



Our Values:



Welcome to Ward 21



We are here to help you.

Our team of specialists on site include:

- *Medical Specialists, Psychiatrists, Registered Nurses, Clinical support, student nurses, access to Psychologists, Dieticians and much more*
- *Occupational Therapists*
- *Social Workers*
- *Consumer & Family/ Whānau Advisors (advice / Support)*
- *Health Care Assistants (HCAs)*

1 January 2021

A-Z frequently asked questions Ward 21



Admission:

Admission to Ward 21 can be confusing for most people and it can hard to remember everything. Each shift you are allocated a nurse who will introduce herself / himself to you. The nursing staff is there to support you through this time.

A full Ward 21 admission pack is available on your bed on arrival.

Activity guide:

Check out the notice boards outside the Occupational Therapy area by the entry door or in the dining area to see what is happening each day. There is also an activity box kept at the nurses' station to use over the weekend and after hours.

See list of other ideas and options if no programmes are currently running.

Advocacy:

The local District Inspector (DI) is available for all patients who are under the Mental Health Act 1992. Call 0800 118 393. This is a FREE service available Monday – Friday 9.00am – 5.00pm.

Mental Health Advocacy enquires please call 0800 555 050.

For SACAT information please call AOD call 06 350 9130

Alcohol & Illegal Drugs:**Blackboard in your room:**

Please feel free to use this for your thoughts, appointments, and positive affirmations or to draw on. Chalk is on the windowsill or ask your nurse for some more.

Bed linen & towels:

Please ask your nurse for fresh linen. You are responsible for keeping your own room tidy and making your own bed.

Books / magazines to read:

Located in the Occupational Therapy lounge area by ward entry. Come in and help yourself, we have a good variety of books and magazines. When discharged please leave behind books for others. Donations are always welcome.

Bus Timetable:

Located in phone booth.

CCTV Operating in Ward 21

Ward 21 has camera's operating refer admission pack for locations.

Cell phones: *If you are on the open side you are welcome to use your cell phone if approved by your Dr. Cell phone charging is done in the main office only. No charging cords in bedrooms allowed.*



Chapel on site MDHB:

This is a quiet space located next to the Garden of Tranquillity and open 24/7. Access is from the main corridor that leads to the front door of the hospital. Ask your nurse if you are able to visit.

Consumer Advisor:

*Can visit you and your whānau to **advise** you of your rights, where you can get help, support and advocacy services in our area.*

Coffee & tea:

Tea, coffee, milo, sugar & milk available in the dining area. Please ask if not available.



Please keep this area tidy.

Compliments / complaints / feedback:

Tell us what you think...

We have forms by the front entry; give us your feedback so we can learn how to make things better for you and others, or thank someone special who has supported you.

On discharge you are encouraged to fill in feedback on our iPad or a paper form can be provided prior to leaving.

Computer in the Occupational Area for patients to use just ask.

Court Day (Mental Health Act 1992.):

We have our own courtroom for Mental Health Act 1992. requirements on site. Court day is held fortnightly on a Thursday. Your Key Worker and/or Social Worker are there to support you. Your family / whānau are welcome to attend with you too.

Section Reviews are done at this time. See opposite court room an explanation of Sections.

Cultural Support & Tikanga Expertise:

Available on request to support you and / or your whānau this can be arranged by your allocated nurse. Call Oranga Hinengaro 06 350 9155.

Dairy:

*Located on Heretaunga Street, opposite Gate 2 entrance. Eft-pos available. **Please DO NOT buy goods for other patients as they may not have the money to pay you back.***

Discharge:

Your discharge planning starts the day you arrive. All meetings with you and your support people are about your wellbeing and discharge planning.

Doctors:

We have access to Psychiatrists (Doctor) on site every day. Each person has a dedicated Doctor, ask your Nurse and they will let you know who it is and be able to give you an update. You should be seen by your Doctor at least 1 x weekly.

In your room each day the date, your Social Worker, Nurse and Psychiatrists will be written up by a Health Care Assistant often called HCA's.

Doors locked:

We have a locked door due to safety of others. If you are a voluntary patient, doors will be opened upon request between 8.00am & 8.00pm.

Enduring Power of Attorney (EPOA):

- ▶ Welfare Guardian,
 - ▶ Advanced Directives
- Please talk with your Social Worker.*

Emergency procedure:

If alarms sound, our meeting place is in the courtyard by the dining area.

