

Patient & Family Information

Moohiohio maa
te Tuuroro me
te Whaanau



My Contacts

My name:

NHI:

GP name:

GP phone:

Pharmacy name:

Pharmacy phone:

Rainbow Place nurse name:

Rainbow Place nurse phone: 07 859 1260 or 0800 HOSPICE

Paediatrician name:

Paediatrician phone:

Advance Care Planning:

☐

Interested

☐

Completed

☐

Declined

Consent form signed:

☐

Yes

☐

No

A warm welcome from your Rainbow Place team

We put your child and family/
whaanau at the heart of what
we do.

Rainbow Place is Hospice Waikato's paediatric hospice service and provides free, supportive, nurse-led care for children and young people aged between birth and 21 years of age with chronic advanced or incurable conditions. We are one of the only paediatric hospice services in New Zealand to offer child-focused care for children living with these conditions.

Rainbow Place is where children, young people and their families/whaanau can find care and support throughout this most difficult time.

Caring for a child or young person with a life-limiting illness changes a family's life forever.

We recognise and understand that your life will be challenging.

Your Rainbow Place team will be with you as you undertake this journey, offering advice and support for your individual needs.

Our team will advocate for your family to have the support required to be able to enhance the time your family has together.



334 Cobham Drive, Hillcrest, Hamilton, 3216 | PO Box 325, WMC Hamilton 3240
Telephone (07) 859 1260 | Freephone 0800 HOSPICE | Fax (07) 859 1266 | www.hospicewaikato.org.nz



How we can help you

Our purpose

- To provide care and support to you and your child to help you achieve the best possible quality of life for your child and family/whaanau
- To provide quality paediatric palliative care that enhances the quality of life which includes end of life care and bereavement.
- To advocate for you and your family to ensure that you have the support required to enhance the time your family has together.
- To coordinate the care of your child, working with all healthcare professionals involved whilst acknowledging that parents and caregivers know the child best.

Our philosophy

- To provide a free supportive nurse-led service for children and young people (0-21 years) with chronic, advanced, or incurable conditions.
- To be a constant reassuring presence throughout a family's time with the Rainbow Place team, offering guidance, advocacy, moral support, and a listening ear.
- To create a safe place, without judgement, so there can be an experience of belonging, connection, and resource for our families.
- To encompass the whole family, including siblings and grandparents, to promote best possible quality of life.
- To give each family the choice about when, where and how we support them by making the child and their family/whaanau the centre of the care provided.

Our values

Community – Hapori
Advocacy – Akiaki
Respect – Whakarangatira
Empathy – Aroha

Informed consent

Before providing any care, staff will make sure you and your family are fully informed about what is likely to happen.

You will be asked to agree to a care/treatment plan for your child and we encourage you to always ask for more information if you require.



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*He rau ringa e oti ai.
Many hands make light work.*

Rainbow Place services

Rainbow Place is where children, young people and their families/whaanau can find care and support throughout this most difficult time. Caring for a child or young person with a life limiting illness changes a family's life for ever. We recognise and understand that your life will be challenging.

Your Rainbow Place team will be with you as you undertake this journey, offering advice and support as you require. Our team will advocate for your family to have the support required to be able to enhance the time your family has together.

Nursing Services

Our team of specialist paediatric palliative care nurses at Rainbow Place work in partnership with children, young people, and their families. We understand that families are the experts in their child's care, and therefore, we aim to tailor our services to meet their unique needs. Our nurses take the time to build relationships with each family and provide advice, advocacy, and support where needed. This can include managing symptoms, coordinating care, and working closely with your Paediatrician and other healthcare professionals involved in your child's care. Our services extend

to the community, including home, school, and hospital.

Respite Services

Rainbow Place provides respite care services to help families take a break from their demanding daily routine. We offer short stays in our Inpatient Unit (IPU), as well as our Rainbow Days program, which is an on-site day respite for medically fragile children who cannot attend school or daycare facilities.

During school holidays, we extend our services to a holiday program style for all ages. Our focus is to ensure that your child feels comfortable while here with us. We have dedicated children's rooms that are private and spacious, with their own en-suite, TV, and access to our sensory garden. During their stay, we engage them in various activities such as play, crafts, and music. We also organize day trips to places such as Hamilton Gardens, the Zoo,

and the Magical Bridge playground.

We do, however, appreciate there are certain circumstances where in-home respite is needed and we will discuss this with our families in the following situations:

- For families who are new to the service – an opportunity to get to know the Rainbow Place team and to provide some relief for the family/whaanau and caregivers who are often at burnout point when we receive the referral.
- For families who are unable to attend overnight respite in our Inpatient Unit or Rainbow Days due to cultural beliefs.
- For families with unexpected complex issues who require short-term support.

