

Nurse Maude

Caring for the people of Canterbury since 1896



Our Services

Customer Promise

You are central to everything we do.
Whenever you contact us you will
receive a helpful response and
high quality service.

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
-

Contents

Homecare	2
<i>Mohimohi Kāinga</i>	
Canterbury	2
Nelson/Marlborough	2
Wellington / Hutt Valley	2
Services provided	2
ACC Homecare - Care after an injury	2
CREST	3
Community Nursing	3
<i>Ngā Nēhi Hapori</i>	
Services provided	3
Acute Demand Liaison Service	3
Home Dialysis Service	4
Specialty Services	4
<i>Ngā Ratonga Mātanga Nēhi</i>	
Stomal Therapy	4
Complex Wound Service	4
Continence Service	5
Infusion Service	5
Diabetes Service	5
Paediatric Service	5
School Based Nursing	6
Nurse Maude Hospital	6
<i>Te Hōhipera a Nēhi Maude</i>	
Nurse Maude Hospital	6
Hospice Palliative Care Service	7
<i>Te Hunga Manaaki i a Ngāi Tuamatangi</i>	
Hospice Palliative Care	7
Paediatric Palliative Care	7
Family Support	7
Palliative Aged Residential Care	8
Volunteers	8
<i>Nga tūao</i>	
Retail	8
<i>Ngā Ratonga Hokohoko</i>	
Health & Mobility Shop	8
Maudes Online	9
Supply Department	9
Hospice Shops	9
Maudes on Trade Me	10
Your Rights & Privacy	11
<i>Ngā Mōtika Tāngata me te Matatapu</i>	
Referrals	12
Location Map	12
Contact Us	Inside Back Cover

Homecare

Canterbury

Email: homecare@nursemaude.org.nz

Nelson / Marlborough

Email: nelson.marlborough@nursemaude.org.nz

Wellington / Hutt Valley

Email: nmwellington@nursemaude.org.nz

Homecare is available if you:

- are recovering from an illness, accident or surgery
- have a life-limiting illness
- are over 65, or have disability and need long term support to help retain independence and live safely in familiar surroundings



In partnership with you and your family/whānau, a Registered Nurse develops a plan that focuses on your strengths and abilities. Your care plan can be reviewed on request.

Services provided:

- Household assistance
- Personal care
- Assisting with medication management
- Meal preparation
- Managing chronic conditions

ACC Homecare – Care after an injury

We work in partnership with Access Home Health for ACC Personal Care and Household Assistance, and the Serious Injury Service for those who need more intensive care, such as a spinal cord or brain injury. The service is overseen by a Registered Nurse who leads the team that manages your care, addresses queries, liaises with ACC and arranges any additional support that may be required.

If you would like Nurse Maude to provide your care, please

ask your doctor or hospital staff to put 'Nurse Maude via Access' on the referral form.

CREST

Available in Canterbury, the Community Rehabilitation & Enablement Support Team (CREST) provides an intensive programme of two to six weeks home-based assessment and rehabilitation by a skilled Support Worker. The service works with Older Persons Health Specialist Services, your GP and pharmacist.



Community Nursing

Email: district@nursemaude.org.nz

Our teams of Registered Nurses, Enrolled Nurses and Health Care Assistants provide a comprehensive nursing service, collaborating with GP's, Practice Nurses, ACC, specialist services and consultants.

Services provided:

- Wound care
- Compression bandaging
- Negative pressure wound therapy
- Continence management (catheter and bowel)
- Medication management
- Palliative care and support
- End of Life cares
- Community I.V therapy
- Heart Failure monitoring
- Tunnel Drain management

Acute Demand Liaison Service

The Acute Demand Liaison team works with Christchurch Hospital's Acute Demand Service to assess patient suitability for an early discharge. Services include short term intravenous antibiotics, cellulitis treatment and heart failure monitoring.



Home Dialysis Service

Working with the Home Dialysis Unit at Christchurch Hospital, the Nurse Maude community haemodialysis service assists patients in their homes.

Care ranges from needling and connection so patients can manage their own dialysis, to a full service which includes needling, connection, assessment during the dialysis period, connection and cleaning after dialysis has finished.

If you need assistance with dialysis or think you would benefit from this service, contact the Home Dialysis Unit on 03 364 0610 or Nurse Maude.

