

Hospice Waikato

Visiting the In-Patient Unit

Welcome

Kia ora and welcome, whanau/family and friends are always welcome to visit between 8am and 8pm, 7 days a week, with one person staying overnight if required. If you would like to visit outside these times, please speak with the nursing team.

Please refer and adhere to the guidelines below to ensure our Hospice is a restful space and provides a home-like atmosphere for everyone. Our staff are always available to help if you have any questions or concerns.

We know how important the support of family/whanau and friends is to our patients. Please do not visit if you are feeling unwell as we have vulnerable patients in the unit.

Safety

Safety and security at Hospice Waikato are paramount. Please read our Health and Safety and Visitor policies, as well as our fire and emergency evacuation plan.

When visiting, please sign in and out on the ipad at reception. If you are staying overnight, please record your name in the overnight register available at reception, in case of an emergency.

The premises and buildings both inside and out are monitored by security cameras, alarms, and security personnel to ensure safety. To maintain a safe environment for all, uncooperative, abusive and/or disruptive people will be asked to leave the premises.

Drugs, Alcohol, Smoking and Vaping

In line with Hospice Waikato Policy, alcohol and drugs of any kind **must not** be bought onto/into and/or consumed anywhere on Hospice grounds. This includes in and around the in-patient unit. Breaching these policies will result in being asked to leave. Intoxicated persons will also be asked to leave the property.

Hospice Waikato buildings and grounds are smoke and vape free. If you wish to smoke or vape, please go down the end of the driveway and out onto Cobham drive.

Patients may smoke and/or vape outside their room in the adjacent courtyard with the ranch slider and room door closed to ensure the comfort of other patients, staff, and visitors.

Number of Visitors

Due to the size of our rooms and fire restrictions we are not able to have large groups of people in patients' rooms. Please speak with a staff member to assist in arranging a large group visit.

One approved family member/friend may stay overnight with their loved one in their room. Hospice Waikato will provide a fold out bed in the room and this guest is welcome to make complementary tea and coffee in the patient lounge at any time. This guest will also be provided with a light breakfast (cereal, toast and spreads), a standard lunch as well as one standard meal at dinner time. Any additional food items the guest or patient brings in can be labelled and stored in the fridge in the patient lounge.

Children

Children are welcome to visit. They must be actively supervised and cared for by an adult visiting and must remain in the patient's room. This is to ensure their safety as well as the privacy and comfort of all patients. Young children cannot move through the in-patient unit without an adult or suitably aged older child. Please keep noise to a minimum.

Carparking

Carparking is available in the main carpark. Please do not park anywhere labelled staff parking. We ask that you do not leave any valuables in your vehicle while it is parked on our grounds. We have security lighting and cameras in this area, however, parking in our carpark is solely at the vehicle owner's risk.

The barrier arm is lowered between the hours of 5pm-5am Monday through Friday and permanently lowered during weekends and public holidays. Please see reception between 8am – 3pm weekdays to arrange for an access card if you will be a regular visitor at the inpatient unit.

Valuable Items

We request that unless it is necessary, patients and visitors do not bring anything they consider valuable into the unit. This includes cash, debit and credit cards, jewelry, and electronic devices such as phones, tablets and ipads. The safety and security of any such items remain the responsibility of the individual bringing them in and Hospice Waikato takes no responsibility for damage or loss.

Masks

There may be times where we ask everyone visiting IPU to wear a mask. This is to keep patients, visitors, and staff safe. Masks will be provided by IPU should the need arise. We appreciate your cooperation in this matter.

Entrance to IPU After Hours

To ensure safety for patients and staff, the main entrance doors are locked after 4pm weekdays and always locked during weekends and public holidays. If you are visiting outside of the standard visiting hours, please press the call button and wait until a staff member answers. Nurses may be attending to patients at this time and so we ask for your patience and allow them the time to finish what they are doing and then come to the door.

Here at Hospice Waikato, we encourage family and friends to visit patients. This is balanced with the fact that we need to be mindful that patients can get tired very quickly. Also, patients have the right to choose who can visit them, the Hospice staff will always respect the patient's choice, as should any visitors that are asked to not visit.

There may be some exceptions to the above guidelines, and we are happy to discuss these with you on an individual basis.

Thank you

Acknowledgements

I, _____ (patient) have read, understood, and agree to the above guidelines for my visitors, and I undertake to ensure all my visitors adhere to them.

Or

As the key support person for _____ (patient) in room _____, I have read, understood, and agree to the above guidelines and I will undertake to ensure all other visitors for my loved one also adhere to them.

Signed **Date**/...../.....