



Gaining the most from life

Whakatipua tō ao

About the hospice

The Arohanui Hospice service aims to:

- ◆ help patients gain the most from life while living with a life limiting illness.
- ◆ provide quality support and care for patients, their families and whānau.
- ◆ enable patients to die with dignity, in their own home if that is their wish.

The Arohanui Hospice service:

- ◆ accepts dying as a normal process and seeks neither to hasten nor postpone death.
- ◆ works collaboratively with other services to meet the needs of patients and families/whānau; such services include General Practice teams, hospitals, residential care facilities, District Nurses, Māori Health Providers, support agencies and the Cancer Society.
- ◆ is FREE to all those who need it, although some non-hospital services such as prescriptions, special equipment, and mobility parking cards, may incur a charge.

The people we work for

Arohanui Hospice is here to help anyone living with a life limiting illness in the MidCentral Health region as well as the Bulls, Marton, Hunterville and Taihape areas.

Our service is mostly used by cancer patients, but we can help anyone in the advanced stages of other illnesses such as respiratory or heart disease, motor neurone disease or HIV-AIDS.

We provide care wherever people need it—at home, in hospital, in residential care or in the Arohanui Hospice inpatient unit

Community care

Our patients spend most of their time at home as this is generally where they prefer to be.

At Arohanui Hospice we have a team of community nurses (Palliative Care Co-ordinators) who support people at home by providing specialist palliative care nursing support and advice as well as co-ordination of their care, using the back-up of the interdisciplinary team at the hospice.

The Palliative Care Co-ordinators work in partnership with other professionals such as GPs, Practice Nurses, Māori Health Providers and District Nurses in providing that care.

Arohanui Hospice maintains its involvement if a patient needs to enter a residential care facility for ongoing care.

Inpatient unit

Arohanui Hospice has a modern, purpose-built, 10-bed inpatient unit in Palmerston North, staffed by experienced palliative care doctors, nurses and allied health staff.

Patients may be admitted to:

- ◆ receive treatment to relieve or manage distressing symptoms.
- ◆ allow carer support and family well-being.
- ◆ have social, emotional and spiritual issues addressed, which may have arisen during the patient's journey.
- ◆ provide a safe place where patients can die if dying at home is not appropriate.

Day admissions can be made for some minor treatments or surgical procedures.

Social/family support service

Social work and family support professionals offer personal and practical support to patients and families, in both the inpatient unit and in the community.

Patients and their families/whānau have access to supportive and encouraging family support team members to discuss any personal concerns they might have as they face this stage of their life journey.

This service also provides information about, and access to, services or support that might be available, and advice on eligibility and funding assistance to obtain those services.

Pastoral/spiritual support

Arohanui Hospice staff provide appropriate spiritual support for all patients and families under their care. Our spiritual care co-ordinator works as a member of the multi-disciplinary team. In consultation with other spiritual care providers in the community the spiritual care co-ordinator offers pastoral care that can assist patients and families as they adjust to the challenges of

a life-limiting illness. The spiritual care co-ordinator is available for general personal support, working in the inpatient unit and the community.

Bereavement support

There is an active grief and loss support team at Arohanui Hospice that provides support for any person, of any age, who has suffered the loss of a significant person in their life. The team is available to provide access to resources to help those who are grieving as they experience difficult times in their journey and encouragement to travel this road in their own way and in their own time.

Visiting

Arohanui Hospice has an open door visiting policy, welcoming patients' families and friends. Limited overnight accommodation is available for those who want to stay on the premises.

Telephone support

We offer advice and support by phone, 24 hours a day. A registered nurse from the inpatient unit is available to provide support and advice, and can contact a doctor or district nurse if needed.

Day stay creative living programme

Arohanui Hospice runs this programme in Palmerston North and Levin. Day Stay offers opportunities to rediscover creative skills, try new activities, and relax in the company of other patients with the support of staff and volunteers. Lunch is provided at the Palmerston North session and afternoon tea at the Levin session.

Hospital care

The Palmerston North Hospital Palliative Care Team is available to see hospital patients needing palliative care. The doctor and nurses can offer advice on the relief of symptoms, plan discharges home, or arrange transfer to Arohanui Hospice as appropriate. Arohanui Hospice works closely with this team.

Education and research

Arohanui Hospice has an education and research unit as part of its service.

An education programme is provided by an interdisciplinary team and aims to share specialist palliative care knowledge, skills and experience with generalist providers and allied health teams.

Referring a patient

Patients can be referred by their GP, or hospital medical officer. However, as Arohanui Hospice is a community organisation, any person (be they patient, family member or health professional) should feel free to contact us if they know someone living with a terminal illness who could benefit from our service.



FREQUENTLY ASKED QUESTIONS

What is a hospice?

Hospices are for people who have an illness for which no cure can be anticipated. The aim of this care is to maximise the quality of a person's life through care that extends beyond the physical needs of a person to their emotional, social and spiritual needs as well.

What services does Arohanui Hospice provide?

Hospice provides inpatient care in a purpose-built Palmerston North facility, but the majority of patients are cared for in their own home or aged-care facility.

An activities-based day programme provides a friendly and relaxing change of scene with creative activities and support provided.

Arohanui Hospice also offers a range of family support and social work services, counselling, pastoral support, bereavement support, 24-hour telephone advice, a pharmacist, and massage.

Hospice services are provided by a multidisciplinary team including doctors, nurses, social workers and counsellors, bereavement and pastoral support workers, and a pharmacist. The hospice also works collaboratively with other care providers in the community such as general practice teams, hospitals, residential care facilities, district nurses, Maori health providers, support agencies and the Cancer Society.



Is it true that once you go to a hospice you're unlikely to leave?

No. Many patients spend a short time in hospice for symptom control and pain management, or respite care, before returning home where their care is continued. Most of the care hospice provides takes place within the community at the patient's own home.

What does hospice care cost?

Hospice care is free of charge to patients and their families. Arohanui Hospice is only partly funded by the government and the remainder needed to ensure services remain free, is raised from the community through fundraising activities. Volunteers help to keep operating costs down by giving their time.



Are hospices scary places?

No. Hospices are warm, caring places, which provide the highest possible standard of care to people at their most vulnerable. Their emphasis is on improving a person's quality of life and to support their family, whanau and friends.



Who can qualify for hospice care?

Hospice is here to help anyone living with a life-limiting illness. Most who use this service are people with cancer, but include patients in advanced states of other illnesses such as respiratory or heart disease, motor neurone disease or HIV-AIDS.

Patients are referred by their general practitioner or other health specialist.

What does hospice do to help the family?

Hospice care not only focuses on the patient, but also supports their family, whanau and friends. Hospice provides social work and family support professionals to offer personal and practical support to the families of patients.



Arohanui Hospice has an open-door visiting policy, welcoming patients' family and friends. Limited overnight accommodation is also available to those who wish to stay on the premises.

Although hospice can sound like a scary place, in reality it is an inviting, comforting support-network, which provides care of hundreds of patients and their families, aiming to make each patient's quality of life the best it can be.



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