

# Notes of Guidance for Residents of A - Block

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Staff Residences  
Mountain Hall Treatment Centre  
Dumfries  
DG1 4AP

**IMPORTANT INFORMATION**

Any costs incurred in respect to additional cleaning or damage and vandalism will be charged to the occupant. You are responsible for your behaviour and that of any guest, and you have a shared responsibility for communal areas in accommodation. This will include a share of costs for non-attributable damage. NHS Dumfries and Galloway has set minimum charging tariffs depending on the nature of the incident, details below.

Your involvement in an incident may be reported under regulations laid down by the General Medical Council/General Dental Council/Code of Conduct including the Fitness to Practice process.

**The minimum tariffs are :**

Replacement key (lost / unreturned)	£50
Leaving the house in an unacceptable state / additional cleaning required	£100
Damage to any of the structural integrity of the house or the block actual cost of rectification, minimum charge levied	£250

Damage to any property within the Residences - actual replacement cost plus management / administration fee

Any damage caused, deemed to be of a deliberate nature has the potential to result in disciplinary proceedings being raised.

**NO SMOKING**

Smoke free NHS Dumfries and Galloway – smoking is not permitted in any area of the Staff Accommodation, buildings, vehicles or grounds.

**RESIDENCE MANAGER**

The Residence Manager can be contacted on internal extension 33343, or from outside on 01387 241 343. Out with normal office hours, assistance can be obtained from the switchboard by dialling 01387 246 246.

## FIRE PRECAUTIONS

Fire is potential hazard to everybody. It is the duty of every resident to be conversant with the Fire Regulations and to prevent and report any possible fire hazard. Fire Action Notices placed at various points throughout the residence should be carefully studied and procedures learnt.

You must know the exact location of the fire extinguishers which are located in your Flat. Should you require to use the extinguisher you must report its use to the Residences Manager, or outside office hours, to the Duty Manager through switchboard immediately...

Any fire, however small, must be reported.

It shall be the duty of the occupier to keep the common property and areas free from:-

- a Any combustible substances
- b Anything which might obstruct exit from and access to the property in the event of a fire

### Some do's and don'ts of fire safety .....

#### DO

- Report any faults with fire equipment
- Open windows when you are cooking and keep kitchen doors shut
- **Exit the building whenever you hear the fire alarm**

#### DO NOT

- Tamper with fire safety equipment
- Leave cooking food unattended
- Prop/wedge open or obstruct fire doors
- Burn candles, incense or joss sticks
- **Ignore the fire alarm**

## USE OF ELECTRICAL EQUIPMENT

**Prior to using any electrical equipment it should be subject to a thorough visual inspection, under no circumstances should you use any electrical equipment that is damaged or that you suspect to be faulty.**

- Do not use, or touch with wet hands, electrical appliances that are plugged in and switched on.
- Do not stretch flexes on portable electrical appliances.
- Do not use plugs, sockets or adaptors that are loose, cracked or have signs of charring or overheating.
- Do not use electrical appliances with frayed flexes.
- Do not use portable heating appliances.
- Do not use electrical appliances which you suspect are faulty.
- Do not remove plugs by pulling flexes.
- Do not dry dish towels etc on oven doors.
- Do not place electric kettles on radiant rings of electric cookers.
- Do not take portable electrical appliances into bathrooms or showers.

## **CLEANLINESS OF ROOMS**

There is no domestic cleaning service.

The cleaning of all areas in the flat i.e. bedrooms/kitchens/toilets/bathrooms and the care of the contents is the responsibility of the occupants. You need to ensure that you leave your bedroom and the shared facilities in an acceptable level of cleanliness after use. A vacuum cleaner and a supply of cleaning equipment is provided for residents to use.

Further supplies of cleaning materials are the responsibility of the residents.

The cleaning of the communal laundry will be carried out once a week by the Facilities and Support Services Staff. All properties must be left clean with original furniture and fittings in place. Any damage must be made good before departure. A charge may be made for any additional cleaning or removal of refuse after your departure.

## **REFUSE**

Residents are responsible for removing refuse from the flat. Please tie all refuse in bags and dispose of in one of the large bins in the residences car parks. D&G Council do not operate kerbside recycling.

## **LINEN and TOWELS**

Bed linen is not provided. Towels are provided. Used towels should be left in the trolleys provided in the laundry facility (Ground Floor, A10). additional towels will be available for you to collect from the Blue Linen cupboard in the laundry facility.

