

Patient Information

Hostel accommodation for Moorfields patients

Moorfields' hostel is located on Mackellar Ward on the first floor of the main hospital at City Road. It is open from 9pm to 6.30am.

Your suitability for the hostel is assessed and determined by the nurse at your pre-assessment appointment. If you have any changes to your health before the day of surgery, please contact the pre-assessment clinic on 020 7566 2393.

Please note that staying in the hostel does not mean that you have been admitted to the hospital as an inpatient. There is no nursing or medical staff cover, except in emergencies. We are also unable to accommodate visitors.

Hostel facilities

- On-site warden, for assistance and advice
- Separate male and female bays, but no single rooms

- Televisions in the main waiting area
- Tea and coffee provided
- Hospital restaurant, open from 7.15am to 2.30pm weekdays for all meals – please note that you will need to pay for all food and drink yourself.
- Many local restaurants, cafes and shops within walking distance

Smoking is not permitted anywhere on hospital premises, including in the hostel.

When you arrive

The hostel is located in Mackellar Ward, which is used during the day by patients waiting for or recovering from surgery. This means that the beds on the ward cannot be used for overnight visitors until 9pm. This is so that we can clean the area and ready it for overnight visitors. Similarly, we need to prepare the ward the following morning for day visitors, so you will need to leave the bed area by 6.30am.



If you are staying in the hostel before your operation, please report to the reception desk in the hospital's main entrance between 8 and 8.30pm. The warden will collect you and escort you to the hostel. If you are staying following an operation, you will be escorted to the hostel at around 7.30pm. You will be seated in the waiting area in the ward until your bed is ready at about 9pm. The warden will show you your bed once it is ready and advise you about fire and other safety arrangements during your stay.

Please note that the warden takes a break at around 1.30am on weekdays and 2.30am at weekends. If you need emergency assistance during the warden's break, you can call them on 4347 from any phone on Mackellar Ward.

In the morning, you will need to be ready to return to the ward waiting area by 6.30am. The warden will escort you to breakfast at 7.15am when the restaurant opens. Please note that you will need to pay for breakfast. After breakfast, the warden will take you to the relevant day ward if you are due for surgery, or to main reception to return home.

Useful contacts

Pre-operative assessment clinic:

020 7566 2393

Monday to Friday, 8.30am to 6pm

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Moorfields Eye Hospital NHS

Foundation Trust

City Road, London EC1V 2PD

Phone: 020 7253 3411

www.moorfields.nhs.uk

Moorfields Direct telephone helpline

Phone: 020 7566 2345

Monday to Friday, 9am to 4.30pm, for information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.

Patient advice and liaison service (PALS)

Phone: 020 7566 2324 or 020 7566 2325

Email: pals@moorfields.nhs.uk

Moorfields' PALS team provides confidential advice and support to help you sort out any concerns you may have about the care we provide, guiding you through the different services available at Moorfields. The PALS team can also advise you on how to make a complaint.