In addition, for long-term hospital admissions, our team can provide support at the Hospital to give carers a break away from the ward.



Recreation Programme

We firmly believe that play is an essential component of the care we provide at Rainbow Place to our pediatric patients, regardless of the stage or severity of their illness. Our main objective is to promote overall well-being through a therapeutic approach to play and creativity. We work with the guidance of whaanau and a multidisciplinary team to create a personalized play plan for each child and young person. This enables our staff to provide an environment that children enjoy during their on-site respite and can also serve as inspiration for play at home. We have a diverse range of toys and activities available, including sensory play suitable for all ages and abilities. In addition, we offer fortnightly morning teas in our Rainbow Place lounge for our families to meet and socialize. These morning teas can also include a group music session. To support the mental health and wellness of parents/caregivers, we also hold wellbeing days and resource events. We share regular updates

about our service through a monthly newsletter called 'Rainbow News'.

Siblings Programmes

We recognise the need to build resilience and confidence in our siblings, while making them feel special. So, we offer "Siblings Days" during the holidays, for those siblings aged 5 – 12 years. On these days, children can interact and participate in fun on-site activities. These days are always super popular!

Transition Pathway

As your child becomes a young adult, it can be overwhelming to lose the support of wraparound paediatric services. However, at Rainbow Place, we are here to help you through this stage with our transition pathway. We invite families with adolescents aged 14 and above to join our coffee group for families who are also transitioning from paediatric to adult services. Our clinical nurse specialist will guide you through this process and answer any questions you may have, making the

transition easier for you.

We have established strong professional relationships within the paediatric support team to ensure a multi-disciplinary approach to transition, so everybody shares the same goal, for your child.

End-of-life Care

When the time comes, we are on hand to offer support and guidance to both families and professionals providing their care. We can provide hospice services and palliative expertise in the hospital or at home to ensure that end-of-life is a collaborative experience. We strive to make this difficult time as comfortable as possible for everyone involved.

We can also facilitate memory-making activities either here on site or bring them to you at home or in the hospital. We have connections with Angel Casts, Make a Wish Foundation and Dream Days.



Bereavement Service

We offer ongoing bereavement support for the family.

Family Services

Our Family Services Team provides a wide range of support services for children and their families/whaanau which compliments the nursing care. This includes social, emotional, spiritual, and cultural care. We also offer music, massage, and occupational therapy. All our practitioners are qualified and experienced within their disciplines.

Counselling & Support

Rainbow Place offers opportunities for parents and children to discuss and explore the emotional, social, spiritual, cultural issues that are integral to caring for a child who has a progressive or life limiting illness and is done in collaboration with True Colours Children's Health Trust.

Music

Music is something that touches us all. It can provide comfort and support through difficult times and give a voice to those feelings that words alone cannot describe. It can provide spiritual, emotional, and social support. We have found this often has a great impact on our children/ tamariki with very positive results. From time to time, we have volunteers available to help our children to experience the special qualities of music.

Massage Therapy

Massage is an excellent way to relieve stress and release tension, allowing the body to relax. Our Massage Therapists offer gentle, safe, and effective massage techniques that are adapted to meet the needs of our parents/caregivers.

Reiki Therapy

Reiki is an energy healing technique that promotes relaxation, reduces stress and anxiety through gentle touch. Onsite appointments are available for parents/carers and bereaved. A home service may be available in certain areas.



tō tātou reo

advance care planning

Te whakamahere tiaki i mua i te waa taumaha

Tō tātou reo advance care planning

Advance care planning is a process of thinking and talking about your values and goals and what your preferences are for your child's current and future healthcare. Your Rainbow Place nurse will raise this with you as they get to know you.

The image shows four tall, carved wooden poles (whakarua) standing in a row in front of a modern building with a colorful facade of orange, yellow, blue, and pink panels. The poles are intricately carved with various patterns and designs. The building has large windows and a flat roof. The ground is covered with dark mulch and small green plants. A paved path runs along the left side of the poles. In the background, there are trees and a sign that reads "Staff Parking Only".

***Poipoia
te kakano,
kia puawai.***

***Nurture the
seed and it
will blossom.***

Cultural Support

Rainbow Place acknowledges and is sensitive to the diverse cultural makeup of our Waikato region.

Our team is experienced in supporting people from different cultures and all walks of life. We believe a good relationship is based on respect, honesty, integrity, and love.

