

Patient and Family Information

Mōhiohio mā
te Tūroro me
te Whānau

Living Every Moment



Contents



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

Welcome	3
What is Hospice?	5
How we can help you	7
Your care at Hospice Waikato	9
Community Care	11
Outpatient Clinics	15
Inpatient Unit	17
Family support	21
Family support programmes	27
Advance Care Planning	29
Volunteer services for Hospice patients	31
Your rights, privacy and confidentiality	32
Frequently asked questions	34
Informed consent	36
Your appointments	38
Your contacts	39

Welcome

Nau mai haere mai

Our mission is to provide the best possible specialist community palliative care, that enhances the quality of life for those facing end of life and bereavement.

Our vision of “Living Every Moment” moves the focus of our care away from dying. Instead, it empowers our team to look at innovative ways to support the patients in our care. That support is extended to whānau and caregivers, enabling everyone to make the most of every moment they have.

Change associated with a serious illness can be difficult to cope with and everyone’s unique situation requires a different mix and level of services and support.

Many people with life limiting illness do not need Hospice care. They can be looked after by their doctor or district nurses. However, there may be times when symptoms become complex, and it is then that Hospice care becomes so important.

Once accepted into our care, our Hospice Waikato team will work with you to determine what support is best suited for your ongoing care. Please do not hesitate to ask your Hospice Waikato healthcare provider if you have any questions or need further information.

Your Hospice Waikato Team

***Ora Katoa
Onāiane
Living Every
Moment***



What is Hospice?

Hospice Waikato cares for people who are living with a terminal illness, enabling them to live life to its fullest, while providing comfort and specialist palliative care.

Our care is delivered by our clinical teams of doctors, clinical nurse specialists, registered nurses, healthcare assistants, counsellors, social workers and occupational therapists who are experts in all aspects of end-of-life care. Our kaiāwhina supports our team to provide culturally appropriate care and will liaise with Māori health providers across the region to assist in meeting patient and whānau needs. Our spiritual care co-ordinator offers an opportunity to reflect and explore ways of spiritual connection, whilst respecting culture, values, beliefs, choices and diversity.

It is our absolute privilege to be able to support Waikato families in this way.

“ You matter because you are you and you matter to the last moment of your life, and we will do everything we can, not only to help you die peacefully, but to live until you die. ”

Dame Cicely Saunders, OM, DBE
Founder of the modern Hospice movement



How we can help you

We understand that this is a very difficult time for you and your family/whānau. Our care aims to improve your quality of life and provide support to your loved ones. We work alongside your family doctor/GP to provide your care.

How we can help you ...

- After you are accepted into Hospice care, a community hospice nurse, called a palliative care co-ordinator, will call you or your caregiver to discuss your needs.
 - We will help you, your family/whānau and carers to deal with the changes that lie ahead.
 - We will discuss any issues that are important to you.
- We will provide advice and information on treatments as able.
 - We will provide advice on practical issues, such as financial support, referrals to other services, and how to get help with day-to-day tasks.
 - We will support your loved ones and family/whānau to enable them to cope during this difficult time.

A woman with dark hair and bangs, wearing a teal short-sleeved button-down shirt, is smiling and looking towards the left. She has a name tag that reads "Philippa Carter" and "Disability Support". To her left, the back of a person wearing a white jacket is visible. The background shows a light blue house with windows and green foliage. The scene is outdoors in bright daylight.

***He aha te mea
nui o te ao? He tangata.
He tangata. He tangata.***

***What is the most important
thing in the world? It is people.
It is people. It is people.***

Your care at Hospice Waikato

Who will provide my Hospice care?

As a team, we work very closely with doctors, district nurses and hospital staff, as well as other health professionals.

Your team may include:

- Palliative care nurses
- Specialist palliative care doctors
- Clinical nurse specialists
- Social workers
- Occupational therapists
- Counsellors
- Spiritual care coordinator
- Kaiāwhina (cultural support)
- Trained Hospice volunteers

Our services

We provide a complete range of specialized care for both the patient and their family/whānau and these include:

Hospice Community Nursing: working in partnership with GPs and district nurses:

Our nursing team works closely with outside agencies to assist in providing cares, such as help with showering and other personal cares. These agencies are:

- Te Whatu Ora - Health NZ
- Health Care New Zealand
- Access
- Te Korowai Hauora
- Te Koahao Health
- Vision West

Outpatient Clinics:

For specialist assessment and management of symptoms

Inpatient Unit:

For symptom management and end of life care

Family Support:

Emotional and social support through illness, death and bereavement including individual and group support, spiritual and cultural support, and creative therapies.