Doors are fire proof when closed.

A Nurse will direct you.

Family Advisor refer Whānau Ora Kaitautoko Advisor: page 9.



Helpful forms when talking to your doctor:

- Patient personal checklist Dr. meeting
- Patient personal checklist discharge

These are located in the dining area or ask your Social Worker for a copy.

HNU- High Needs Unit:

*This being a safe place that is generally used for short-term support of people who are acutely unwell. This is our intensive care area. **NO children allowed in HNU. Visits may be arranged with staff on request for your children.***

Patients housed in this space HNU shall have access to their natural supports including their children in the interview/waiting room space. Patients have rights to contact with their whānau.

Interpreter:

Please ask for this to be arranged with your nurse.

Key Worker / Community Team:

Your Key Worker will help support you in the community and visit you within 7 days after discharge to ensure things are going well.

Laundry – Washing Machine & Dryer:



This area is by the dining area. Please speak with a Health Care Assistant (HCA's) who will organise for you to do your washing.

Leave from the ward:

Please ask your nurse for a leave card.

Legal advice or to find a lawyer:



Check out the dining area for a list.

Listening service:

Contact our Chaplains on 06 350 8690 or call / text 1737 an online service there for you to listen / text 24/7.

We have access to our Māori Chaplain please ask your nurse to contact and arrange a visit.

Lost & Found:

Let your nurse know as soon as possible. **We do not take responsibility for any lost or damaged items while you are on the Ward.**

Valuables should be sent home with friends or whānau for safe keeping during admission.

Lounge areas:

Each wing (male & female) have their own lounge area with couches and bean chairs for patients only.

An **additional communal lounge** is available in the Occupational Therapy area. There is a DVD player attached to this TV.

There is also a “chill out space” next to the dining area for music and DVDs.

PS4 is available in the Occupational Therapy Lounge area; please ask if this is not out.

Mail:

Delivered to the Ward daily to:

Ward 21, Private Bag 11036 Palmerston North.
Your nurse will hand out to you.

Māori & Pasifika Support:



Contact Māori Mental Health call 350 9155.

Pae Ora Paiaka Whaiora Hauora Māori Health Directorate

Our role is to provide advice and to support you

and your whānau while you are receiving care and services at MidCentral Health—Palmerston North Hospital, Te Pae Hauora o Ruahine o Tararua.

We support hospital staff caring for you. Mauri ora!

Accommodation - Te Whare Rapuora – Temporary marae style accommodation subject to availability for all ethnicities. Priority is for whānau/families outside of MidCentral DHB supporting critically ill/terminally ill patients. Full living facilities/communal sleeping area/laundry available. You provide your own kai and personal care toiletry items. Mon-Friday 8.30am-4.30pm. After hours please ask ward staff for referral to Pae Ora Paiaka Whaiora Hauora Māori Health Directorate.

Phone 06 350 8210



Pasifika Health

Information, resources and research.

Call 06 350 9155

MDT - Multi-Disciplinary Team meeting:

This is where staff discuss your wellbeing & discharge planning. These are held Tuesday and Wednesday with the Dr's., Key Workers, Nurses, Social Workers, Occupational Therapist and Consumer & Family / Whānau Advisors.

Patients are now offered the opportunity to be present at their MDT with the treating team talk with your Social Worker.

Meals:

All meals are delivered to the dining area approx.

Meal times:

Breakfast – 8.20 am

Lunch - 12.30 pm

Dinner - 5.20pm



Your meal choice for the next day needs to be filled out at lunch time for the next day.



Medication:

Your Psychiatrist decides upon your medication with you. It will be charted and given by your allocated nurse at set times.

Medications and side effects will be explained to you.

PRN medication - is an option following assessment and exploration of other strategies first if appropriate e.g. sensory modulation PRN is prescribed by your doctor.

Newspaper:

Delivered daily to the dining area in the morning.

Nurses:

And in fact all our staff are easy to talk to and very understanding. Talk to us so we can help you.

Shift times for staff as follows:

Morning 7.00am – 3.30 pm

Afternoon 2.30pm – 11.00 pm

Night 10.45pm – 7.30 am

At the beginning of each shift your nurse will come and introduce themselves to you.

Occupational Therapy:

Our groups include Karakia Rangimarie, walks, gym, pet therapy, yoga, swim and creative workshop.