Our commitment to Te Tiriti O Waitangi is reflected in our care for whaanau and families according to their own spirituality, cultures, and faith traditions.

Te Whare Tapa Whaa provides the framework for engaging with patients and their whaanau. Our team work with families/whaanau to ensure their needs are met in ways that are meaningful to them as follows

- Te Taha Wairua (spiritual), Te Taha Hinengaro (emotional), Te Taha Tinana (physical) and Te Taha Whaanau (social), Whenua (connection to land/ roots)

Our Kaiaawhina can:

- Act as a guide to Rainbow Place services and programmes of care
- Provides support with tikanga and kaupapa Maaori such as karakia, whakatau and waiata
- Provide general support and advocacy.

We work in partnership with a wide range of cultural healthcare providers within our region to ensure care is provided in a culturally appropriate way for all those using our service.

Additionally, we offer access to:

- Interpreters
- Sign language



Your rights, privacy and confidentiality

Your rights

This is an outline of the rights guaranteed by the Code of Health & Disability Service Consumers Rights.

- **Respect**

You will always be treated with respect. This includes respect for your culture, values, and beliefs as well as your right to personal privacy.

- **Fair treatment**

No one should discriminate against you, pressure you into something you do not want, or take advantage in any way.

- **Dignity and independence**

Services should support you to live a dignified, independent life.

- **Proper standards**

You have the right to be treated with care and skill, and to receive services which reflect your needs. All those involved in your care should work together for you.

- **Communication**

You have the right to be listened to, understood, and to receive information in whatever way you need. When it is necessary and practical, an interpreter should be available.

- **Information**

You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs. And likely benefits and side effects. You may ask any questions to help you be fully informed.

- **It's your decision**

It's up to you to decide. You can say no or change your mind at any time.

- **Support**

You have the right to one or more persons to give you support in most circumstances.

- **Teaching and research**

All these rights also apply if you agree to participate in teaching and research.

- **Complaints**

We welcome your feedback - your complaints help to improve services and will not affect the way you are treated.

Information relating to informed consent to care

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Hospice Waikato affirms life and regards death as a natural process. Our focus is on how you feel and what we can offer to give you and your family/whānau support and comfort.

The focus of care at Rainbow Place is to provide support, comfort and maximise quality of life through management of symptoms and providing social, emotional, and spiritual care.

You will be involved in every decision to do with your child's care and always receive answers to your questions. You also have the choice to refuse a service if you wish.

Rainbow Place undertakes to meet the requirements of the Privacy Act 2020 and Health Information Privacy Code 2020 in relation to any personal health information we collect, use, store, and release about you.

As a part of our commitment to providing you with the best possible care by working in partnership with other health providers, staff at Hospice Waikato may access your electronic health records held by General Practitioners (GPs) and Te Whatu Ora. These records will only be referred to by Hospice Waikato if necessary.

In signing the consent form, you are agreeing to accept the services of Rainbow Place, which include nursing, social, emotional, and spiritual care. You also consent to involvement from student nurses, and students working with Family Services (e.g., counselling, social work, occupational therapy) under the supervision of Rainbow Place. You can decline student participation at any time without affecting your child's care.

Feedback

We welcome your suggestions, compliments, and complaints.

Your feedback can be submitted by filling out our Hospice Experience Survey – available from our website www.hospicewaikato.org.nz

Or you can contact:

The Health Consumer Service

<https://healthcomplaints.co.nz/>
0800 801 482

The Waikato Health & Disability Advocacy Trust

<https://advocacy.org.nz/>
Free phone 0800 555 050

The Health & Disability Commissioner

Email: hdc@hdc.org.nz
Free phone 0800 11 22 33

Your child's health information may be disclosed to:

- Another Hospice Waikato/ Rainbow Place professional involved in your care.
- Another health agent involved in your care.
- Other agencies as required or permitted by law, such as notification of infectious diseases.
- Students undertaking health care studies who are involved in your care.
- Another person you have agreed may see your information.
- Accident Compensation Corporation (ACC)

Accessing your child's health information

You can access your own health information by contacting the Hospice Waikato Privacy Officer, privacyofficer@hospicewaikato.org.nz or PO Box 325 WMC Hamilton 3240.

If you believe your information is not correct ask the Hospice Waikato Privacy Officer to address the matter. If you decide not to disclose certain information, then you need to be aware that this may affect your health professional's ability to correctly diagnose and treat you. Hospice Waikato is required by law to keep your health information for a minimum period of ten years from the last day of treatment or care was provided to you. Your health information will be kept in a safe and secure place.

Your notes



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