Specialty Clinics

35 Mansfield Avenue, Merivale

Email: info@nursemaude.org.nz

Clinic Hours: 8:00am - 5:00pm, Monday to Friday
(by appointment only)

Stomal Therapy

Information, advice and support is available if you have, or are expecting to have a stoma. Stomal therapy supports you to live with a stoma independently, comfortably and with dignity.

The comprehensive service includes education prior to surgery, visits (in hospital and at home after discharge), arranging ostomy equipment, appliances and/or stomal supplies, clinics for regular checks and assessments, access to a dietitian and referral to other health professionals and agencies.

Complex Wound Service

Nurses assess, manage and advise on chronic, complex wounds and leg ulcers in our specialist wound care clinics. They also provide care plans, follow-up and prevention

programmes such as compression hosiery. A dietitian is available if required.

Consultation and advice to GP's, community and practice nurses, rest homes and private hospitals is also provided.

Continence Service

We provide support, assessment, treatment and education for anyone over four years of age with a continence issue, including difficulty getting to the toilet on time, frequent visits to the toilet, bladder leakage when coughing, sneezing or exercising, or bowel leakage.

Infusion Services

The Infusion Service provides support to patients requiring intravenous access for infusions such as antibiotic therapy and Aclasta. Services are provided at our Merivale-based clinic, but alternative arrangements can be made if required.

Diabetes Service

Providing support and information to general practice for managing people with Type 2 diabetes in the community, including assistance with the start of insulin or changes in medication. The service provides access to specialist nurses and a dietitian. Appointments are by arrangement in partnership with your GP Practice.

Paediatric Service

Those experiencing ongoing health issues with children can access our Paediatric Service by referral from their doctor. Our team includes a Paediatric Clinical Nurse Specialist, Paediatric Dietitian and Complex Children's Respite Care



Coordinator.

School Based Nursing Service

School based nurses provide access to health services in Decile 1, 2 and 3 secondary schools, alternative education facilities and teen parent units in conjunction with other primary and secondary services.

Nurses provide universal health, disability and youth development checks such as the HEADSSS assessment, promotional health campaigns and individual health services within the schools.

Nurse Maude Hospital

25 Mansfield Avenue, Merivale

Phone: 03 375 4145

Email: hospital@nursemaude.org.nz

The Nurse Maude Hospital is a fully licensed 75-bed hospital specialising in hospital level, long term residential and palliative care.



People can be referred by their doctor, public hospital or other health professionals and all prospective long-term care residents must have their needs, income and assets assessed by Older Persons Health before admission.

Residents can be attended by their own doctor or have the hospital's doctor look after them. Physiotherapy, activities, volunteer support, hairdressing, podiatry and chaplaincy services are all available.

Admission for palliative care is arranged through the Nurse Maude Hospice Palliative Care Service by referral from a health professional.

Short-term respite care can be provided, dependent on bed occupancy, for up to 28 days under the Respite Care Scheme. This can be extended on assessment and is also available for those who wish to pay privately.

Daily vacancies are posted on the Eldernet website.

Hospice Palliative Care Service

15 Mansfield Avenue, Merivale

Phone: 03 375 4274

Email: hospice@nursemaude.org.nz

Hospice Palliative Care

Specialist palliative care provides management and support of symptoms which may be physical, emotional, spiritual or social. Family/whānau and friends can also receive practical and emotional support.

Care is provided free of charge. The team works alongside GP's, District Nurses, Pharmacists, other health professionals and volunteers to provide the best possible care, advice, support, education and training.

The multi-disciplinary team includes specialist trained nurses, doctors, allied health professionals including a Dietitian, Occupational Therapists, Physiotherapist, Needs Assessors and the Family Support team.

Paediatric Palliative Care

The Paediatric Clinical Nurse Specialist provides advice and support across the South Island and helps coordinate care for children with chronic or life limiting illness. Care is always provided in collaboration with the child's primary paediatrician and referrals can be made from any health professional involved in the child's care.

Family Support

Counsellors, a social worker, Kaiāwhina and spiritual carer make up the Family Support Team.

Confidential and non-judgmental counselling services are

offered in both individual and group sessions. The service also provides information, reassurance, resources and strategies to help cope with grief and loss and can refer clients to other health services if required.

The Korowai Programme is an eight-hour education programme delivered over four weeks for caregivers of people with a life limiting illness.

Palliative Aged Residential Care

The Palliative Aged Residential Care Service is a team of Clinical Nurse Specialists who provide education, mentoring and coaching support to both hospital and dementia level aged residential care facilities. The service works closely with facility staff to enhance existing competencies and build stronger expertise and sustained capability in the care of palliative residents.

