



Patient Clothing & Toiletries

Ward Guidance

Does a patient require clean clothes and/or toiletries?



Ward contacts the family/friend/carer to advise patient requires clean clothing and/or toiletries.

If the patient does not have a contact or their family/friend/carer is isolating please contact the Patient Experience Office on 029 20745692 or email pe.cav@wales.nhs.uk

Provide the family with the days and times the drop off service is available:

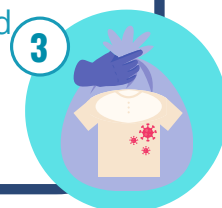
UHW at Macmillan Information Centre, Concourse
Monday, Wednesday & Friday 10am-2pm
UHL at Reception desk, Main Entrance
Tuesday & Thursday 10am-2pm



Ward to ensure soiled clothing is bagged in soluble laundry bag and clearly labelled with an addressograph.

PLEASE ENSURE THERE IS ONLY CLOTHING IN THE BAG.

We will be unable to accept any items not packed in this way.



Ward keeps items until the day of collection when a Patient Experience Support Worker or Volunteer will collect the filled, sealed and labelled soluble laundry bag and replace with clean items brought in by family/friend/carer to the drop off point.



Volunteer or Patient Experience Worker will hand over the soiled items with soluble laundry bag washing instructions to the family/friend/carer.

We cannot accept soiled clothing in advance under any circumstances

