b>              | <p>Security is the management responsibility of the Health and Safety Department.</p>  | <p>The UHL office can be found at main reception. 24hr contact at UHL ext. 25305</p>  |
| <b>Showers Staff Only</b>    | <p>There are limited on site shower facilities available for <b>staff use only</b>.</p> <p>If you require the use of a shower within your department, please talk to your line manager.</p>  | <p>It may be possible to make shower arrangements within departments for individual staff who take part in physical training/exercise at work or on their way to work i.e. bikers, joggers, and circuits, to use a staff shower.</p>  |

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| <b>Smoking</b>                   | <p>As of Wednesday March 14 2012 smoking is banned in all hospital sites across Cardiff and the Vale University Health Board.</p> <ul style="list-style-type: none"> <li>• Staff will no longer be able to smoke anywhere on our sites.</li> <li>• The UHB recognises that many members of staff work in challenging or stressful environments and therefore provides a free, independent and fully confidential counselling service as well as stress resilience training and other courses through the <a href="#">Employee Wellbeing Service</a> (tel: 01872 4465).</li> </ul> | <ul style="list-style-type: none"> <li>• The UHW Sports and Social Club beer garden is currently exempt.</li> </ul>  |
| <b>Switchboard</b>               | <p>Switchboard Services have been centralised and can be contacted on 100</p>   |  |
| <b>Taxi</b>                      | <p>A 24hr taxi telephone is available. It provides a free direct telephone line to local taxi services.</p>   | <p>Locations:</p> <ul style="list-style-type: none"> <li>• At hospital main reception</li> <li>• At the West corridor entrance</li> </ul>  |
| <b>Trains</b>                    | <p>The nearest train stations serving UHL are:</p> <ul style="list-style-type: none"> <li>• Cogan 1.3 miles <b>c 28 minutes walk</b></li> <li>• Eastbrook 1.2 miles <b>c21 minutes walk</b></li> <li>• These are serviced by Arriva Trains – Vale of Glamorgan line 3½ miles (5 km) south of Cardiff Central.</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Vale of Glamorgan</b> website link: Please see the following link for more information on trains/public transport. <a href="http://www.valeofglamorgan.gov.uk/living/transport/public_transport/trains.aspx">http://www.valeofglamorgan.gov.uk/living/transport/public_transport/trains.aspx</a></li> <li>• <b>Additional link?</b> - direct link to Arriva trains: <a href="http://www.arrivatrainswales.co.uk/Home.aspx">www.arrivatrainswales.co.uk/Home.aspx</a></li> </ul>  |
| <b>Volunteers Meet and Greet</b> | <p>The hospital is supported by the Volunteers Department's Meet and Greet service. At UHL the Meet and Greet volunteers are located in the square. They assist patients and visitors with queries by guiding them to the appropriate department or person.</p>   | <p>Michelle Fowler Volunteer Service Manager<br/>029 20744867<br/><a href="mailto:Michelle.Fowler@wales.nhs.uk">Michelle.Fowler@wales.nhs.uk</a></p>   |
| <b>WBS</b>                       | <p>Welsh Blood Services – This is an appointment only session for UHL staff to donate a pint of blood. The WBS mobile unit is on site every 3 months.</p> <p>The WBS visits the hospital the week before the planned session to make appointments for staff to attend.</p> <ul style="list-style-type: none"> <li>• Welsh Blood Services mobile unit attends UHL every three months.</li> <li>• The WBS visits the hospital the week prior to the session to make appointments for staff to give blood.</li> </ul>  | <p>Further information can be found via: <a href="http://www.welsh-blood.org.uk/giving-blood/where-to-donate/location/337">http://www.welsh-blood.org.uk/giving-blood/where-to-donate/location/337</a></p> <ul style="list-style-type: none"> <li>• 0800 25 22 66</li> <li>• 01443 622193</li> <li>• Email: <a href="mailto:donor.appointments@wales.nhs.uk">donor.appointments@wales.nhs.uk</a></li> <li>• Please consider donating a pint as we are hoping to build on the number of attendees from previous sessions.</li> <li>• WBS can be contacted on 01443622000</li> <li>• <a href="http://www.gwaedcymru.org.uk">www.gwaedcymru.org.uk</a></li> </ul> |