

*Haere mai* —  
**Welcome**

Te Kahu Pairuri  
ki Whanganui



**hospice**  
Whanganui



## HERE'S HOW TO FIND US.

ADDRESS: 78 Virginia Road, Otamatea, Whanganui, 4500

PHONE: (06) 349 0080 | 0800 68 33 68

EMAIL: [admin@hospicewhanganui.org.nz](mailto:admin@hospicewhanganui.org.nz)

WEBSITE: [hospicewhanganui.org.nz](http://hospicewhanganui.org.nz)

FACEBOOK: Hospice Whanganui



### KOWHAI & HUIA

ARTIST: NGAHINA GARDINER  
NGA WAIRIKI

Kowhai is said to symbolise personal growth and the huia symbolises leadership and mana that fills the kete of knowledge.

The huia is a precious taonga that is no longer in this world.

It is now a spiritual being that takes flight with the wairua, on the journey home.

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*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 the people!*



# Welcome \_\_\_\_\_

## TO HOSPICE WHANGANUI



We have been providing free specialist palliative care for people with a life-limiting illness since 1981.

Our commitment is to support all our patients and their whānau/family, to live life to the full. We will walk alongside them throughout their journey.

Our team of dedicated and skilled professionals provide care and support for people throughout the greater Whanganui community. Our services are provided in patients' own homes or the places they choose to be, meaning our team will come to you, wherever you are.

We also have fully equipped rooms in our beautiful and peaceful facility to provide short-term stays for patients and whānau/family, where needed.

Our patients are usually referred to us through their GP or their specialist, but patients can also self-refer if they meet the criteria for a Hospice referral.

Our service extends throughout the Whanganui region as well as the Waverley and Waimarino communities.

**All of our services are free of charge.**

For more information about who we are, please visit our website: **[hospicewhanganui.org.nz](http://hospicewhanganui.org.nz)**

*Mōku anō ēnei rā te rā ka hekeheke; he rākau ka hinga ki te mano wai*

*Let these few days with the declining sun, be for me;  
a tree falling into deep running water*





## We are ALWAYS available on the phone

As a patient, or whānau/family member (or even a friend), you can call us any time of the day or night for advice. No matter how small you may feel a question is, we are always happy to support you.

*You can reach us on 06 349 0080 or*  
**FREEPHONE us on 0800 68 33 68**

If you prefer to email us, you can do so on **[clinical@hospicewhanganui.org.nz](mailto:clinical@hospicewhanganui.org.nz)**  
and one of our friendly team will get back to you as soon as possible.



# What we do \_\_\_\_\_ (and how we do it)

We believe the ‘whole person’, and their whānau/family are important in their journey.

The philosophy of Hospice is based on a holistic model of care. This means that we believe all aspects of a person’s life are important for them to live life to the fullest potential.

Our caring and highly skilled team will support patients, and their whānau/family across all these areas as they navigate the palliative journey.

This may include:

- providing expert clinical support to manage or relieve pain and other symptoms
- providing practical support and equipment to improve the mobility and quality of life in the patient’s home
- providing support and training to other providers involved in a patient's care
- supporting whānau/family or carers as they care for their loved one
- supporting the emotional and spiritual needs of patients and whānau/family
- providing grief and bereavement support for children and adults as they grieve and remember their loved one.

*Whānau*  
*Family – where life begins, and love never dies*



WE OFTEN REFER TO THE MODEL

***‘Te Whare Tapa Whā’***

*(the four cornerstones of the home)*

THIS REFERS TO

*‘te taba tinana’* (physical health)

*‘te taba whānau’* (social and whānau/family wellbeing)

*‘te taba hinengaro’* (psychological/emotional health)

*‘te taba wairua’* (spiritual wellbeing)





# What does hospice care

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## LOOK LIKE?



When a person is referred to us, our first connection is usually a visit to their home to assess their needs and to discuss how Hospice can best support them and their family. The patient may also choose to come to Hospice for this initial assessment if that suits them best.

From this initial visit, we will develop a plan of care with you and you will be supported to change this plan as your needs change.

One or more of our team members will regularly visit or call you as you need us to, providing you with the support you need. We will work alongside your GP and others involved in your care to ensure your care is joined up and well coordinated.

Some examples of the support we can provide are:

- Discussing and determining what medications are most beneficial to you and helping you and your whānau/family manage this easily and safely.
- Supporting you to access equipment such as walkers, electric beds or other aids to help with your independence, mobility and comfort at home.
- Supporting you to access cares in your home such as showering, cleaning, or other personal cares to support your independence and comfort.
- Providing support with nutrition, including nutritional supplements where needed.
- Supporting you to access monitored personal alarms so you can have emergency care available at any time.





- Helping you to sort out any financial or legal issues (such as your Will, or your Enduring Power of Attorney) or to access support from other agencies such as the Ministry of Social Development, etc.
- Supporting you or your whānau/family to make funeral arrangements.
- Spending time with you or your whānau/family to explore important emotional, family or spiritual needs that you may have.
- Helping you to access supported living arrangements if you need it, such as a Residential Care Facility.
- Supporting you through a short-term stay in our in-patient facility if that is what you want and need.
- Liaising with your other health providers (eg your GP, pharmacist or specialist) on your behalf to ensure you are getting the right support when you need it.

