

# WHO'S WHO AT THE MTI



Matron -  
Laura Bale



Deputy Matron -  
Susan Williams



Senior Staff Nurse -  
navy blue uniform



Staff Nurse - royal  
blue uniform



Care Team  
Manager -  
turquoise uniform



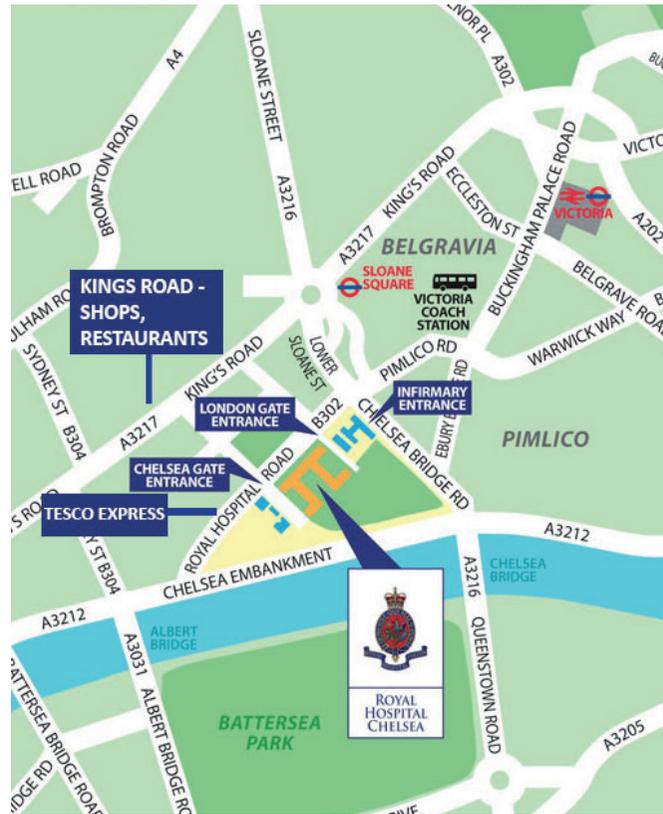
Care Assistant -  
blue & white  
striped uniform



Housekeeping -  
purple striped  
uniform



Porter - navy  
blue polo shirt



## CONTACT US

Margaret Thatcher Infirmary (MTI)  
The Royal Hospital Chelsea,  
Royal Hospital Road,  
London,  
SW3 4SR

Reception: 020 7881 5448

Email: [margareththatcherinfirmary@chelsea-pensioners.org.uk](mailto:margareththatcherinfirmary@chelsea-pensioners.org.uk)

Website: [www.chelsea-pensioners.org.uk](http://www.chelsea-pensioners.org.uk)

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## ROYAL HOSPITAL CHELSEA



# VISITOR INFORMATION

MARGARET THATCHER INFIRMARY



## WELCOME TO THE INFIRMARY

Welcome to the Margaret Thatcher Infirmary - the Royal Hospital Chelsea's care home with nursing. Whether you are a regular visitor or are visiting a Pensioner here for the first time, we hope you enjoy your time with us. If you are visiting in difficult circumstances, we hope you feel supported by the staff, who will make every effort to make you as comfortable as possible.

This booklet is designed to give you some useful information to make your stay more enjoyable.

However, if you have any further questions please do not hesitate to ask a member of staff. Nurses and care assistants are on duty 24 hours a day (see overleaf for how to recognise them) and there is always a Duty Matron on site; please ask a member of staff if you wish to speak to them.

We wish you a very pleasant visit.

With warm regards,

*Laura Bale*

Laura Bale  
Matron, Director Care Services

## GENERAL INFORMATION

### On arrival

When you arrive at the Infirmary, please report to the Reception Desk to sign in as this is for security and fire and evacuation purposes. You will also be provided with a visitor's badge that we ask you to display throughout your visit.

### Accommodation

The Royal Hospital Chelsea has a limited amount of accommodation available for visitors for stays of up to three nights for a small charge. Rooms for guests can be booked directly by Pensioners through the Almoner or by emailing [margareththatcherinfirmary@chelsea-pensioners.org.uk](mailto:margareththatcherinfirmary@chelsea-pensioners.org.uk).

### Discussing Pensioner needs

If you wish to discuss any aspect of the health and care needs of the Pensioner you are visiting, please speak to a member of ward staff who will be happy to discuss, with the permission of the Pensioner concerned.

If further information is required on any aspect of care at the Infirmary, the ward staff can refer you to the Matron or Deputy Matron. You can also make an appointment with them at any time by using the contact details on the back of this leaflet. Captains of Invalids and the Chaplain are also available to discuss Pensioners' welfare or spiritual needs. Please ask a member of staff or use the contact details on the back of this leaflet to make an appointment.

### Compliments and complaints

We welcome both; please see information on ward noticeboards for further details and please report any concerns to a member of staff on duty.



## FOOD & REFRESHMENTS

Staff members are always happy to make teas and coffees for Pensioners and their visitors. Please ask a member of ward staff during your visit.

There is also an on-site café located within the Infirmary building selling hot drinks, cakes, sandwiches and a selection of hot foods. The café is open from 7am to 4.30pm on weekdays and from 9am to 4.30pm at weekends.

Outside of these hours, there are a number of nearby shops and restaurants that are highlighted on the map overleaf.

### Pensioner meal times

Breakfast for Pensioners is served from 8am, lunch at midday and an evening meal at 5pm. If you will be taking a Pensioner for a meal at the café or an outside restaurant, please let a member of staff on the ward know.

## ACTIVITIES & EVENTS

The Infirmary has a bustling social activities and events calendar throughout the year. We strongly encourage family, friends and guests to join Pensioners participating in activities held during their visit.

### Friends & family newsletter

To receive the regular newsletter giving updates on life at the Infirmary alongside a weekly activities schedule, please contact us on the email address overleaf.

