

Visitors Guidelines



Visitors are most welcome to our hospices at any time. We hope the following guidelines are useful.

On arrival

There is free car parking at all our sites although spaces are sometimes limited.

Volunteers staff our reception desks between the hours of 9am to 7pm. They are there to welcome you and provide beverages throughout your visit.

Please 'sign in' the visitors register and we respectfully ask that you help us to maintain Pilgrims' high standards of care and cleanliness by using the alcohol gel provided.

On departure

At the end of your visit please ensure you 'sign out' the visitors' book and again use the hand gel provided.

Visitors

The number of people visiting a patient at any one time should ideally be no more than four. If you would like more people to visit, please speak to the nurse in charge. Children are welcome on all sites under the care of a supervising adult.

Pets

We are aware that for some people pets are treasured members of the family. If you would like to arrange for a pet to visit a patient, please speak to the nurse in charge.

Refreshments

Beverages are available for visitors to the hospice. For visitors staying for prolonged periods with loved ones, light snacks are available. Please speak to either a volunteer or the nurse in charge to arrange this.

Smoking

The smoking lounge is for patient use only.

Visitor conduct

To enable our staff to care for our patients in a safe environment, the hospice operates a Zero Tolerance Policy. If visitor behaviour is considered to be inappropriate, staff will ask visitors to leave.

Do you wish to know more?

Further information is available about the hospice in the reception area in our Statement of Purpose.

Alternatively please visit our website at www.pilgrimshospice.org

You are also welcome to phone the hospice where a member of staff will be able to assist you further.

Useful contact numbers

Canterbury Hospice

Main Hospice number – 01227 459700
Patient Trolley Phone – 01227 761813
Ward Number – 01227 812627

Thanet Hospice

Main Hospice number – 01843 233920
Patient Trolley Phone – 01843 230011
Ward Number – 01843 233932

Ashford Hospice

Main Hospice number – 01233 504100
Ward Number – 01223 504112



56 London Road, Canterbury
Kent CT2 8JA

☎ 01227 812624 with voicemail
or ☎ 01227 459700

Hythe Road, Willesborough
Ashford, Kent TN24 0NE

☎ 01233 504115 with voicemail
or ☎ 01233 504100

Ramsgate Road, Margate
Kent CT9 4AD

☎ 01843 233924 with voicemail
or ☎ 01843 233920