Volunteer Services:

Volunteer-led patient services and support.

An elderly man with glasses, wearing a blue and white patterned sweater and brown trousers, is seated in a black wheelchair. He is looking down at a document held by a woman. The woman has short brown hair and is wearing a blue patterned top and black trousers. She is sitting on a wooden chair and looking at the document. They are in a home setting with green kitchen cabinets and framed pictures on the wall. The floor is tiled.

***He mahitahi tātau mo
te oranga o te katoa.
We must work together
for the wellbeing of all.***



Community Care

Our Community Nursing Service cares for adult patients in their homes and in aged residential care facilities. This home based care is offered throughout Hamilton and the greater Waikato area. This service is provided in collaboration with you, your family/whānau, your doctor, and the district nurses.

Your first visit will usually be by a Hospice registered nurse, who will complete an assessment of your needs, and the needs of your family/whānau.

Your care at home will include:

- Assessing the needs of the patient and working with family/whānau to develop individual plans of care.
- Help with symptom management, pain and medications.
- Support and education for the patient and their family/whānau regarding ongoing care requirements.
- Advice from palliative medicine doctors. Note: The GP remains the primary carer and the palliative medicine doctor will provide

support/advice for the GP as requested.

- Ongoing emotional, social and spiritual support.
- Communication with other health professionals such as your general practitioner and/or medical specialists.
- Support with access other services, e.g. home help, personal care and respite care.
- Assisting and coordinating referrals to rest homes or hospital level care facilities if required.
- Loan of medical equipment to aid home care as needed.
- Connecting you with skilled support volunteers who are able to spend time listening in a warm and supportive way if you feel this would help.
- Emotional and practical support with end-of-life care at home.

The community nurses are available for in-home visits Monday to Friday with a reduced service on weekends for urgent needs.

There is an overnight phone service for patients already under Hospice care, seven nights a week.

Please call our main telephone line for this service – 07 859 1260 or 0800 HOSPICE.

After hours your call will be answered by a registered nurse based in our Inpatient Unit who will be able to offer advice or contact the on-call community nurse if necessary. In the case of an emergency, please call 111.



Loan equipment

Hospice Waikato has a range of loan equipment to enable people to be cared for safely and comfortably in their own homes.

Your primary nurse or your occupational therapist will assess your needs with you and your family/whānau and refer you on to our equipment team who will then discuss with the patient's named contact around a schedule for delivery and set up.

Often when loaning equipment, we need to ensure that you have access to information on its use and the possible issues you could come across, an example of this is our cot sides. Hospice can supply these, but this is at the risk of the patient and whānau. There are certain precautions that need to be adhered to, to ensure their continued safe use.

Please note due to high demand, all equipment is not always available and there may be a wait time for us to meet your needs.



Living Every Moment
hospice
waikato

hospice
waikato

Reception



Outpatient Clinics

Hospice Waikato runs an Outpatient Clinic service at its Hamilton site.

Outpatient Clinic appointments are usually for an introduction to Hospice services, symptom assessment and management, follow up reviews and/or discussion about social and emotional concerns and can be held by any of the Hospice team. Some of the topics that can be discussed include:

- Pain assessment and treatment
- Symptom control
- Review of medical situation
- Advice on treatment planning
- Advance Care Planning
- Social work referral for social and financial concerns

Outpatient appointments can be booked by the Palliative Care Coordinator when your referral is made or can be requested by your doctor or other health professionals involved in your care.





Inpatient Unit

Hospice Waikato has an 11-bed Inpatient Unit (IPU), located at 334 Cobham Drive, Hamilton. Patients can be admitted for complex symptom management and end of life care.

Our focus in IPU is on managing your symptoms and improving your quality of life.

Our Inpatient Unit team includes specialist palliative care doctors, nurses, and health care assistants. IPU patients also have access to our Family Services team, which includes social workers, an occupational therapist, counsellors, a spiritual care coordinator, and kaiāwhina.

Our team is committed to providing holistic care and respecting your cultural and spiritual needs.

Inpatient Unit rooms are private and spacious, each with its own en suite, TV, and outdoor area.

A lounge area with kitchenette is available for use by patients, family/whānau and friends. The length of your stay is decided on an individual basis with most patients then returning to their own homes. We do not provide long term care in the Unit.

How can I be referred to the Inpatient Unit?

