

Personal spending money

We recommend only small amounts, if needed, are held in resident's rooms as we are unable to be responsible for its misplacement or loss.

Post and Newspapers

Post is delivered daily and read to residents by staff if they are unable to do this for themselves. Outgoing mail can be given to ward staff to post and our volunteers are happy to help with letter writing.

Copies of the local newspapers are in the shared lounge areas. You are welcome to have a personal subscription which will be delivered to your room and billed monthly.

Public toilets

Are available for visitors.

Falls Prevention

We try to prevent falls without taking away dignity and independence but despite our best efforts falls are sometimes unavoidable. To lessen the risk of injury we...

- **Undertake a falls risk assessment on admission**
- **Encourage mobility to maintain strength and balance**
- **Ask your GP if Vitamin D (which strengthens muscles and increases bone density) is suitable**
- **Consider the family buying hip protectors**

Signing or witnessing documents

Hospital staff are not able to witness or sign any legal documentation that relates to a resident, including wills, enduring powers of attorney or cheque signatories. Please give prior notice to the Clinical Nurse Manager when arranging a visit by the resident's lawyer to sign any legal documents.

Smoking policy

The hospital is a smoke-free building but there is a designated outside smoking area.

Specialist Nursing services

All specialist nursing services within Nurse Maude, including wound care, diabetes, continence and stoma specialists are able to be accessed through a referral from the hospital nursing staff.

Spiritual

An interdenominational service is held weekly and a communion service monthly. Visits from ministers, clergy and priests are welcome at any time either through personal request or arrangement with the Hospital Manager.

Telephones & Wifi

Every room has a private line for local calls. At the resident's expense, arrangements can be made to remove toll-bars for outgoing calls, with monthly invoicing. WiFi is available throughout the facility for residents and guests. You will be supplied details of a log-on on admission.

Televisions and SKY

Televisions are available in each room and SKY may be arranged at the patients cost including the supply of a decoder.

Visiting Hours

Visiting hours are between 10.00am and 5.00pm, and alternate times can be arranged on a case by case basis.

Volunteer Service

Our hospital volunteers add much to our ability to provide a wide range of activities including outings and visiting residents. All volunteers are trained and police checked.

Treaty of Waitangi

The Nurse Maude Hospital honours the principles of the Treaty of Waitangi and the overarching objectives of the NZ Health and Disability Strategies. Staff have undertaken cultural awareness and Treaty issues training.

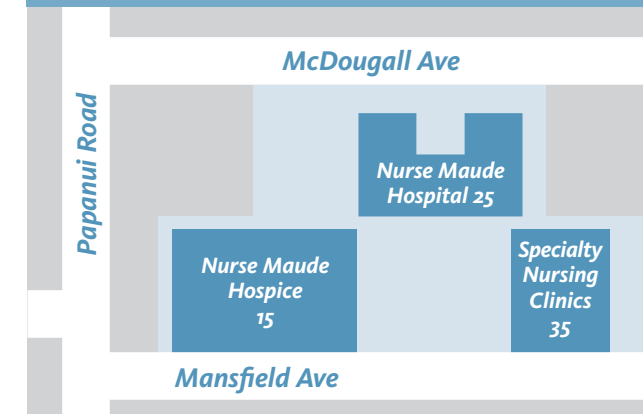
Direct Dial Numbers

Hospital Reception	375 4145	First Floor Nurses Station	375 4227
Hospital Manager	375 4603	GM Marketing	375 4288
Ground Floor Nurses Station	375 4215		

Commenting on our care

Please take the opportunity to let us know how you or your relative feels about the care we provide in the Nurse Maude Hospital, whether it be a compliment, suggestion or concern. This can be done via the hospital suggestion box in reception, directly to the Hospital Manager (email natalie.seymour@nursemaude.org.nz) or through the local Advocacy Service and Health & Disability Commissioner on: **0800 112 233** or ph **377 7501**

Location



Our Promise

You are central to everything we do. Whenever you contact us at Nurse Maude 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.

Information for Residents and their Relatives, Carers and Whānau.

25 Mansfield Avenue
PO Box 36-126
Merivale, Christchurch
Phone (03) 375 4145
Email hospitaladmin@nursemaude.org.nz

Nurse Maude
Hospital

We believe...

- **Everyone has unique physical, spiritual, emotional, social and psychological needs.**
- **Everyone is part of a family unit.**
- **That our hospital is the resident's home.**
- **Everyone has the right to quality health care provided with compassion.**

- **Elderly residents and those needing residential palliative care have special holistic needs.**
- **Hospital level care in a residential environment requires special personal qualities, skills and knowledge.**
- **The resident and their family / whānau / caregiver are integral to planning the care provided and should be regularly consulted about that care.**

Our Household Model

Our aim is to make this a happy, shared-home for the residents who move into our care. Each small grouping of rooms operates as a household with consistent care staff who come to understand each persons' preferred daily routines. Together they establish a household rhythm that works to best suit everyone's needs.

Admission

Please contact our Hospital Manager on **375 4603** or email natalie.seymour@nursemaude.org.nz

At the time of admission you will need to complete an admission form which will include general information, consent for treatment and care and contact details and be signed. Please allow enough time (up to an hour) for this to be completed.

Rooms are allocated on the needs of each resident on admission and we may transfer residents to another room if the need arises.

General Practitioner Services and Pharmacy

Nurse Maude has a GP who provides services in our Hospital. If you choose to use our GP we can arrange that and will cover the cost of all GP care approved by our Registered Nursing team. If your GP agrees to visit you at the Nurse Maude Hospital you may choose to stay with them and will be invoiced any difference between the Nurse Maude GP service rate and the cost of care provided by your GP.

