

# Nurse Maude

**HOSPICE PALLIATIVE  
CARE SERVICE**

## Palliative Care in the Community

Te manaaki i te hunga  
rangatahi me te hunga  
tamariki e mate ana



## Further information

For further information please speak to a member of the Nurse Maude team.

We welcome comments on our service. Please phone the Nurse Maude Hospice on 375 4274 and ask for the Service Manager.

## 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,  
Merivale, Christchurch  
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## About palliative care

Palliative care helps people with a life-limiting illness live their life as fully and comfortably as possible.

Palliative care identifies and treats symptoms which may be physical, emotional, spiritual or social. It is a family-centred model of care, meaning that family/whānau and friends can also receive practical and emotional support.

Nurse Maude provides a range of specialist hospice and palliative care services for those living in Canterbury. All services are free to patients and their families/whānau with costs partially met by the government and the remainder through the generosity of the community.

## Palliative care in the community

Many people who need palliative care want to stay in their own homes for as long as possible and the community palliative care service may facilitate this. This service is also available to those living in residential care.

Nurse Maude's specialist palliative care team is skilled in monitoring and supporting patients at home, helping with pain and other symptoms that may be causing concern. They work alongside general practitioners, district nurses, pharmacists and other health professionals to provide the best possible care.

## Referrals

Referrals can be made by any health professional.

When a referral is accepted, a member of the team arranges to meet the patient to complete an assessment and plan their care. Further visits are arranged if required, but it is usually the district nurses who provide ongoing support at home.

## Services

Palliative care is very much a team approach – some team members can help with a specific issue for a short period of time while others may become involved for longer periods.

Care is tailored to an individual's need, and may be offered by some, or all, of the following team members:

- **Nurse Specialists:** some patients will have a palliative care nurse specialist who assists with symptom management and advice and liaises with any other services involved. They can also support patients in residential care.
- **Specialist Doctors:** support community nurses and are available to GPs for advice and information. Doctors may visit at home but always keep the patient's own GP informed.
- **Family/whānau Support Team:** offers information, advocacy and personal, practical and spiritual support to patients and their families/whānau. The team consists of counsellors, spiritual care worker, social worker and Kaiāwhina.

- **Needs Assessor:** visits to discuss what support is available to stay at home. If staying safely at home isn't possible, they work with the patient and their family/whānau to provide information and options for longer term residential care.
- **Dietitian:** visits to offer suggestions on eating, and food and fluid choices to help manage symptoms such as nausea, constipation and taste changes.
- **Occupational Therapist:** focuses on a patient's ability to undertake self-care, leisure or work related activities. To achieve this, they may suggest modifying activities or provide equipment that maximises independence and safety.
- **Physiotherapist:** helps maintain independence and mobility around the home which can include providing exercises, falls prevention education and equipment if required.

If you or your family/whānau have any concerns please talk to a member of the Nurse Maude team. We appreciate that this situation may be completely unfamiliar for you. Please allow us to assist you with your concerns no matter how trivial they may seem. We value your perspective and want to work in partnership with you to provide the best possible care.