Hospice patients may be referred to the IPU by their doctor, specialist, or Hospice Waikato nurse. Requests for admission are individually assessed according to need.

Reasons for admission

You may be admitted for

- Symptom Management
- Care in the final days of life. In some situations, care at home is no longer possible and it may be more suitable for a patient to spend their last days in the care of the Hospice Waikato Inpatient Unit.



My inpatient stay has been arranged. What do I need to do?

- Pack a bag with some comfortable clothing as well as your nightwear and dressing gown.
- Please bring your usual medications.
- Don't forget your toiletries.
- Bring continence products if you are using them.
- You are welcome to bring any family photos and mementos but please don't bring valuables.
- All bedding and linen are supplied but you are welcome to bring a favourite pillow, quilt or similar.
- Cell phones, electronic reading devices and laptops can be used in the Inpatient Unit. These items are brought on site at their owner's risk.

How much will it cost me to stay?

It will not cost you anything to stay in our facility. However, you may be charged for certain medications that are not funded. Hospice Waikato does not meet the cost of transfer by ambulance to and from the In-patient unit and your home.

Visitors

Our main visiting hours are 10am to 4pm. Close family members may visit outside these hours by agreement with the senior nurse on duty. One support person may stay overnight, and meals will be provided for them. We have vulnerable patients in this unit, so if you are unwell, please refrain from visiting. Please also note that the Inpatient Unit is a smoke free area. Alcohol and drugs are not permitted to be brought on site.

Security

- Visitors must enter and leave the Inpatient Unit by the main door and sign in and out on the iPad.
- To ensure the safety of everyone, once the main door is locked, only staff may provide access to the building.
- Hospice Waikato cannot accept responsibility for any damage or loss of personal property or valuables of visitors or patients.

On site accommodation for family/whānau

The purchase of a property adjoining our Cobham Drive site has allowed for the development of "Kōwhai House," an established four-bedroom home which provides an accommodation option for families from out of town who have a loved one staying in our Inpatient Unit.

The home was purchased by the Waikato Community Hospice Foundation who share our vision of providing wrap around care for not only our patients, but for their families and whānau, too.

Kōwhai House allows for a greater number of people to stay on site, with the ability to self-cater and with space for children to play safely.

We understand how important it is for families to be together at end-of-life, and Kōwhai House will allow this to happen for many of our rural families.

If you are interested in discussing this accommodation option, please liaise with your Hospice Nurse in the first instance.





Family support

Supporting families/whānau through the journey of change, loss, grief, and bereavement.

Our Family Services Team provides a wide range of support services for patients and their families/whānau which complement the medical and nursing care.

This includes social, emotional, spiritual, and cultural care, and occupational therapy. All our practitioners are qualified and experienced within their disciplines.

Emotional support, grief, and bereavement counselling

Often the emotional pain and stresses associated with illness or death can be as difficult to deal with as the physical symptoms.

We offer professional counselling services for patients and families/whānau facing illness, death, and

bereavement. Counselling is a process that offers an opportunity to safely explore thoughts and feelings and can enable people to increase their self-awareness, and to identify, address and find ways of coping with challenges that occur through this time.

Our counselling service is free, confidential, and available to all Hospice patients and their family/whānau. We offer phone or video sessions, along with home visits where possible.

Bereavement follow-up

We have a range of counselling services that are available for patients and family/whānau during both illness and family bereavement.

Coming together and attending bereavement groups is recognised as an effective way to promote healing through learning with others and mutual support after the loss of a loved one or close friend.

A wide range of bereavement groups are offered throughout the year for all ages and according to demand, these can be held during the day or in school holidays.

Support for children and young people

The Hospice Family Services Team provides information and support for parents with concerns for their children and young people. Our counsellors will carry out an assessment to identify family/whānau needs, followed by age-appropriate creative therapeutic approaches.

Social work

Our social workers are here to help you through illness, bereavement, and the changes that you will be facing at this time in your life. The first step is to work with you to identify areas of need and

A photograph showing a woman with brown hair, wearing a purple button-down shirt, sitting and smiling warmly. She is supporting another person who is seated in a wheelchair. The person in the wheelchair is wearing a white top with a blue floral pattern and a black skirt. The woman in the wheelchair has long dark hair and is wearing a black long-sleeved top and a skirt with a colorful floral and geometric pattern. The background is a bright, indoor setting with a white wall and some green foliage.

***“Anei au tō pou
whirinaki.
I’m here,
I’ll support you.”***

offer possible solutions. We are here to support and help you navigate a way forward.