We also work with people one on one, with things like planning your time or sensory modulation. Please check the notice boards outside Occupational Therapy, in the dining area and nursing station to find out what is available for the day.

Outdoor areas:



By the dining area we have a smoke free courtyard and a tranquillity garden opposite entry to ward.

Pasifika Mental Health Support:

Call 350 9155 to access information & resources.

Peer Recovery support:

We have two local organisations who offer FREE peer support by someone who has lived with mental health and or addictions issues that is willing to listen to you.

Mana o Te Tangata Trust 06 358 5444 or

Manawatu Supporting Families 06 355 8562

Dannevirke Rangitane o Tamaki Nui a Rua

Levin Raukawa Whanau Ora

Photographs:

Taking of photos is NOT permitted on the ward.

Religious / Spiritual Support:

Phone 06 350 8690.

Security staff on the ward:

We have an active presence of security on the ward for everyone's safety.

Sensory Room:

Sensory modulation techniques help to promote self-care, well-being, resilience and recovery. It is a specially designed quiet space, with sensory tools that explore the senses (smell, sound, touch, taste, vision, etc.), to help reduce distress, alert or calm you. The sensory room is available under the supervision of a trained staff member. Ask your nurse to access.

Showers:



Located in each wing.

Please ask for additional towels, soap, shampoo etc.

Ask for a Health Care Assistant (HCA) if you need help.

Smoking – NO Smoking:



Our entire hospital is a smoke free environment. Cigarettes and lighters are to be left at reception. When leave is available you are asked to smoke off site on Heretaunga or Ruahine Street.

We offer Nicotine replacement therapy options: gum, patches, lozenges, inhalers and the support of a quit coach. Phone 0800 778 778.

Vaping approved in the outdoor area off the dining room only.

Social Workers:

You will be allocated a Social Worker while on the ward. Your Social Worker works with all manner of issues – legal, probation, lawyers, other agencies and support services, employers, accommodation, education institutions; and work with you and your Family / Whānau and support people.

See "IMPORTANT INFORMATION" Information pack for a full list of services we can support you with in the dining area when you are ready to read more.

Special accommodation Te Whare Rapuora (whānau & family Accommodation)

Provides a safe, supportive environment for Whānau/Families of all ethnicities. A full communal cooking and sleeping area is available.

Open to all. Phone 06 350 8210

Spiritual Care:

Spirituality means different things to different people and is often experienced as the quest for meaning, purpose, connection, belonging and hope. For some people this is related to a particular religion, but for others it is not.

Spiritual care can be a supportive, compassionate and listening presence. The pastoral/spiritual care team are available to listen and to help you in the journey of meaning and hopefulness. They can also contact spiritual support people from a range of traditions.

You can ask a staff member to contact them or you can phone direct on 06 350 8690 . One of them will drop in to see you.

Support services:

We have a local support service; see telephone box for a full list of phone numbers.

Taxi:



Call 0800 355 5333 our hospital spot for pick up is number 62.

Shuttles can be arranged by the nursing staff to Shannon, Foxton, Levin, Otaki, and Woodville & Dannevirke.

Tea & Coffee:

Help yourself in the dining area. This is for yourself & visitors.

Telephone:



A booth is located by the dining area. Dial one (1) for an outside line. Local calls are FREE. Please be considerate to others when on the phone if someone is waiting.

Calls to mobile phones & out of area require nursing support to put calls through.

A telephone book is available on request just ask staff.

The phone number for family / whānau & friends to call you is 06 350 8160.

Television:

Located in the male & female lounges, chill out room and the Occupational Therapy lounge area along with a DVD and PS4 player.

Toilets:

These are located on each wing, some rooms do have ensuite. There is a toilet opposite reception, by the family / whānau room, for patients to use.

Type of patients:

-Voluntary / informal

- Involuntary & formal (Patients under the Mental Health Act 1992.)

Under 18:

Ward 21 is an adult ward. You will be given a 'safety companion' which is a one-on- one person to be with you 24/7. This person can go around the ward with you. You may either be discharged or referred to our Rangatahi Unit in Porirua. A full information pack is available on the Rangatahi Unit from your nurse.

Uniform guide:

Blue or white uniform - nurses

Green & purple – health care assistant- HCAs

Regular clothes – Dr., Social Workers, Occupational Therapist, Community Mental Health RNs, Psychologists, Consumer & Family / Whānau advisor.

