



## About Arohanui Hospice

### What we value:

Arohanui Hospice is here to help anyone with specialist palliative care needs across Palmerston North, Manawatu, Rangitikei, Taranua, Horowhenua and Otaki.

Our Palliative Care services are available to people with any life-limiting illness and support for their family/whānau. We treat patients and family/whānau with kindness and empathy. We personally engage with each patient and family member in all decisions about their care.

Arohanui Hospice accepts dying as a normal process and palliative care seeks to neither hasten nor postpone death.

Our services are provided at no cost and care is tailored to each person's individual needs, considering their physical, emotional, social, cultural and spiritual needs.

We work 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.



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

### Community care

Arohanui Hospice aims to enable people to continue living at home or their place of residence. Our community team provide specialist assessment, monitoring and care coordination for our community-based patients, maintaining close links with Maori healthcare providers, general practice teams and district nurses.

### Inpatient unit

Arohanui Hospice has a modern, purpose-built, 10-bed inpatient unit in Palmerston North. Patients may stay for short periods, usually to receive treatment to manage symptoms of their condition, before returning home.

Care is provided by a multi-disciplinary team including doctors, specialist registered nurses, pharmacists, social workers, pastoral, spiritual, cultural and bereavement support staff.

Each patient has a private room which looks out onto colourful gardens.

### Visiting

We have a flexible visiting policy, welcoming patients' families and friends to spend time with their loved ones.



### Telephone support

We offer advice and support 24 hours a day including an after hours phone service. A registered nurse in the inpatient unit is available to provide support.

### Social/family support service

The social work and family support team offer personal and practical support to patients and families, in both the inpatient unit and in the community.

We work from an understanding that a palliative journey is more than just a diagnosis for one person, it affects whānau, relationships and communities. We aim to support those on this journey to adjust to changing situations and expectations, and offer practical and emotional support.

### Pastoral/spiritual support

We provide appropriate spiritual support for patients and families. Our Spiritual Care Coordinator works to assist patients and families as they adjust to the challenges of a life-limiting illness. They are available for general personal support, working in the inpatient unit and the community.



### Bereavement support

Our bereavement support team provide support for those who have lost a loved one. Team members can provide access to resources to help those who are grieving as they experience these difficult times in their journey.

### Day Stay/Creative Living programme

Our Day Stay programme in Palmerston North and Creative Living programme in Levin are activities-based programmes. These give people an opportunity to try new activities and relax in the company of other patients with support of staff and volunteers. Meals and refreshments are provided.

### Hospital Palliative Care Service

Arohanui Hospice works closely with the Palmerston North Hospital Palliative Care Service (HPCS). The HPCS provides support to people while they are in hospital and the teams caring for them.

### Referring a patient

Patients can be referred to Arohanui Hospice by their GP, or hospital medical officer. Each referral is assessed by our triage team to assess the need for specialist palliative care.