We offer phone or video sessions, along with home visits where possible. We are able to help with:

- Support for you and your whānau as you face health challenges
- Information about resources and social or community services available to support you
- Knowledge of your entitlements such as Work and Income
- How to get or increase care, including residential care/ rest home or hospital care
- Advocacy, e.g., with Work and Income, housing, foodbank
- Legal aspects, e.g., making a will and setting up powers of attorney
- Funeral planning
- Family meetings
- Exploring options for immediate needs and future planning, including advance care planning

Spiritual care and support

Spiritual Care and support are an integral part of Hospice care. We will respect your culture, values and beliefs, choices, and diversity. Spiritual support of patients and family members/whānau is compassionate and gentle.

We offer you the opportunity to reflect and explore ways of spiritual connection, even if this is new. Our Spiritual Care Coordinator is available for community and inpatient visits to discuss any aspect of spiritual well-being.

Phone or video sessions are available, along with home visits where possible.

Cultural Support

Hospice Waikato acknowledge and are 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 whānau and families according to their own spirituality, cultures, and faith traditions.

Te Whare Tapa Whā provides the framework for engaging with patients and their whānau. Our team work with patients and their families/ whānau 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 Whānau (social).

Our kaiāwhina can:

- Act as a guide to hospice services and programmes of care
- Provide support with tikanga and kaupapa Māori such as whanaungatanga and wairuatanga
- 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

Music

Music is something that touches us all. It can provide comfort and support through difficult times and gives a voice to those feelings that words alone cannot describe.

From time to time, we have volunteers in the Inpatient Unit available to play music for our patients and their whānau, allowing the special qualities of music to provide spiritual, emotional and social support.

Occupational Therapy

Occupational therapy enables and supports people to maintain their quality of life in the activities that are most important and meaningful to them.

Occupational Therapy can assist with:

- Managing fatigue and shortness of breath
- Functional and home environment assessment and advice
- Advice on positioning and manual handling
- Comfort and assistive equipment

- Pressure injury prevention and management
- Enabling and maintaining independence in all areas of daily living, for as long as possible
- Advice, education and support for carers and family.

*“May the calm be widespread,
may the ocean glisten as greenstone,
may the shimmer of light dance
across your pathway.”*

*“Kia hora te marino,
kia whakapapa pounamu te moana,
kia tere te kārohirohi i mua
i tōu huarahi.”*

Family support programmes

You are warmly invited to attend any of our programmes for patients and family/whānau

Our programmes include:

Hauora Day Programme

An informal patient carer programme that covers a variety of topics from pain, fatigue and sleeplessness through to ways to maintain wellness and gain support from others.

Patient and carer creative therapy support group

This is a group for support, time to yourself, telling stories and making memories, self-expression, questions, or concerns. Express yourself through mosaic making, decoupage, paints, and pastels.

Relaxation Hour

In those moments when we feel tension rise, knowing some simple relaxation and meditation techniques can offer a helpful way through.

Creative space

You can have a one-to-one session with a counsellor/creative therapist in the comfort of your room, or a group/family session.

Support for children and young people

Our team can help support children and young people affected by the illness of a close family member who is under the care of Hospice Waikato adult services.

Please note: Not all services are available in all areas. Our services are offered based on an assessment of need and may include referral to and collaboration with other services.

If you wish to attend any of these programmes, please phone reception on 07 859 1260 or 0800 HOSPICE.



Advance Care Planning



Te whakamahere tiaki i mua i te wā taumaha
Tō tātou reo advance care planning

What is important to you when your health changes?

We encourage you to write down what is important to you, what concerns or worries you and what your care preferences are in an advance care plan. This will make it much easier for everyone to know what matters to you – especially if you can no longer speak up for yourself.

An advance care plan can also cover what sort of funeral you would like, where your important papers are, who you want involved in discussions about your health and any advance directives.

An advance directive is your consent or refusal to treatments which may or may not be offered in the future if you no longer have capacity to communicate your wishes.

Advance care planning is a process and can be approached one step at a time.

The important first steps are thinking and talking about advance care planning. After that, it is helpful to write the key points down in a plan so you can share your wishes with others.

The value of advance care planning is in the conversations and the shared understanding that is developed, and in the regular review of your plans.

All Hospice Waikato staff can discuss advance care planning and your goals of care.

We have an awesome team of volunteers, our ACP Community Champions, who have been trained to support you, free of charge, to complete your advance care plan.