Valuables:

*Please have these locked in our safe. **We do not take responsibility for any items that go missing or damaged.***

Vaping: *approved in the outdoor area off the dining room.*

Visiting hours:

We have flexible visiting hours. Preferred visiting hours are 2.00pm – 8.00pm. Outside of these hours' family/ whānau and friends need to ring and talk with the charge nurse to seek approval to visit we try to be flexible.

We have two (2) areas you can sit with your visitors: our Family / Whānau room opposite reception or the dining area. In the summer time you may be able to use the 'garden of tranquillity'.

Visitors are not allowed in the bedroom areas.

Children need to be supervised at all times and it is preferred they stay out of the main ward where other patients reside.

Visitor parking:

Entry via gate 2 Heretaunga Street. First 40 minutes FREE then \$2.00 per hour thereafter.

Wairuatanga:

Provides information regarding access to our Maori Chaplin from Pae Ora Paiaka Whaiora Hauora Directorate. Ask your nurse or Social Worker to make contact for you.

Washing:

See under laundry.



Watch a DVD:

Pop into the Occupational Therapy lounge by the front door or the chill out space.

Who can I find out information from?

Your Nurse is your main contact for ALL information. Their names can be found on the whiteboard in the dining area & by the nursing station. In your room there is a small whiteboard which will also list your care team.



Whānau/ Family Ora Kaitautoko Advisor:

Can visit you and your whānau to advise you of your rights, where you can get help, support and advocacy. Will support tangata whaiora and whānau at Dr Reviews, court hearings, whānau and discharge planning meetings. Inclusive of links to cultural and Kaupapa/Iwi Māori supports for tangata whaiora and their whānau.

Whānau / Family support:

We work closely with Manawatu Supporting Families. Your Social Worker can arrange a direct link or call 06 355 8562.

If your Family / Whānau call the Ward to obtain information on you, if you are voluntary we are unable to give information unless you have given permission.

Whānau / Family room:

Opposite reception area so you can spend time with your Whānau / family.

Wi-Fi / Internet:

FREE from Inspire Net just connect up.



WRAP – Wellness Recovery Action Plan

Get to know your triggers and what you need to do to keep well. As your Key Worker to work with you to complete.

Please just ask a question. No question is a silly question.

Your room:

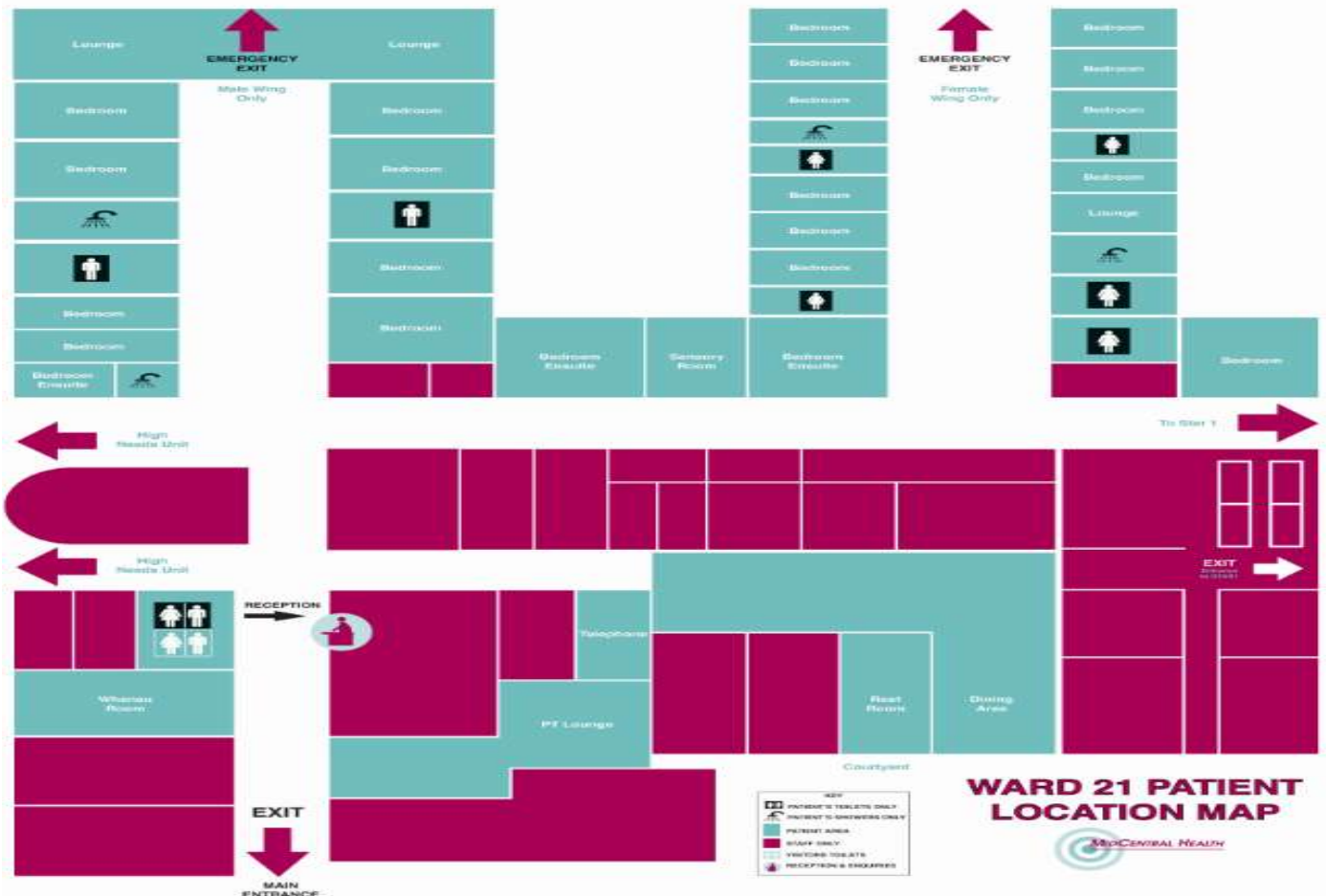
*It is your responsibility to keep your room tidy
and make your bed.*



