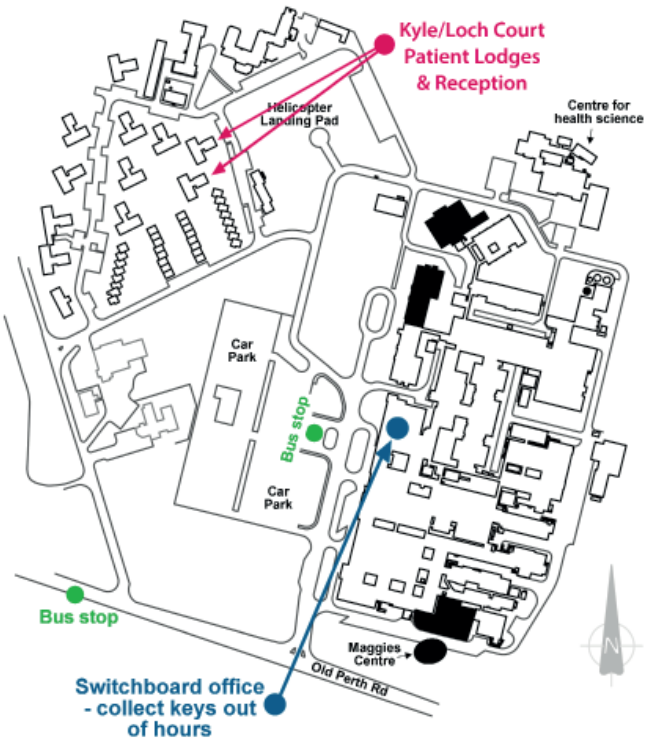


**Useful Information**

- Main dining hall**, Raigmore Hospital : Mon - Fri 8am - 3.30pm 4 min walk
- Highlands Table**, Main Entrance, Raigmore Hospital : Mon - Sun 8am - 6pm 4 min walk
- Chit Chat Cafe**, Culcabock Road : Tue - Sat 9am - 5pm 7 min walk
- Tesco** (+ Cafe/Post office), Inshes Retail Park : Mon - Sun 9am - 6pm 14 min walk
- Royal Voluntary Service Shop**, Main Entrance, Raigmore Hospital  
Mon - Fri 7am - 7.45pm / Sat - Sun 10am - 4.45pm 4 min walk
- McColl's Convenience Store**, Culcabock Rd : Mon - Sat 7am - 10pm 4 min walk  
Sun 8am - 10pm
- Aldi Supermarket**, Inshes Retail Park : Mon - Sat 8am - 10pm 16 min walk  
Sun 9am - 8pm
- McDonalds**, Inshes Retail Park : Mon - Sun 6am - 12 am 16 min walk

**Map of Raigmore Campus**



Issue No. 3 | Date of Issue May 2023 | Review Date May 2025  
 Devised by Antonia Ward/Maria Hussain. Approved, Esther Dickinson QI Team

May NC23-00157



# Welcome to Patient Lodges Kyle Court and Loch Court



Patient accommodation Ext. 5560  
Accommodation Manager Ext. 5080

## Patient Accommodation

NHS Highland is proud to offer accommodation for patients who need to travel long distances to attend appointments at Raigmore Hospital. We have a selection of warm and comfortable flats to cater for different needs.

The majority of our flats contain en suite single and twin rooms, and single rooms with shared toilet and shower facilities.

We have two self-catering family flats and ground floor flats with disabled access. On the ground floor in each lodge there is a lounge, dining room, kitchen and laundry (token/coin operated machines).



### Please note:

Smoking and alcohol is forbidden on NHS Highland grounds.

## Payment

Patients who meet the patient lodge (Kyle Court and Loch Court) criteria can have their stay claimed through Highland & Islands Travel Scheme (HITS).

A maximum of 2 nights can be claimed for escorts who meet the criteria. All other stays are £36 per person per night. Please check eligibility with the office staff.

**Please note:** There are no nursing staff in Patient Lodges (Kyle Court and Loch Court), or in the self-contained properties, and no staff on duty in the court's overnight between 4pm and 8.30am, Saturday or Sunday, or on public holidays.

## Arrival

Between 9am and 3:45pm the accommodation staff will welcome you to the Patient lodges. Rooms will be available after 1.00pm, but we are happy to store your luggage until your room is ready.

After 4.30pm and at weekends the keys are collected via Security by attending Switchboard located opposite the Main Entrance door to the hospital.

## Departure

Unless special arrangements have been made, please check out by 9am and return keys to the Accommodation Office. You are welcome to leave luggage in the office for collection before 3.45pm.

If you are leaving out of hours; please post the key through the out of hours key deposit box located at the entrance of Kyle Court or the letter box at the Accommodation Reception. Please **do not** return keys to the hospital.

## Telephone

Each flat has a telephone to allow you to contact the ward/department you are attending. Incoming calls may also be received via the switchboard (01463 704000).

Wifi is available in Kyle Court only. You can find the password on the notice boards at the front entrance or in the sitting room.

### For Emergencies dial 999

For any other enquiry please contact switchboard - dial '0' and ask for operator.

## Catering

Patients are provided with meal vouchers for breakfast and lunch, which can be used in the hospital restaurant, located in Zone 9.

Dinner vouchers are 'snack pot' vouchers which can be redeemed at The Highlands Table (café). This is necessary due to the main restaurant closing at 3:30pm on weekdays.



The hospital restaurant is closed on weekends. We provide vouchers for lunch/dinner for Saturdays and Sundays which can be used at The Highlands Table.

Escorts are not issued with vouchers for meals.

## Travel

The number 2 and 3 buses from the bus stop in the Raigmore concourse takes you into the city centre. It takes 30 mins to walk into the city centre.