Volunteers

Phone: 03 375 4230

Email: volunteers@nursemaude.org.nz

Volunteers are an integral part of the organisation enhancing and supporting the quality of patient care and services in the hospital and hospice. Volunteers also contribute by working in our hospice shops.

If you are interested in becoming a volunteer, please contact Volunteer Services.

Retail

Health & Mobility Shop

285 Wairakei Road, Bryndwr

Email: theshop@nursemaude.org.nz

Hours: 8:30am – 4:30pm, Monday to Friday

From walking frames to wheelchairs, continence supplies to cutlery, and almost everything you need to maintain your independence at home can be bought or hired from the Health & Mobility Shop.

Items for hire or purchase include.

- Bath boards, bath/shower stools
- Wheelchairs, walking frames and crutches
- Bed pans, urinals, raised toilet seats, commodes

- Bed blocks, bed cradles, over-bed tables
- Personal care, toileting, grooming and dressing
- Eating and drinking utensils
- Ergonomic cutlery, self-opening scissors, tap turners
- A wide variety of continence products.

Maudes Online

www.nursemaudeshop.org.nz

Open 24 hours, seven days a week, Maudes Online provides a wide range of continence and personal care items that are couriered to clients who prefer the convenience of shopping online.



Supply Department

95 Fitzgerald Avenue, Linwood

Email: supplies@nursemaude.org.nz

Hours: 8:30am – 4:30pm, Monday to Friday

When you have a prescription for supplies from your doctor, these can be collected or for a small fee we can deliver.

Hospice Shops

Hours: Monday to Friday 9.30am to 5pm

Saturday & Sunday 10am to 4pm

(Rangiora and Kaiapoi closed on Sundays)

Our hospice shops are a large part of raising money for the Nurse Maude Hospice so we can provide care and support free of charge to our patients and their families. Your donations of top quality, retro and vintage clothing is what makes the Nurse Maude Hospice Shops so popular. Every

week hundreds of quality fashion garments and accessories move through the shops thanks to your support.

Locations:

- **Merivale**
186 Papanui Rd (opposite Merivale Mall)
Ph 03 355 6295
- **Avonhead**
45 Merrin Street, Avonhead
Ph 03 357 4359
- **Sumner**
Cnr Marriner & Burgess Streets, Sumner
Ph 03 326 4025
- **The Palms**
The Palms Shopping Centre, Shirley
Ph 03 386 2674
- **Kaiapoi**
172 Williams Street, Kaiapoi
Ph 03 327 6816
- **Beckenham**
147 Colombo Street, Beckenham
Ph 03 332 7385
- **Rangiora**
73 High Street, Rangiora
Ph 03 375 4509



Maudes on Trade Me

Phone: 03 375 4643

Email: trademe.volunteers@nursemaude.org.nz

With more than 200 items listed every week, Maudes on Trade Me sells a diverse range of household goods,

furniture, antiques and collectables to support the Nurse Maude Hospice. We welcome donations of household items including furniture in good saleable condition. Unfortunately, we are unable to take computers, televisions, whiteware, beds or mattresses. Items for Maudes on Trade Me can be dropped into any of our hospice shops. Larger items can be collected if required.

Your Rights & Privacy

The Code of Health & Disability Services Consumers' Rights applies to all public and private health and disability providers in New Zealand.

Nurse Maude protects the privacy of patients and clients, abiding by the Health Information Privacy Code 1994.

You have the right to:

- be treated with respect
- freedom from discrimination, coercion, harassment and exploitation
- dignity and independence
- services of an appropriate standard
- effective communication
- be fully informed
- make an informed choice and give informed consent
- support
- complain

What if I believe my rights are not being met?

- You can lodge a complaint in writing or in person to the manager of the service from which you are receiving care or the Chief Executive of Nurse Maude.

Who can I contact?

- Your local advocacy service on 0800 555 050
- The Health & Disability Commissioner on 0800 11 22 33
- The Office of the Privacy Commissioner www.privacy.org.nz

For more information please contact the Nurse Maude Privacy Officer on 375 4200 or info@nursemaude.org.nz

Referrals

Nurse Maude has been caring for people since 1896.

People of all ages receive support from Nurse Maude and most referrals are made by your doctor or our public hospitals.

