

Cash and valuables



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If you have brought cash and valuable items into hospital we suggest that you give them to your family or a friend to take home.

If you are unable to do this, the Trust has a cash and valuables system that can look after your cash and items of value. This leaflet explains the steps to follow.

Depositing cash and valuables for safekeeping

Cash and valuables bag

The cash and valuables bag contains the following:

- white address card
 - orange receipt card
 - sticky label
 - security numbered seal.
1. Remove the contents of the bag and check that the security numbered seal matches the number on both cards and the sticky label.
 2. Complete the information on the white address card and orange receipt card as follows:

White address card

Name

Hospital number

Your signature

Ward name

Date

Staff signature

Orange receipt card

Name

Hospital number

Ward name

Date

3. To save completing the details by hand an adhesive label with your name and hospital number may be available from a member of staff, please ask.
4. Place white address card in the window of the bag facing outward. This will show your details clearly on the outside of the bag.
5. Place the items you wish to deposit for safekeeping in the bag. Remember to keep a small amount of money on the ward during your hospital stay to buy newspapers, magazines and other small items.
6. When all of your items are in the bag and your details are clearly shown in the address window, you can seal the bag.
7. Close the zip on the bag.

Check that the number printed on the seal matches the number printed on the address card, the orange receipt card and the sticky label.

After checking that all the details match, place the seal in the slot with the number facing outward. This seal will click into place and will not be broken until your items of value have been returned to you.

A member of staff will **place the sticky label in your hospital records**. You will need to keep the orange receipt card along with this information

leaflet in a safe place. The card must be shown to a member of staff when you wish to collect your items of value.

Collecting your cash and valuables

1. Valuables can only be collected on: Monday to Friday from 9am to 4.15pm.
2. If you are due to be discharged during the hours mentioned above, please give the member of staff at least one hour's notice of your wish to collect the cash or valuables. If however, you are due to be discharged outside of these hours please inform the member of staff that you have cash and valuables that you wish to collect **as soon as possible**.
3. When a member of staff offers to collect your bag, sign the section marked 'Authorisation for collection' on the orange receipt card and give it to the member of staff.
4. They will then collect your bag and return it to you with the seal in place.
5. When the bag is returned to you, check your name and that the number printed on the seal matches the number printed on the address card in the window. If they don't match, return the bag to the member of staff - **do not attempt to open the bag**.
6. If your name appears on the address card in the window and the seal numbers match, break open the zip and remove your items of value. By doing this you will break the security seal.
7. When you have removed your items, take the white address card and sign the section marked 'Confirmation of receipt'.

The card must then be placed inside the bag and handed back to the member of staff.

8. Once returned the bags are prepared for another patient to use.

Your questions answered

What if I need something from my bag or would like someone to take my valuable items home?

You will need to tell a member of staff and follow the instructions above 'Collecting your cash and valuables'. If you wish to deposit your items again, you will need to start a new bag and follow the system as shown overleaf.

What if I break the seal (having forgotten to place an item in the bag) or spoil the cards inside?

Explain to a member of staff who will take the cards and the bag away and bring you a new one.

What if I am moved to another ward?

Your cash and valuables bag has been noted in our hospital records and these will follow you throughout your stay in hospital. When you wish to have your bag returned, follow the instructions for 'Collecting your cash and valuables'. If however, you are unwell and unable to take care of your belongings they will be held securely until you are able to arrange collection.

What will happen if I lose my orange receipt card?

A record of your cash and valuables being deposited will have been made in your hospital records. When you wish to collect your cash and valuables, inform a member of staff who will make the necessary arrangements for collection.

Disclaimer

Please be reminded that Royal Cornwall Hospitals NHS Trust does not accept responsibility for the loss of, or damage to any:

- valuables
- cash
- personal property

Which is not deposited for safekeeping.

If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690