- Helping you and your whānau/family put a plan in place for your care and after your death. We could help you complete an Advanced Care Plan that gives guidance to your whānau/family and other health providers on what your wishes are for your care, where you wish to die and what you would like them to consider after your death.
- Providing grief and bereavement support during illness and following death so that you know your whānau/family is also cared for.

Your GP and local pharmacy will still be the primary providers of your care and your medications, but we will tautoko (support) with advice wherever needed throughout your journey.

To learn more about our service or teams  
please visit our website:  
**[www.hospicewhanganui.org.nz](http://www.hospicewhanganui.org.nz)**



# Hospice Whanganui

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## IN-PATIENT UNIT



Hospice Whanganui has an in-patient unit with fully equipped ensuite rooms, overlooking our gardens.

They are there to support you and your whānau/ family for a short-term stay if there is an acute need or if you do not wish to die at home.

Please reach out to one of our team if you would like to explore this option and we will discuss your individual needs with you. We also have fully equipped facilities for whānau to stay with you while you are in the unit.

**To find out more please talk with one of our team.**











# *Whānau and* ——— social support

Whānau, friends and people within your wider community are key to supporting you through a life-limiting illness. Hospice Whanganui has a dedicated team who provides support directly to whānau/family, whatever they may need.





## Whānau / Carer Wellness

Whānau are often primary carers for people with a life-limiting illness. We provide information to help whānau and friends care for their loved one and let them know about practical issues they may face along the way.

We run several programmes throughout the year specifically aimed at supporting carers to care for their loved one. We also provide support and training for whānau/family and carers in the patient's home where needed. You are welcome to contact our Whānau Support team for details.

**[whanausupport@hospicewhanganui.org.nz](mailto:whanausupport@hospicewhanganui.org.nz)**





## Hinengaro / Emotional Wellness

Entering the palliative journey can bring a range of feelings and emotions to the surface for you, your whānau/family and loved ones. Whether it's about 'putting things in order', or dealing with more difficult emotional, social, legal or financial issues, we are here to help.

This may include:

- facilitating whānau hui (meetings) to talk through things
- providing both emotional and practical support, advice and information for you and your whānau
- coordinating services to help you remain as independent as possible in your own home
- exploring other options with you, if full time care becomes necessary.

Hospice will connect you to other specialist or community services in the region, to ensure the needs of you and your whānau are met.

If you feel you may need this service, please get in touch.







## Wairua / Spiritual Wellness

Our highly experienced team is available to support your spiritual (wairua) needs and that of your whānau as they come to terms with feelings of grief and loss. Spiritual needs may be met through a religious or faith connection for some; or through people, places, memories, the arts, and expression of personal values for others. Spirit (wairua) is a crucial part of our wellbeing and it is what drives us all to feel nourished and fulfilled. It determines who we are, where we have come from and what we leave in the hearts of those who go forward after us.

Whatever your individual expression of faith or spirituality, we are here to support you.

*He toka tū moana, arā he toa rongonui*  
*Your strength is like a rock that stands in raging waters*





## Bereavement support

For whānau/family, the journey of supporting someone through their life-limiting illness does not stop at their death. The process of grieving and navigating the memories begins. It looks different for everyone, but whatever their situation or needs, we are here to support them through this.

There are several ways in which whānau/family can access support in a way that works for them.

We could support them through a series of face to face visits for a period of time and help them navigate the transition beyond the death of a loved one. This can be at home, in a café or outdoors in a setting that brings them peace.

We offer monthly morning tea gatherings where whānau and loved ones can connect and share with others in their grief with a range of social activities.

We also offer a dedicated programme called '*The Grief Journey*' at certain times of the year for anyone who has lost someone and wants to understand how their grief may be affecting them.

If you would like to know more about this service reach out to us at **[whanausupport@hospicewhanganui.org.nz](mailto:whanausupport@hospicewhanganui.org.nz)** or call us on **06 349 0080**















# *Do you or a member —— of your whānau* **HAVE A DISABILITY?**

We are committed to providing an excellent, safe and patient-centred service to all people regardless of any disability they may have.

Please discuss your individual needs with our team. We also invite your feedback and suggestions throughout our service on how we can best serve you and your whānau/family.







# Informed consent to care

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For us at Hospice Whanganui, it's very important that you and your whānau/family are informed every step of the way.

We want you to know and feel that you are in control of the care we provide for you. You can always ask questions, make suggestions and inform us of your wishes throughout your care.

You will be asked, at the point of a referral to Hospice, to sign a consent form, where we will discuss the type of care and support services we will provide. We will discuss any questions you may have to ensure you feel comfortable and informed throughout the process.

You may also decide that an *Advanced Care Plan* is important to you. An *Advanced Care Plan* lets you decide the kind of interventions and care that you want, or do not want.