The Nurse Maude Hospital will pay all prescribed prescription charges, any manufacturer's surcharge and any medications packaging and delivery costs. The cost of unsubsidised or partially subsidised medications will be on-charged to the client. Nurse Maude will work with you and your GP so you are involved in all decisions relating to your care and prescribed medications.

Accessing Personal Health Information

Your health information can be accessed by ringing our **Privacy Officer Phone 375 4200** annette.finlay@nursemaude.org.nz and arrangements will be made to view your file.

Nurse Maude's Activities Programme – Te Ora

Our Diversional Therapist and Volunteers run a stimulating programme of a wide range of meaningful activities. The programme changes frequently and is published monthly in advance.

Family Support Counsellor

Our Family Support Counsellor will support those receiving palliative care and their families as needed. Contact can be made via the Clinical Nurse Manager.

Fees

All our rooms exceed Ministry of Health standards with private ensuites and televisions, phone and wifi, ceiling hoists and the latest hospital bed technology. All have large picture windows with lots of natural light and contemporary furnishings. Some rooms will have premium room charges, however we have some rooms available with no premiums or part charges, to ensure our services are accessible to all. No premiums are charged for people funded through the Support Care contract.

Emergencies

Our staff have been trained in fire and emergency procedures. Should you be visiting at the time of an emergency please stay where you are and follow the instructions of the staff.

Meals

A nutritious menu is prepared by our dietician, taking into account individual needs. The menu is published in advance and changes frequently.

- **Breakfast is served between 7.45am and 8.30am**
- **Lunch between 12 noon and 12.30pm**
- **Tea between 5pm and 5.30pm**
- **Sandwiches, home baking and ice cream and jelly are available at all times.**

Gifts and donations

We always appreciate the offer of gifts or donations for the benefit of Nurse Maude and those we care for. Those wishing to do so should contact our General Manager of Marketing on **375 4288** or email Sue.Sutherland@nursemaude.org.nz to arrange this and receive written acknowledgement from Nurse Maude. For the safety of our residents and their families we cannot accept cash donations given directly to our staff and volunteers.

Hairdressing

Our professional hairdresser is available on Thursdays 9.30am to 4.30pm and fees are available on consent to use the service at the time of admission. Accounts are sent monthly to the nominated finance contact.

Community Services Card

We will need the resident's current Community Services Card for pharmacy prescriptions and other medical consultations and services.

Interpreter

We have access to an interpreting service and written information can be translated on request.

Health appointments outside the Nurse Maude Hospital

We will coordinate appointments for any specialist health service on referral from your GP. We encourage families to support residents to these appointments. Nurse Maude staff are available to escort if required.

Occupational Therapy/Physiotherapy

Is available within the hospital at no charge.

Palliative Care

Our hospital palliative care is provided under a Support Care Contract and is not part of the hospice service.

Personal enquiries on health

If you or a relative have any questions about your illness, care or treatment please contact the nurse on your ward, the Clinical Nurse Manager or Hospital Manager.

Furniture

We provide essential, Hospital furnishing and equipment in every room. We encourage you to bring personal items to make your room feel like home. Please discuss your ideas with staff in advance.

Personal clothing

Needs to be labelled before admission. Clothing labels can be bought from the Bernina Sewing Centre (50 labels for \$25 – one week) or Ballantynes Customer Services (minimum of 36 labels for \$26 including delivery – two to three weeks) While we make every effort to look after personal clothing and items we are unable to accept any responsibility for loss or damage or make an insurance claim for these.

All clothing needs to be able to go through a hot wash.

Women

- **1 Dressing Gown and 1 Bed Jacket (if required)**
- **6 Nightdresses (knit fabric)**
- **4 Cardigans (washable, not hand-knitted)**
- **3 Petticoats or Half Slips (preferred if relatively mobile)**
- **4-6 pairs of underpants**
- **4 pairs elastic top stockings or knee-highs (not pantyhose)**
- **6 pairs Socks**
- **6 Singlets**
- **3 Frocks (stretch) and/or 3 Skirts & Blouses (stretch)**
- **4 Tracksuit pants**
- **Slippers/Shoes**
- **Toilet bag (if desired)**
- **Make-up/Make-up Remover**
- **Lady Shaver (if required)**

Men

- **6 Pyjamas or Night Shirts**
- **4 Polo Knit Shirts (or short-sleeved stretch-fabric Shirts)**
- **4-6 pairs of Underpants**
- **4 Cardigans or Jerseys**
- **6 Singlets**
- **4 pairs Trousers**
- **1 Dressing Gown**
- **4 pairs Track pants (if preferred)**
- **6 pairs Socks**
- **Slippers/Shoes**
- **Razor**

Women and Men

- **Brush and Comb**
- **Tissues**
- **Toothbrush/Toothpaste Cassette/Radio/TV (optional)**
- **Soap/Soap container**
- **Sunhat with ties**
- **Talcum Powder**
- **Outdoor Jacket**
- **Deodorant**

Please ensure clothing is easy to put on and take off (i.e. knit fabrics) Personal items including shampoo, toothpaste, soap and deodorant are bought by the resident or their family and need to be well stocked.

Personal items

Residents may bring equipment such as radios and mobile phones into the hospital if they are safe to use and at the discretion of the Clinical Nurse Manager or Hospital Manager. They must not disturb thy other residents or be lent to them.