



We look forward to welcoming you to the Centre and appreciate your understanding of necessary changes and precautions during these challenging times.

- You will be required to adhere to the Centre's COVID -19 secure procedures and follow social distancing throughout the entire facility. This will include not having any visitors.
- All current treatment periods are for 5 days only.
- Our clinical teams will be contacting you prior to admission for further information.
- Your arrival time will be confirmed the week prior to your stay, as will where to park and which building to go to on arrival. Please travel to the Centre by car as there will be no minibus service available to you during your stay.
- You will be unable to enter the building until your designated appointment time, please remain in your car until then.
- The Centre is unable to accommodate patients prior to their allocated arrival date.
- Your initial assessment by our clinical teams will have been scheduled for you and due to the additional precautions the Centre is now undertaking it will not be possible to admit late arrivals.
- Your luggage and personal belongings are to remain in your vehicle until you have checked in, with the exception of your warrant card or police identification which will be needed to be shown for security purposes.

We hope you will appreciate that during the current climate the Centre will be more limited in the additional facilities it can offer, as priority will be given to your treatment and the safety of both patients and staff.

With this in mind, the following facilities will be currently unavailable during your stay:

- The minibus service
- Utility rooms will be closed so please bring sufficient clothing for a 4 night stay
- Sports equipment, the pool & snooker tables, books and board games
- The ATM. Where possible please use a card in the bar
- The swimming pool is still under refurbishment. This will include a new hydro pool and changing areas scheduled to open in late September.
- You will receive a treatment timetable on arrival from our clinical teams which will include scheduled meal times.

Hopefully by working together, we can keep the Centre COVID free which will allow us to continue offering treatment to you and your colleagues.