

Further information and feedback

For further information please talk to a member of the Nurse Maude team. We welcome comments on our service. Please feel free to complete our online survey www.nursemaude.org.nz/hospice-and-community-palliative-care or phone the Nurse Maude Hospice and ask for the Service Manager.

We Promise . . .

- Your enquiries will be responded to promptly
- You will be treated with courtesy and respect
- You will be listened to, and involved in, all aspects of the care we provide
- Explanations will be provided in a way you can understand
- You will receive a prompt and helpful response to any problem
- You can rely on a continuously improving service

24 hour contact

Please contact your GP or district nurse. Advice is also available 24 hours a day, seven days a week from the hospice.


Nurse Maude

Hospice Palliative Care Service
15 Mansfield Ave, PO Box 36126,
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Nurse Maude

**HOSPICE PALLIATIVE
CARE SERVICE**

Kaitiakitanga

The Hospice



The Hospice Palliative Care Service

Nurse Maude provides a range of specialist community and palliative care services for adults and children facing life limiting illnesses and their whānau living in the Canterbury District Health Board area.

All our services are free. Costs are met partially by the government and the remainder through the generosity of the community.

The Hospice

The hospice provides short term inpatient care (usually one to two weeks) for symptom management or care in the last days of life, if care at home is no longer possible.

Each of the 11 rooms in the hospice are comfortable, homely and have an ensuite and TV. Patients and whānau are welcome to visit prior to admission.

The hospice does not provide long-term care, but our staff can help patients and their whānau to consider the options for longer term care in a suitable residential care facility. The hospice is a smoke-free environment.

Admission

Requests for admission can be made by any health professional involved in the care of the patient.

Our approach to care

Our approach is a team approach - hospice staff work together with district nurses, community based specialist palliative care nurses and general practitioners for continuity of care.

Our skilled and compassionate team are specially trained and experienced in palliative care to ensure the best quality of life for patients. We offer support to whānau and friends too.

We have our own hospice doctors, but patients are welcome to have their own GP to care for them or to share care with our medical team.

In addition to medical and nursing staff we have counsellors, spiritual care worker, pharmacist, dietitians, physiotherapist, occupational therapists, needs assessors, social workers, Māori liaison and Kaiāwhina.

Volunteers

Our clinical team is complemented by a large group of trained and dedicated volunteers who assist with hospitality, pastoral care and provide complementary therapy.

Whānau and friends

Whānau and friends are welcome to visit at any time and can stay overnight.

Children are welcome. Games, books and toys are available in the Whānau Room and there is a playground in the garden.

Pets are also welcome visitors providing someone can take care of them. Dogs must be kept on a lead.

Tea/coffee and microwave facilities are available in the Whānau Room. Meals are only provided for patients but whānau are welcome to bring in their own food.

Informed choice and consent

Care is only given with patient consent. Informed consent is requested in writing following discussions at the first meeting. Patients may decline care at any time.

Patients will also be asked to complete a disclosure form to indicate who we can provide information to. This form can be altered at any time.

To help us support whānau during and after illness, we will ask for their contact details including names, addresses and phone numbers.

Safety

As patients are often frail and/or weak, they are at risk of falling. We aim to prevent falls without taking away independence and dignity, however, falls sometimes do happen.

We have found bedrails can increase the risk of injury so instead we offer alternatives such as using a very low bed or a sensor mat on the floor which alarms when it is stepped on and alerts the nursing staff.

If a patient requires constant supervision, whānau members may be asked to come and sit with them.

Our position on the End of Life Choice Act 2019

We will follow our obligations in accordance with the Act if a patient wishes to explore euthanasia. However, staff will not assess patients for eligibility, nor be present during the administration of any medication used in euthanasia, wherever that may take place. Euthanasia will not occur on hospice premises. We will support patients and whānau up to the time of the procedure and after death.