CAR PARKING FEES: HOURS PRICES

0-40 minutes Free	30 minutes to 1 hour \$2.00	1 hour to 1.5 hours \$3.00
1.5 to 2 hours \$4.00	2 to 2.5 hours \$5.00	2.5 to 3 hours \$6.00
3 to 4 hours \$7.00	4 to 5 hours \$7.00	5 to 6 hours \$8.00
6 to 7 hours \$8.00	7 to 8 hours + \$8.00 per day	
Lost Ticket \$10.00		

*Once parking has been paid for, people have 15 minutes
to exit the car park or a further fee will apply.*



ENTRY

Hospital corridor >>>> Star 1,2 & 3

Planning for discharge what do you need to do?

- ☐ Accommodation we can assist you see your Social Worker
- ☐ Benefit / finances sorted
- ☐ Day activity centres to visit
- ☐ Follow up appointments made
- ☐ Food to eat after discharge
- ☐ Iwi & Kaupapa Māori Supports
- ☐ Medication next 7 days
- ☐ Peer Support
- ☐ Support in the community
- ☐ Wellness Recovery Action Plan (WRAP)
- ☐ Whānau / Family Support

NEED TO TALK?

1737

**free call or text
any time**



24 Hours SERVICE

Acute Care Team

Specialist assessment and treatment for people of all ages experiencing a psychiatric crisis.

MENTAL HEALTH & ADDICTIONS

If you already use our service please contact your key worker in the first instance.

TEL: 0800 653 357

Your Rights & Responsibilities

when receiving health and disability services from MidCentral Health



1



Respect

You should be treated with respect, including respect for your personal privacy, including your cultural, religious, social and ethnic needs, values and beliefs.

2

Fair Treatment

You should be free from discrimination and services should be delivered without coercion, harassment or any form of exploitation.

3

Dignity & Independence

Services should be provided in a way that respects your dignity and independence.



4

Proper Standards

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

5

Communication

You have the right to be listened to and information should be given in a form, language and manner which you can understand. When reasonably practicable, an interpreter should be available.

6

Information

You should always be given an explanation of your condition and your options – including the expected risks, side effects, benefits, costs and an estimate of when you will receive a service. You can also ask any questions to help you get all the information you need.

7

It's Your Decision

Anything to do with your health is up to you – you can say no or change your mind at any time. In circumstances where services have to be delivered without your consent, they should be in your best interest.



8

Support

You may have a support person or people of your choice with you, as long as it is safe and other consumers' rights are not unreasonably affected.



9

Teaching & Research

All of these rights apply when you are being asked about or taking part in teaching or research.

10

Complaints

It is OK to complain – your complaints help improve our service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.