This plan helps provide clarity for you and your whānau/family. It also lets other services like St John's Ambulance, Whanganui Hospital and your GP know about your specific requests and wishes. We can assist you with making this plan.

If you have any concerns or questions about the care you are receiving at Hospice Whanganui, we encourage you to talk to one of our team members or to email us at **[admin@hospicewhanganui.org.nz](mailto:admin@hospicewhanganui.org.nz)** or phone  
**0800 683 368**





*Kia hora te marino, Kia whakapapa pounamu te moana,  
kia tere te Kārohirohi I mua I tōu huarahi*

*May the calm be widespread, May the ocean glisten as greenstone,  
May the shimmer of light ever dance across your pathway*





# Your rights when receiving

## A HEALTH OR DISABILITY SERVICE



The Code of Health and Disability Services Consumers' Rights applies to all health services and disability support services in New Zealand.

The Code gives rights to everyone.

It places obligations on people and organisations providing services. This includes anyone providing, or claiming to provide, any sort of health or disability service, whether public or private.

### *1. Respect / Mana*

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

### *2. Fair Treatment / Manaakitanga*

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

### *3. Dignity and Independence / Tu Rangatira Motuhake*

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





#### *4. Proper Standards / Tautikanga*

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 / Whaka-whiti-whitinga Whakaaro*

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

#### *6. Information / Whakamohio*

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 likely costs and likely benefits and side effects. You can ask any questions to help you be fully informed.

#### *7. It's Your Decision / Whakaritenga Mou Ake*

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

#### *8. Support / Tautoko*

You have the right to have someone with you to give you support in most circumstances.

#### *9. Teaching and Research / Ako Me Te Rangahau*

All these rights also apply when taking part in teaching and research.

#### *10. Complaints / Amuamu*

It's okay to complain – your complaints help to improve services. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.





## Privacy statement for all persons who access Hospice Whanganui services

Hospice Whanganui will hold information about you as it relates to the care and support we may provide to you. You are entitled to have access to this information at any stage, unless where Hospice Whanganui is required by law to withhold it.

In discussion with you, we may also share relevant information to other agencies involved in your care to ensure our services are coordinated and that you experience a seamless transition between services. You have the right to decide who we share information with.





# Providing feedback

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## Feedback

We encourage you to provide feedback and suggestions to us throughout your care and for your whānau/family to do the same.

If for whatever reason you are not comfortable or satisfied with the care you are receiving, or with any aspect of Hospice Whanganui's service, we would love to hear from you.

You can speak directly with one of the staff caring for you, or email at the address below, or you may prefer a paper feedback form (please ask one of our staff to get this for you).

You can also email us to ask for a feedback form which we will email back to you.

**[admin@hospicewhanganui.org.nz](mailto:admin@hospicewhanganui.org.nz)**

Your comments will be kept strictly confidential and dealt with promptly. Unless you wish not to be contacted, someone will be in touch with you once we have reviewed your feedback to discuss it further or to let you know how we are addressing this.



## Formal complaints and feedback process

If you want to provide confidential feedback directly to our Chief Executive Officer (CEO) please email [ceo@hospicewhanganui.org.nz](mailto:ceo@hospicewhanganui.org.nz).

You can lodge a formal complaint with the Health and Disability Commissioner, who will be able to support you through the process of making a complaint. They are a free service. You can find more information about them on their website. Alternatively, you can contact them directly on: **0800 11 22 33** or email them on [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)



*Manaaki whenua, Manaaki tangata, Haere whakamua*

*If we take care of the earth, and take care of people,  
We will take care of the future*









# *How you ————— can support*

## **HOSPICE WHANGANUI**



Hospice Whanganui has provided free services to our community since 1981, thanks to the generous support and donations we have received from the people of Whanganui.



There are many ways in which you can support Hospice:

- We have a range of different volunteer opportunities available, either short-term or long term. We would be very happy to discuss options with you.
- We also welcome one-off or regular donations and can provide a tax-receipt for any donations made. Please find our account number below if you would like to make a direct transfer via your bank.
- Some people also generously choose to donate through their wills or bequests. These donations make a significant difference to our organization and our ability to keep providing a free service to people in Whanganui.
- You could choose to select Hospice Whanganui for donations in lieu of flowers at a funeral.
- Donating your goods to one of our Hospice Shops is a great way to support the work of Hospice. We also always appreciate you choosing to purchase things from our stores.
- Join us at our fundraising events. These happen throughout the year – details on our website and Facebook page.

Every little bit helps us to maintain our service, and we would love to talk to you about how you can be a part of this.



## Bank Details

Hospice Whanganui

Westpac Account Number: 03-0791-0571167-000

Please reference your details and send us an email to [accounts@hospicewhanganui.org.nz](mailto:accounts@hospicewhanganui.org.nz) if you would like a receipt.



*Rārangi maunga, tu tonu, tu tonu.  
Rārangi tangata, ngaro noa, ngaro noa*

*The mountains are still standing...  
long after the people have gone*









