



— WELCOME TO THE CLAVADEL —



## CLAVADEL INFORMATION

**Your accommodation will be charged at the rate of £495 per day, or part thereof (NOT per night) and for a minimum stay of five days.** Therefore, please feel free to join us at any time from 9.30am on arrival day to take full advantage of our facilities – your room will be ready and available to you until 7pm on your day of departure.

Ideally, patients should arrive as early as possible when checking in and aim to leave in the afternoon of their last day. This will enable us to complete a full care needs assessment at the earliest opportunity and allow for a corresponding and comprehensive discharge procedure. Later departures also provide time for any remaining physiotherapy or hydrotherapy sessions that may be booked.

**Please be aware** that should you wish to arrive later, or choose to leave earlier on your final day, we will unfortunately be unable to offer any refund or reductions to the charges as your room is made available for your exclusive use throughout the duration of your stay.

Our daily charge for accommodation includes:

- 24-hour fully qualified nursing care
- En suite walk-in shower, toilet and hand basin
- All meals & drinks inc. alcohol if your medication allows
- Personal laundry service
- One hair & manicure treatment
- Weekly wellbeing talks
- Daily newspaper
- All local & national telephone calls
- Smart TV including Sky, Sky Sports, BT Sport
- Free Wi-Fi

**We require a non-refundable deposit of £2475 to secure your accommodation for the minimum reservation period of five days.** This payment will commence on your arrival at The Clavadel and can only be refunded in the unfortunate event of your operation being cancelled or postponed.

Please note: Should your hospital discharge be delayed, we are only able to hold your room for 48 hours due to other patient bookings. We will of course do our best to accommodate your booking.

By choosing to entrust us with your care, you are joining an established group of patients who have already discovered the high clinical standards and exceptional facilities for which we are justly renowned. It is a discerning clientele that is growing exponentially.

As a result, we are experiencing an increasingly high demand for our services. With this in mind, may we respectfully suggest that any future visit is given full consideration as to the potential length of stay that may be necessary, or desirable, when placing a reservation.

We will, of course, do our utmost to accommodate any request to extend the visit during the course of your stay, but please be aware of the constantly changing availability of beds on a day-to-day basis. Therefore, if you have any doubts as to optimum duration, please don't hesitate to contact us on 01483 561944 to discuss it in further detail.

## WHAT TO EXPECT

### **6.00am - 7.30am**

Early morning refreshment (tea or coffee) can be delivered to your room if required, please ask a member of staff.

### **8.15am - 9.00am**

Breakfast is served in your room. You will be asked for your selection of breakfast on admission. Should you wish to change your choice of breakfast at any time or have any special dietary requirements, please let the team know.

### **Physio/ Hydro**

You may have a physiotherapy or hydrotherapy session in the morning as defined by your assessment on admission.

### **10.45am - 11.30am**

Morning coffee, tea and biscuits will be served to your room. Should you require these in the lounge, the roof garden or conservatory, please ask a member of staff.

### **12.30pm**

Many patients gather in the lounge for pre-lunch drinks. Do come and join us for a chat.

### **1.00pm**

Lunch is served in the dining room or it can be room service (if preferred) between 12.30-1.00pm.

### **Physio/ Hydro**

You may have a physiotherapy or hydrotherapy session in the afternoon as defined by your assessment on admission.

### **3.30pm - 4.30pm**

Afternoon tea and homemade cake will be served to your room. Should you require these in the lounge, the roof garden or conservatory, please ask a member of staff.

### **6.00pm**

Pre-supper drinks are served in the lounge.

### **6.00pm - 7.00pm**

Supper will be served in the dining room at 6.30pm, or as room service (if preferred) between 6.00-7.00pm.

### **9.00pm onwards**

Night time warm drinks will be served as required. Staff are available to assist during the night at your request.

**Please note:** Throughout the day, Ice Therapy is available in your room. Please ask a member of staff.

## **VISITORS**

At the Clavadel we have an open visiting policy so patients can welcome guests anytime during their stay.

Between the hours of 8pm and 8am the external doors are secured, therefore we ask that you inform staff if visitors wish to come between these hours.

Visitors are welcome to have morning coffee and afternoon tea and they can also enjoy lunch and supper with you. For lunch and supper you will need to make a reservation at reception the day before and a nominal fee will apply.



## NURSING SERVICES

We pride ourselves on taking a holistic, yet non-intrusive, approach to the welfare of our guests. Consequently, our high staff-to-patient ratio ensures the highest standards of nursing, whilst respecting your privacy and personal space at all times.

Immediately following surgery, you may find it difficult to assess just how much nursing support you will need in the ensuing days.

At The Clavadel, our experienced team of nurses and care assistants are on duty day and night to ensure you receive the appropriate level of post-operative care to meet your needs.

On arrival, a comprehensive nursing assessment is undertaken from which a detailed care plan can be established, and at which time all medication is thoroughly checked and secured in your room for easy access.

Our nursing staff can take responsibility for:

- Management of all of your medication or support for self medication
- Wound management, staple or stitch removal, and replacement of dressings
- Daily observations
- Direct liaison with your consultant surgeon if there are any concerns regarding your progress
- Advance planning surrounding your check-out so you may return home safely and confidently
- Our sensitive and skilled nursing care team will help you with any aspects of personal care you may require. Each day a nurse or a carer will be assigned to look after you and assist in getting you to your physiotherapy and hydrotherapy appointments unhurried.

## HOTEL SERVICES

As a guest at The Clavadel, you are guaranteed to receive the very best in pre- and post-operative care. But just as importantly, you can expect the kind of exemplary customer service that, as your body heals, will energise and rejuvenate your inner being.