Contact acp@hospicewaikato.org.nz for more information or speak to your Hospice nurse.



***Ma tini ma mano
ka rapa te whai.***

***Many hands
make light work -
unity is strength.***



Volunteer services for Hospice patients

Volunteers are essential to the delivery of Hospice care. Our volunteers are trained to provide these services with compassion, dignity, and respect.

My Life, My Story - Make a Memory Book

Recalling special moments in your life and capturing these into a story about you, which will become a treasured record for future generations.

Who sees this story?

You decide whether this story is just for you or whether you wish to share it with family and friends.

What about confidentiality?

Each volunteer signs a confidentiality agreement promising that all information about you and your family is strictly confidential and not discussed outside Hospice Waikato.

What about the cost?

There is no charge for this service. You will be provided with one bound original and an electronic version, if appropriate, at no cost to you.

Massage Therapy

Our Massage Therapists offer gentle, safe, and effective massage techniques that are adapted to meet the needs of patients and their carers. These services are available through the time of illness as well as during bereavement.

Massage is an excellent way to relieve stress and release tension, allowing the body to relax. Massage Therapy is available at our Cobham Drive site.

Video Memories

Another service we offer at Hospice Waikato is the capturing of a special message or moment on video which can be left as a treasured memory for family.

Hairdressing

We have hairdressing services in our Inpatient Unit for patients and carers. Our mobile home service may also be available in your area.

Volunteer Family Support

Caring for a loved one during this time can be very tiring. Hospice Waikato Family Support volunteers may be available in your area to visit and spend time with the patient, giving carers valuable time out.

Visits can be for companionship or respite to allow a carer to run errands.

Reiki Therapy

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

All the services above can be arranged by contacting your Hospice nurse or by ringing Hospice Waikato on 07 859 1260 or 0800 HOSPICE.

Your rights, privacy and confidentiality

We welcome your suggestions, compliments and complaints

Your feedback can be submitted by filling out our Hospice Experience Survey – available under the ‘Your Care’ section of our website:
www.hospicewaikato.org.nz/your-care

You may also receive a call from a member of the Hospice Waikato team to ask you to share your experiences of hospice care.

Or you can contact:

- The Health Consumer Service
<https://healthcomplaints.co.nz/>
Phone 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 health information may be disclosed to:

- Another Hospice Waikato 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 or agency you have agreed may see your information.
- Accident Compensation Corporation (ACC)

Accessing your own 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 treatment or care was provided to you. Your health information will be kept in a safe and secure place.

Informed consent

Before providing any care, staff will make sure you are fully informed about what is likely to happen. You will be asked to agree to a care/treatment plan. You may refuse care, but staff will explain the possible risks. You may always ask for more information.

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.

Privacy and confidentiality

The health information you give will be used for:

- Your care and treatment, including follow-up care and support.
- Administration related to your health care.
- Monitoring the quality of your care (clinical review)
- Hospice Experience Survey (your name and address may be used so we can send a questionnaire to you)
- Meeting our contractual obligations
- Training students in health courses
- Research purposes as permitted under the Health Information Privacy Code 1994 and Hospice Waikato requirements.

Frequently asked questions

What does Hospice mean?

Hospice is a philosophy of care which focuses on supporting the needs of people who have a life-limiting or terminal illness. The concept of Hospice has been evolving since the 11th century. Then, and for centuries thereafter, Hospices were places of hospitality for the sick, wounded or dying. The original name 'Hospice' means "A place of rest for weary travellers".

The modern concept of Hospice includes palliative care for the incurably ill in hospitals, nursing homes, institutions and in the community. Many of the foundational principles by which modern Hospice services operate were pioneered in the 1950's by Dame Cicely Saunders.

What is palliative care?

It is the care provided for people who have reached a stage where their illness is life-limiting, life-threatening or terminal. Palliative care services are aimed at improving the quality of life for the person and their family/whānau. Palliative care aims to neither hasten nor postpone death.

Who qualifies for Hospice Waikato care?

Hospice Waikato services are for people who have reached a palliative stage in their illness and their physical and psychological symptoms are complex and their primary carer cannot adequately manage them.

How can I get Hospice Waikato care?

Patients may be referred by their doctor, medical specialist, or other health provider.

Does a referral mean an automatic acceptance into Hospice care?

Referral to Hospice Waikato does not mean automatic acceptance into Hospice services. Our services are based on an assessment of need. Not all services are available in all areas.

Do I still see my GP?

Yes. Your doctor is still your primary health care provider. Hospice Waikato works closely with your doctor and other health care providers, such as District nurses and specialists.

