

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 criteria can have their stay claimed through the Highlands and Islands Patient Travel Scheme. A maximum of 2 nights can be claimed for escorts who meet the criteria. All other stays are chargeable per person per night. Please check eligibility and current rates with the office staff.

Payments are paid in advance (we have a no pay, no stay policy) - call any of the office numbers with your bank card details

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 3:30pm 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.

Collection of keys out of office hours

After 3.30pm and at weekends the keys are collected via Security, by attending Switchboard, located by 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.

Returning keys

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 letterbox at the accommodation office. **Please do not return keys to the hospital.**

PLEASE NOTE; you may incur charges if keys are not returned in the appropriate manner/time.

Telephone

Each flat has a telephone to allow you to contact the ward or department you are attending. Incoming calls may also be received via the switchboard.

For Emergencies dial 999

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

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.

Catering

Vouchers are provided which can be used for breakfast, lunch and dinner (escorts are not issued with vouchers).

On weekdays, vouchers can be redeemed at the Raigmore Food Hall (An Talla-Bidh). This is not open at dinner time, but vouchers can be used for takeaway dinners before closing. See Food Hall opening times and location of the restaurant in Zone 9 of Raigmore Hospital.



On weekends, vouchers can be redeemed at the Highlands Table cafés. See café opening times and their location at the main and outpatient entrances to Raigmore Hospital.

nhshighland.scot.nhs.uk/raigmore-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.



Nearby Shops & Cafes

Royal Voluntary Service Shop, Main Entrance, Raigmore Hospital
Mon - Fri : 7am - 7.45pm / Sat - Sun : 10am - 4.45pm

Tesco Extra (with Post office), Inshes Retail Park. 6am to midnight daily

Morrisons Daily, Culcabock Rd. Mon - Sat : 7am - 10pm
Sun : 8am - 10pm

Spar at Shell Fuel Station, Culcabock Road. Mon - Sat : 5am - 10pm / Sun : 7am - 10pm

Aldi Supermarket, Inshes Retail Park : Mon - Sat : 8am - 10pm / Sun : 9am - 8pm

McDonalds, Inshes Retail Park : Mon - Sun : 6am - 12 am

Costa Coffee, Inshes Retail Park. Mon-Fri : 6.30am-9pm / Sat : 7am-9pm / Sun : 8am-9pm

Brewers Fayre, Inshes Gate. Mon-Fri : 6.30am-11pm / Sat : 7am-11pm / Sun : 7am - 10.30pm

Map of Raigmore Campus

