

Travelling to Burrswood Health and Wellbeing

If you are coming by car, the enclosed map will help you to find us and if you have Satnav our postcode is ;

TN3 9PY. Travel information is also available on our website www.burrswood.org.uk. Should you be coming by public transport, buses run from Tunbridge Wells Station to Groombridge Green which is half a mile from us. An efficient taxi service runs from Tunbridge Wells Railway Station for which the approximate cost is £15.

Arriving at Burrswood Health and Wellbeing

In order that we are able to show you to your room on arrival, would you please plan to arrive between 2.00pm and 5.00pm; if you arrive early you are most welcome to use the public rooms whilst you wait. Our Tea Room is open every day until 4.30pm (except around Christmas). If you are arriving by car and need help with your luggage, please leave it in your car whilst registering at Reception which opens at 8.30am (9.30am on Sundays) and closes at 8.00pm Monday to Friday. On arrival we ask for a debit or credit card to pre-authorise the cost of your stay.

If you are unwell

If you are in need of medical attention there is a doctor's surgery in Groombridge, where you may register as a temporary resident. The nurses on the reablement unit may be able to provide medical attention *in an emergency only*, but we regret that our registration prevents them from providing any routine medical or nursing care for non-patients. Should you need urgent medical attention, you may access the emergency services by calling 999. **Alternatively you may ring NHS Direct 111 for advice.**

Meals

Buffet style Breakfast will be served between 8am and 9.30am, Lunch at 1pm and supper at 6.30pm and are served in the main dining room but room service is available at an additional cost of £5 per meal. Tea and coffee making facilities are provided in all rooms. If you are staying on a full-board basis we would be grateful if you could give notice to the Hospitality staff if a meal is not required. We are happy to accommodate your friends and family for lunch or supper; please note your guests should be booked in advance and a charge of £15.00 per person for each meal will be added to your final invoice

Diets

Our experienced chefs are able to cater for vegetarian, diabetic, low fat, wheat and dairy free diets. Whilst we will endeavour to accommodate other requests, we very much regret that we cannot respond to very specific dietary requirements and may need to make an additional charge if we supply specifically branded goods.

Telephones

There is a direct dial telephone in each room, calls from which will be charged according to the time of day and area you are calling. You can check your telephone account with Reception at any time during your stay. Please note that the signals for most mobile providers are limited in this area. Your family and friends are welcome to ring you here on 01892 863637 using a direct line to your room extension.

Laundry

We have our own laundry and can offer this service from Monday to Friday. Please complete a laundry request form which is available in your room, placing linen in the laundry bag provided.

Internet Access

All guest rooms have internet access. Please bring your laptop or mobile device with you if you wish to use the internet. We regret that we cannot provide equipment for internet access.

Newspapers

If you would like newspapers during your stay, please order them from Reception when you arrive for delivery to your room each morning.

Smoking

Burrswood Health and Wellbeing operates a 'no smoking' policy within the buildings, and includes the use of E-cigarettes but you are welcome to smoke in the grounds using the external 'ashtrays', or use the dedicated screened smoking area on the far eastern end of the buildings, across the lawn.

Wheelchairs and other electrical equipment

Wheelchairs and a reasonable amount of other electrical equipment may be brought if it is in good condition. You may NOT bring extension leads or multi-way adaptors, but these can be loaned on request. Wheelchairs must not be left where they block corridors or emergency escape routes, and electrical cable must not cause a trip hazard. Electrical equipment must not be kept on bedclothes where it could create a fire risk. We reserve the right to decide on the condition of equipment and to move or remove equipment for the safety of yourself and others.

PLEASE NOTE: that we reserve the right, for the benefit of other guests, patients, visitors and staff to insist that anyone causing a danger or a nuisance to others should leave the premises immediately and not return. We will not tolerate any form of abusive behaviour.

Pets

We regret that pets, other than guide dogs, are not permitted at Burrswood Health and Wellbeing

Chaplaincy/pastoral care

Guests may request the opportunity for pastoral care from our Chaplaincy Team. If you would like this service, please complete the slip which is kept in the front of the information folder in your room and return it to Reception.

Services for guests from our Outpatient Department

(Available Mondays to Fridays - dial 2500. Our list of charges is available from outpatient reception).

Massage

Relaxing massage is available by appointment and is provided by our own masseuse who is a member of the Association of Complementary Therapists.

Hydrotherapy and Physiotherapy

Outpatient appointments may be available for guests. Please provide a GP/Consultant letter of referral to use this facility and phone Outpatients Reception before your visit to make a booking.

Counselling

An initial one-off counselling assessment can be booked through our Outpatients Counselling service (ext. 2329).

Transforming lives through whole person care

Beautician and Hairdressing

Appointments are available on a Monday for Bespoke Beauty **BUT** must be booked prior to arrival
For a list of services and prices please call Admissions and Reservations or book direct with Bespoke Beauty on ;
07785 797443.

Hairdressing can be booked with our visiting Hairdresser on a Wednesday via Reception

** Please note that charges for Bespoke Beauty are paid directly to the practitioner, and charges for the Hairdresser will be added to your bill at Reception.*

Departure

In the interests of incoming guests, would you kindly vacate your room by 10.00am on the day of your departure. After you vacate your room you are welcome to use the public areas, the main drawing room or guests' sitting room until you leave. Please settle your account on departure. For those staying for more than a week we will invoice weekly.

Satisfaction

Everyone hopes that you will find your time with us peaceful and refreshing. If, however, you are not entirely happy with any aspect of your stay, please ask to speak to our Quality and Compliance Coordinator. It is our aim to constantly improve our service to guests; therefore we invite you to complete an Friends and Family form which you will find in the information folder in your room.

**The Dorothy Kerin Trust, Burrswood, Groombridge,
Tunbridge Wells, Kent TN3 9PY
Telephone: 01892 863637 www.burrswood.org.uk
Company no. 45692803
Registered Charity no. 1095940**

Burrswood
Health and Wellbeing



Guest Accommodation



Useful Information for Guests

We look forward to welcoming you to our guest accommodation and are delighted that you have chosen to stay with us. To help make your time with us as comfortable as possible may we draw your attention to the following information.