## **LAUNDRY FACILITIES**

There is a free to use laundry facility on site on the ground floor of Block A10, enter by the Home Warden's door; your Yale type key opens this door. Residents must supply their own washing powder / liquid. Please ensure that this area is left clean and tidy.

## **WATER SUPPLY**

In the interests of maintaining water quality and preventing stagnation and in compliance with the NHS Board's policy, all taps must be run for a minimum of 2 minutes each day. Please ensure all taps are run including baths, showers and wash-hand basins.

## **DAMAGE TO PROPERTY, DECORATION AND ALTERATIONS**

Any costs incurred in respect of damage caused, other than by fair wear and tear, will be charged to the occupant. Residents must not transfer items of furniture and fitting or fabric. Any requests for changes or alterations or additional equipment must be made to the Residences Manager. If you need to report a repair please contact the Residences manger who will arrange to get the problem fixed. Repairs are normally carried out by staff form the in house Estates Dept.

## **ENTERTAINMENT OF VISITORS**

The residences are private and the bedrooms are for single accommodation only. Rooms are only permitted to be used for their designed occupancy level by the person named in the Residence Agreement.

Residents will be responsible for the conduct of their visitors and care and consideration should be given to others occupying the residences,

It is the resident's responsibility to ensure that their guest is familiar with fire precautions and what to do in the event of a fire.

## **ACCESS AND INSPECTION OF ROOMS**

The Residences Manager and Facilities and Clinical support staff have a reasonable right of access to all accommodation in the execution of their duties. This includes preparing rooms for residents and in turn the maintenance of furniture/fittings and fabric.

If access is required to the accommodation it will be carried out by NHS Dumfries and Galloway staff members or competent staff who have been suitably inducted and managed whilst they undertake their duties.

## **LICENCING OF TELEVISION SETS**

The residences are covered by the NHS Dumfries and Galloway site-wide TV licence.

## **BEHAVIOUR AND MISCONDUCT**

Any breach of these guidance notes or other serious misconduct may result in the termination of the resident's accommodation. The following are examples of such misconduct: theft, illegal possession of drugs, illegal possession of firearms or replica's, violent behaviour and/or offensive behaviour, non payment of rent, repeated un-cleanliness of rooms, persistent noise, tampering with fire equipment, tampering with telecommunication/Wi-Fi equipment, etc.

## **NOISE**

Residents are required to keep noise to a minimum at all times in consideration for other who may be sleeping or studying. This includes adjoining accommodation and surrounding neighbourhood. Letters of warning will be issued from the Residences Manager should there be an issue with Noise nuisance.

## **POSTERS**

Posters are not permitted.

## **SECURITY**

Residents are responsible for the security of their accommodation. Keys should never be given to others to gain access. All flat doors must be kept locked. When leaving a room unoccupied, lock all doors and close all windows.

## LOST AND FOUND PROPERTY

NHS Dumfries and Galloway does not accept liability for goods lost or damaged on NHS premises, whatever the cause, unless negligence by NHS Dumfries and Galloway can be attributed to the loss. Any losses should be reported as soon as possible to the Residences Manager with all details given at that time. The appropriate Procedure will then be followed.

Staff are advised not to leave bags, wallets, purses etc unattended and, if at all possible should refrain from carrying valuables or large sums of money. All residents should also ensure that they have appropriate insurance in place to cover against the loss of their belongings. Any items found should be handed in to the Cashier's Office in the Atrium of the new hospital.

## BUS SERVICE

There is a frequent bus services serving the hospital. The nearest bus stop is opposite the rear entrance to the hospital dining area across from the residences blocks. Local timetables can be viewed online

## CARS, CYCLES AND MOTORCYCLES

Residents are particularly requested to use the official parking facilities for cars and motorcycles. Cycle sheds have also been provided and a key can be obtained from the Cashier's Office, DGRI. Cycles must not be taken into the Residences. Please remember to lock your car or cycle as the hospital cannot accept responsibility for loss or damage. Limited parking is available at the residences. Please do not park on double yellow lines or obstruct the roadways.

## DINING ROOM FACILITIES

The cafe in the hospital, serving soup sandwiches and baked potatoes, is available at the following times.

Monday to Friday 09.00 – 15.00

## PETS

Residents are **not allowed** any pets in their accommodation, with the exception of guide or hearing dogs.

## MAIL

Personal mail will be delivered to the mailroom within Mountainhall Treatment Centre. This is located on the ground floor, in the therapy corridor, adjacent to the cafe. If your badge does not give you access to the mailroom please email [dg.idbadges@nhs.scot](mailto:dg.idbadges@nhs.scot). Please give your address as:

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