Does Hospice provide prescriptions?

No, your doctor will continue to prescribe your medication, however our nurses may liaise with your doctor, when required, regarding your medication but it is not up to the nurses to organise the pickup and delivery of medications.

Where do patients and their families receive care?

Most of our care is provided in the comfort of your own home or rest home. Our Inpatient Unit is available on an assessment of needs basis for symptom management or end of life care.

If a patient goes into Hospice as an Inpatient, is this because they are going to die?

No. People go into the Inpatient Unit for many reasons including symptom management. Often a short stay can be enormously beneficial in helping with medication management and improving quality of life.

Is it possible to be discharged from Hospice care?

Hospice provides a specialist level of care. When symptoms and problems are well controlled, some patients may be referred back to their doctor or other health provider.

How long is the usual duration of Hospice care?

There is no correct answer as it depends on how soon patients are referred to us. Sadly, some people are in our care for a very short time, and others are with us for up to a year or more.

Do I need to pay for Hospice care?

All Hospice services are provided at no cost to patients, and their families/whānau.

How is Hospice funded?

A portion of our funding comes through Te Whatu Ora - Health New Zealand. The remainder needs to be fundraised through donations, grants, income from Hospice shops, events, and sponsorship.

What happens to the money I give to Hospice Waikato?

Donations received are applied directly to service provision. These donations go to the general or operating fund which helps to cover day-to-day real expenses, such as Hospice cars, servicing of medical equipment and employment of staff.

What if I leave money in my will to Hospice Waikato?

Money given through a will is invested in the Waikato Community Hospice Foundation. The Foundation's objective is to generate sufficient funding for the maintenance of Hospice buildings, to finance building development and to provide a contingency reserve.

What happens if I cannot manage at home?

We will help to enhance your homecare or we will help you and your family, to explore alternative options.

What happens if I need to go to a rest home?

If you move to a rest home, our Aged Residential Care (ARC) Liaison nurses will continue to visit you and remain in contact with your family where appropriate.

Do you just care for older people?

No. We care for people of all ages.

I have more questions. How do I find out the answers?

Every person is unique and will have questions specific to their personal situation. Please phone 07 859 1260 or 0800 HOSPICE - we would be happy to answer any more specific questions.

Informed Consent

All Hospice Waikato patients are required to read and sign a confidential consent form which is retained by Hospice Waikato.

36

In signing this form, our patients are agreeing to accept the specialist palliative care services provided by Hospice Waikato, which include medical, nursing, social, emotional, and spiritual care.

The signed consent form will be retained by Hospice Waikato on the patient's medical file. We can provide a copy of this document on request.

***Huruhia tō
aroaro ki te
rā tukuna
tō ātārangi
kia taka
ki muri i
a koe.***



***Turn your
face to the
sun and the
shadows
fall behind
you.***

“... these Hospice nurses are angels without wings.”

“Thank you for all you did for my mum when she was in your care - bless you special people so much.”

“Having Hospice Waikato involved has made it so much easier to cope.”

“What worries me the most is losing my independence and not being able to stay at home, but the Hospice staff have been amazing.”

“I enjoy getting to know the others in the group and reflecting with people that really understand what you are going through. We don't often cry, but definitely laugh.”

“Just to know that there is someone close at the end of a telephone for guidance and support is invaluable. This includes help and advice with medications, especially to do with pain control that make life a lot easier for both of us. Also the hugs - cannot underestimate those.”

Your Appointments

Time: _____

Date: _____

Clinic: _____

Phone: _____

Time: _____

Date: _____

Clinic: _____

Phone: _____

Time: _____

Date: _____

Clinic: _____

Phone: _____

Time: _____

Date: _____

Clinic: _____

Phone: _____

Time: _____

Date: _____

Clinic: _____

Phone: _____

Time: _____

Date: _____

Clinic: _____

Phone: _____

Time: _____

Date: _____

Clinic: _____

Phone: _____

Time: _____

Date: _____

Clinic: _____

Phone: _____

Your Contacts

My name: _____

NHI: _____

GP name: _____

GP phone: _____

Pharmacy name: _____

Pharmacy phone: _____

Hospice nurse name: _____

Hospice nurse phone: 07 859 1260 or 0800 HOSPICE _____

District nurse name: _____

District nurse phone: _____

Advance Care Planning: ☐ Interested ☐ Completed ☐ Declined _____

Consent form signed: ☐ Yes ☐ No _____



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