

Welcome to Arohanui Hospice

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

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

Safety

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

Following Arohanui Hospice policy, please do not be offended if you are asked to remove any gang affiliated insignia.

Please keep personal belongings with you at all times. Arohanui Hospice is unable to accept responsibility for any items lost. We ask that you 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 also and we ask that you are respectful of their needs and privacy.

Children are welcome to visit at Arohanui Hospice. We have a selection of toys/books/DVD's and a TV 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' Kitchenette

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 families. 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.

Please ask the nursing staff if you wish to heat up a wheat bag.

Bedding

We can provide a mattress that can be placed on the floor in the patient's room, and the lazy boy chair may be used for visitors to sleep. A limited amount of bedding is available on request. We encourage you 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 and we ask that you do not use the patient's bathroom/toilet.

We are 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.

Smoking / 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.

Similarly, for safety reasons we ask that no alcohol is brought into the inpatient unit.

Communication

The patient rooms do not have individual telephones, but you are welcome to bring and use your mobile phone here at Arohanui Hospice. We can provide a landline telephone if you wish to make a call, or to receive an external call. Please take calls on cell phones in lounges or outside.

In conjunction with Inspire Net we are able to offer free Wi-Fi access from 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, please discuss with the nursing staff.

Entrance to Hospice After Hours

To ensure safety for patients and staff, all entrances to Arohanui Hospice are 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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www.arohanuihospice.org.nz