

Keeping your property and personal items safe whilst in hospital

Patient Information



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Our Values

**People at
the Heart**

**Listen and
Involve**

**Kind and
Respectful**

**One
Team**

What should I bring with me to hospital?

- All the medicines you are currently taking
- The repeat prescription list that you get from your GP
- Your 'This is me' book (if you have one)
- Your walking stick or any other aid
- If you wear them, your glasses, hearing aids and dentures, together with any of their storage cases
- Toiletries, including toothbrush, toothpaste, soap, flannel and towel. Wet wipes may also be useful
- Nightwear, dressing gown, underwear and slippers
- Comfortable clothes to wear during the day.

Please clearly label all your property - this will help to keep it safe.

What you must do to safeguard your property whilst in hospital.

- **Tell staff if you think that you may find it difficult to look after your own property.**
- **Limit** the quantity and value (**both monetary and sentimental**) of the property you bring into hospital.
- Leave electronic devices at home, or keep them with you at all times; they are prone to accidental damage and are more likely to be a target for theft.
- Labelling your property will help to keep it safe
- **Hand over** any valuables to staff for safekeeping. Example: money.
- **Tell staff** if there are any significant changes to the property you have with you on the ward.

You should carefully check your property before you leave hospital, and tell a member of staff if anything is missing.

Depositing Items for safeguarding.

All items deposited will be checked and recorded as seen - e.g. yellow metal ring with one clear stone - by two members of staff.

A triplicate form is signed by two members of staff and by the patient or their representative, and a copy is given to the patient.

Any money handed in for safekeeping can only be returned within the Cashier's office opening hours, 09.00-16.00.

What to do if property or personal items are missing.

Tell a member of staff if anything is missing.

The ward staff are responsible for conducting a search for your property and will undertake a more thorough investigation if the item cannot be found.

Safeguarding your property and personal items.

We take all reasonable steps to keep your property safe and minimise the risk of loss or damage.

We expect you to take responsibility for looking after your own property while in hospital. It is important you tell us if this is going to be difficult.

You are encouraged to limit the quantity and value of the property you bring into hospital. Labelling your property will help to keep it safe.

We can not take full responsibility for any property unless it is handed over to staff for safekeeping.

We have facilities for safekeeping your valuables, but we do not have facilities to lock away other items of property.

You will need to sign a form if you decide to keep your property with you. This will include money and any jewellery you are wearing.

We do not routinely record each item of clothing you bring into hospital, because they are frequently taken home and replaced throughout the hospital stay, and it is unreasonable to expect staff to identify and record all these changes.



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Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

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Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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