

Welcome to Arohanui Hospice

The inpatient unit has a warm relaxed atmosphere where family, whānau and friends are very welcome to visit and may stay overnight.

Please refer to the information below to ensure that the hospice environment is restful and provides a home-like atmosphere for everyone. Staff are always available to help if you have any concerns.

Safety

Safety and security at Arohanui Hospice are taken seriously. Please read the Arohanui Hospice Health and Safety policy and fire evacuation plan, which are on the wall in reception. If you are staying in the hospice overnight, please record your name in the overnight register, in case of an emergency.

The premises are monitored by security cameras, alarms and security personnel to ensure safety at all times. In order to maintain a safe environment for all, unauthorised or disruptive people may be asked to leave the property.

You should keep personal belongings with you at all times. Arohanui Hospice is unable to accept responsibility for any items lost. Please keep your belongings tidy, to enable staff and volunteers to move around safely while in the patient's room.

Privacy and Wellbeing

Please remember that other families may be experiencing a sad and challenging time too. You are requested to be respectful of their needs and privacy.

Children are welcome to visit at the hospice. There is a selection of toys/books/TV and DVDs available in the family lounge and an outside play area where children will require adult supervision. You may also like to bring some of the children's own books and toys to keep them quietly occupied. If you wish a child to stay overnight, please discuss with the nursing staff.

Facilities available for you:

Visitors' Kitchen

Tea and coffee making facilities are available in the visitors' kitchen off the main reception area. A stove, microwave, cooking utensils and dishwasher are available. Please ensure that you turn the oven off after heating or cooking a meal and leave the kitchen clean for other guests. If you require help to use the dishwasher, please ask one of the staff.

There are New World and Countdown supermarkets at Terrace End on Albert Street. A restaurant, dairy, coffee bar and takeaway shop are all located on Ruahine Street, opposite the hospital.

Please ensure all food stored in the visitors' kitchen fridge is named and dated.

Bedding

A mattress can be provided which can be placed on the floor in the patient's room, or the lazy boy chair may be used for family to sleep. A limited amount of bedding is available on request. You are encouraged to provide your own sleeping bag/blankets/duvet/pillows.

Showering / Laundry

There is a shower available for visitors by the Day Stay lounge. Please provide your own towels/toiletries. Please do not use the patient's bathroom/toilet.

The Hospice is unable to provide laundry facilities for families. There are laundromats within a 5 minute drive, at the Milson shopping complex, or adjacent to the Plaza.

No Smoking Policy / Alcohol

The hospice building is a smoke free environment, provided for the comfort and health of patients, staff and visitors. Please refrain from smoking anywhere on the hospice premises. other than the designated smoking area.

Communication

The patient rooms do not have individual telephones, but you are welcome to bring and use your mobile phone here at Arohanui Hospice. A landline telephone can be provided if you wish to make a call, or to receive an external call. Please take calls on cell phones to lounges or outside, as using them in the corridors may disturb other patients.

In conjunction with Inspire Net free Wi-Fi access is available within the hospice building. Please see reception for the access code.

Parking

There is off street parking available for patients and families available in the car park by the main entrance. There is also street parking available in both Heretaunga Street and Tremaine Avenue.

Pets

Pets can visit by arrangement. Please ask.

Visitors

Visitors not staying overnight are asked to depart by 10.00pm.

If more than one person wishes to stay overnight, this needs to be discussed with the nursing staff.

Entrance to Hospice After Hours

To ensure safety for patients and staff, the Hospice is locked after 7:00 pm. After this time, please use the main entrance. Push the call button adjacent to the double doors once and wait for a nurse to respond. Nurses may be busy attending to patients so please allow them time to come to the door.

Please Note: When the entrance door is activated after hours, there is a buzzer to alert nursing staff. It would be appreciated if you could please keep "coming and going" between the hours of 7:00 pm and 7:00 am to a minimum as this buzzer can disturb patients.



Visiting the Inpatient Unit at Arohanui Hospice



"Mehemea, ka moemoeā au
Ko au anake
Mehemea, ka moemoeā tātou
Ka taea e tātou"

"If I am to dream,
I dream alone
If we all dream together
Then we all achieve"

Na Te Puea Herangi

Arohanui Hospice

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Nau Mai Haere Mai Koutou

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 Find us on Facebook
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