Our experienced guest services team will be on hand to answer any non-clinical related questions, ensuring your stay is as comfortable as it can be. Whether scheduling one of our complimentary beauty treatments on your behalf; assisting with the facilities in your room; or simply serving a drink as you relax in the lounge – nothing is too much trouble.

And should you have any specific requirements – perhaps arranging the provision of off-premises items (such as favoured foodstuffs) – please alert a member of staff and they will be happy to assist you.

## DINING AT THE CLAVADEL

More than simply an opportunity to refuel, mealtimes are a vital ingredient in the recovery process. As a result, the Clavadel kitchens take great care in offering a carefully planned menu of delicious and nutritious fare to excite the palate and invigorate the body.

Expertly prepared, each dish contains the finest, fresh ingredients to aid recuperation and promote a feeling of general wellbeing. And while our dining room offers the ideal opportunity to socialise over a meal, room service is available for those who prefer a little privacy.

## COMPLIMENTARY BEAUTY TREATMENTS

In addition to the provision of nursing and hotel services, we can also arrange weekly hairdressing and manicure treatments which are complimentary.

### **Hairdressing**

Monday to Friday

### **Manicure**

Monday & Friday

## ADDITIONAL BEAUTY TREATMENTS

### **Podiatry**

Monday & Wednesday 10 - 1pm

£25 per treatment

This service is intended for those who are having difficulty reaching their feet during recovery and to offer information about foot pain, infections, and abnormalities. Sarah, our podiatrist, will be available to provide the treatment in the comfort of your room.

### **Massage Therapy**

Wednesday 2 - 6pm

£25 per treatment (30 mins)

As we use mobility aids to support our rehabilitation, tension can build up in the shoulder and neck region.

Our massage therapist will be available to book a massage specifically to relieve and release the muscles in this area alongside your other physiotherapy treatments.

She will be able to give the treatment in your room.



## WELLBEING AT THE CLAVADEL

At The Clavadel, we believe that wellbeing is key to the recovery process; therefore, each week we hold two complimentary talks in the afternoon.

### **Alternate Tuesdays at 4.30pm:**

#### **Holistic Nutrition**

The body needs specific nutrients during the post-op recovery phase to help accelerate healing and repair of tissue. The correct nutrients help reduce inflammation and the risk of infection as well as increasing your energy.

Discussed will be some basic guidelines and give you tips on how to get the right nourishment when your return home, followed by a Q & A session.

#### **Meditation Teacher**

The recovery process after surgery can trigger stress to the body and have an impact on the immune and nervous system. You will be guided through a series of simple breath work, mindfulness and meditation techniques to help you on your healing journey.

### **Thursdays at 4.30pm:**

#### **Clavadel Physiotherapist**

As part of our commitment to holistic healthcare, Thursday afternoons feature informal talks from a physiotherapy team member focused on easing your return home. Drawing on over 140 years of combined clinical experience, these popular information sessions provide invaluable advice on managing daily tasks – such as bending over a washing machine or getting safely in and out of a bath – by way of a series of suitable stretches and exercises.

## SUGGESTED PACKING LIST

- Comfortable, loose, casual clothing
- Underwear
- 2 x swimsuits / boxer swim shorts for hydrotherapy
- Dressing gown
- Nightdress (calf length) / pyjamas
- Slippers with backs (preferable)
- Slippers socks may be useful, they allow for swelling
- Shoes with backs
- Long-handled shoehorn
- Personal toiletries
- Toothbrush & toothpaste
- Shaver
- Hairbrush
- Books or Kindle
- Mobile phone
- Laptop / iPad
- Chargers
- Your own medication in original box with dosage label
- Repeat prescriptions
- Mobility aids, including 'grabber' (if appropriate)
- Hospital discharge letter
- Hospital prescribed medication in original box complete with dosage label

## WE SUPPLY

- Hairdryer
- Terry towelling bathrobe
- Bramley bathroom products
- Alarm clock/ phone charger in one

## DIRECTIONS

### **FROM THE WEST: GU3 1AG (Hog's Back/A31) to GU1 2JH**

Travelling east, use the Guildford and Godalming bypass/A3 before taking the A25/A32 exit towards Guildford. At the roundabout take the second exit onto Midleton Road. Continue straight, passing Ladymead Retail Park on your left. At the ensuing major traffic intersection continue straight onto Parkway, passing Premier Inn and Spectrum Leisure Centre on your left. At the roundabout take the second exit onto Boxgrove Road. At the top, turn right at the traffic lights (signposted Guildford Town Centre) onto Epsom Road. The Clavadel will be approximately 0.1 miles on the right.

### **FROM THE NORTH: GU23 6AE (Ripley Village) to GU1 2JH**

Travelling south-west on the B2215/Portsmouth Road, after 1.6 miles take the first exit at the roundabout onto Clandon Road/A247 and use the slip road to merge onto the A3 towards Guildford, leaving at the Burpham/Merrow exit. Crossing three roundabouts, follow signs for Guildford – you will pass Aldi on your right-hand side. At the fourth roundabout, continue straight. At the fifth roundabout take the first exit (Dorking/A25) onto Boxgrove Road. At the top, turn right at the traffic lights (signposted Guildford Town Centre) onto Epsom Road. The Clavadel will be approximately 0.1 miles on the right.

### **By Rail, Taxi, Bus**

Guildford main train station is on a direct line from Waterloo and is connected to Reading, Redhill, and Gatwick via the North Downs service. There is a taxi rank directly outside the station forecourt. The number 7 bus from the nearby bus terminus (approximate five-minute walk) stops adjacent to The Clavadel – ask for 'Gateways/The Clavadel' on Epsom Road.

LOOK OUT FOR OUR 'CONVALESCING COW'  
SCULPTURE 'GRAZING' OUTSIDE  
TO BE SURE YOU'VE ARRIVED!



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