

# How to book your bath

The reservation can be made by an individual client, relatives, carers or professionals.

The service is open from 9am to 4pm Monday to Friday. The first booking will start from 9am at hourly intervals to enable the staff to deliver the service and clean the bathroom between each client. Please be advised that you must be in and out of the bathroom within your allocated time slot.

The last booking of the day will be at 3pm  
(This may change depending on the demand)

Contact Diane Smith  
Day Service Manager on 0151 632 3381  
to make your booking

## Payment

Made in advance by cheques, debit card or direct debit. Receipt will be given to you once payment in received.

## Other Services

Cottage Day Services offers day care from Monday to Friday between 9am and 4pm. It is a well-loved and valued community service.

For further information about Hoylake Cottage and the services we offer visit our website:  
[www.hoylakecottage.org.uk](http://www.hoylakecottage.org.uk)

We look forward to meeting you and hope that you will enjoy your short visit to Hoylake Cottage

## What will it cost?

The cost of this service is £15 per bath.  
You will have access to one or two healthcare assistants depending on your needs.

## Cancellations

**If you cancel your booking within 48 hours of your appointment you will not receive a refund.**



# Bathing Service

Monday - Friday  
9AM - 4PM

0151-632-3381

[www.hoylakecottage.org.uk](http://www.hoylakecottage.org.uk)

# About the Service

Having a bath is something we all take for granted until we cannot do this for ourselves. As we get older there are many reasons why our independence is challenged and we need help from others. In response to the demand for high quality personal care, Hoylake Cottage now operates a bathing service open to all Wirral residents.

The new facility is situated in the Old Hoylake Cottage building (adjacent to Deneshey Road) within Cottages Day Services which has a newly refurbished private bathroom area separate from the main day services with specially adapted bathing and toilet facilities to meet the needs of most people. We also have additional lifting equipment which will enable staff to get you into and out of the bath safely and comfortably.

All staff have received manual handling training and are competent to provide this service. The service is open to all Wirral residents, but we will have to assess your personal care needs prior to accessing the service. However we are confident that we will be able to meet most people's requirements.

We are happy to discuss any specific special needs at the booking stage.

# What you can expect from the staff

- You will receive a pleasant welcome to the unit
- Staff will check your booking
- You may have to wait a short while until the previous client has vacated the bathroom and the staff cleaned the bathroom ready for the next client
- You will be escorted into and out of the bathroom
- All staff have been trained to provide this service to you safely and professionally
- Any special requirements will have been identified prior to you receiving this service
- If you have any problems the staff will be more than happy to help resolve them.



# What is included in the price

- An initial assessment of your personal care needs
- A manual handling risk assessment to ensure the staff are able to move you safely from one area to another and in and out of the bath
- We will provide fresh towels and competent staff to enable you to have a bath
- Staff will assist you into the bathroom, help you undress, place you in the bath and help wash you whilst you are in the bath
- When finished they will help you out of the bath, assist you to get dry and help you dress
- They will return you to the main reception area to wait for your relative to collect you
- Tea, coffee or juice are available should you wish to have a drink whilst you wait

# What is not included in the price

- Hoylake Cottage will not provide you with toiletries
- You are required to bring your own soap, shampoo or creams
- Transport to & from Hoylake Cottage is not provided