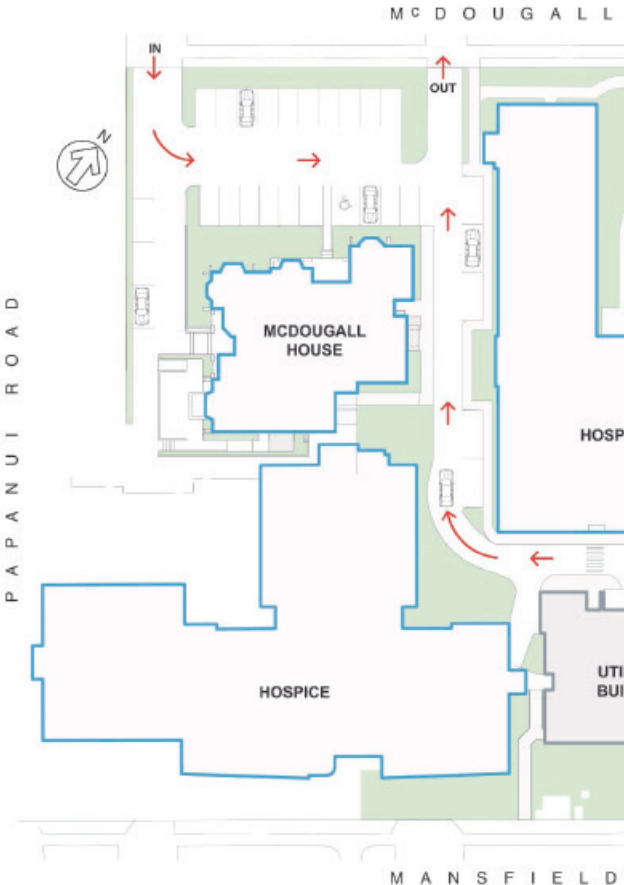
We also receive referrals from needs assessment and service coordination agencies, ACC and private hospitals.

Just let them know you want Nurse Maude to provide your care.

Our services are free to New Zealand residents, if you are a non-resident please contact us to enquire about our fee for service charges.

This guide is an overview of the services we provide. For information about a specific service please contact us.

Location Map



Contact Us

Canterbury

Phone: 03 375 4200 or 0800 888 018

Email: info@nursemaude.org.nz

Nelson / Marlborough

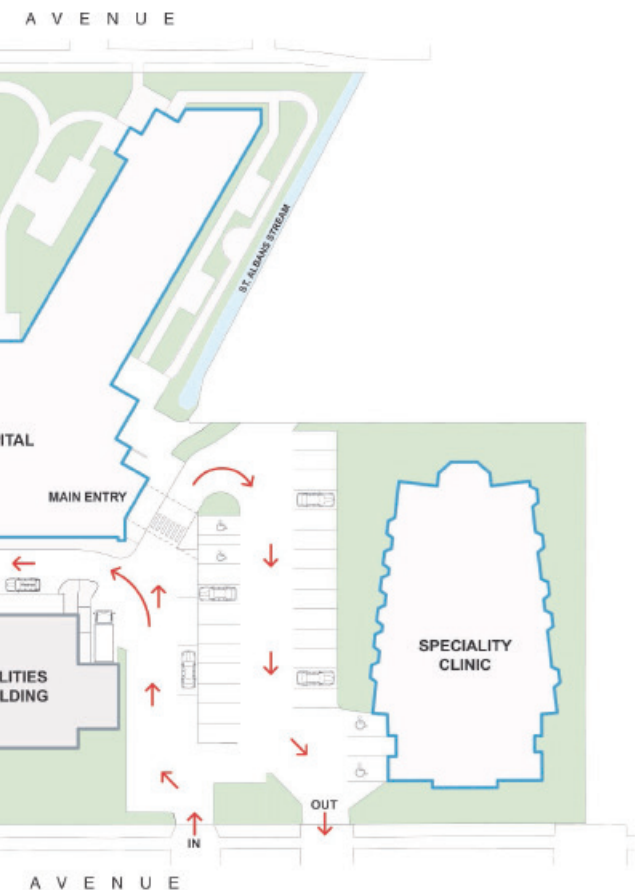
Phone: 0800 687 739

Email: nelson.marlborough@nursemaude.org.nz

Wellington / Hutt Valley

Phone: 0800 687 738

Email: nmwellington@nursemaude.org.nz



Nurse Maude

Caring for the people of Canterbury since 1896

Nurse Maude Corporate Office
McDougall House, 24 McDougall Avenue
Merivale, Christchurch 8014
Phone (03) 375 4200
Email: info@nursemaude.org.nz