



MENTAL HEALTH & ADDICTION SERVICES

**Te Whare Oranga Tangata O
Whakaue**

Inpatient Unit

**Information for Patients and their
Family, Whanau**

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Mental Health & Addiction Services Vision

Statement of Purpose

To provide a Responsive, Accessible Mental Health & Addictions Service to those adversely affected by mental Illness within the Lakes District Health Board region

Values

Manaakitanga
Respect

Integrity
Trust

Accountability
Collective Sustainability

Principles

The Principles Inherent in the Lakes Mental Health & Addiction Service, in order to achieve the “*Statement of Purpose*” and “*Values*” are:

- Work in Partnership with Service Users and their family, whanau to maintain/achieve good mental health and wellbeing
- Provide holistic care based on individual service user need and best clinical practice
- Establish a collaborative service user pathway across the whole of the Mental health Continuum (secondary / primary / NGO / Inter-Sectorally or Inter-Agency) to ensure seamless service delivery
- Develop and retain a highly skilled workforce through staff development
- Promote / Increase cultural responsiveness
- Provide a cost effective / efficient range of accessible secondary Mental Health & Addictions Service

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Introduction

Kia ora and Welcome to Te Whare Oranga Tangata o Whakaue the acute inpatient unit for Mental Health & Addiction Services based at Rotorua Hospital. During your stay you will be cared for by a team of health professionals and support personnel. They are here to assist you and answer any questions you may have.

The Rotorua Hospital Site, Pukeroa Hill, was gifted by one of the prominent tribes of Te Arawa, Ngati Whakaue. The hill was originally a fortified site, cultivated with crops, closely settled and used for recreation.

In 1885, Pukeroa Hill was redeveloped – trees were planted, paths were laid and sports fields were set out. In 1915, the Rotorua Cottage Hospital was built and soldiers injured in WW1 were treated there. A year later, it was renamed King George V Hospital and accommodated up to 200 patients.

Extensions to the hospital were made in 1921 by the Health Department. A decade later, Rotorua Hospital was placed under the newly formed Waikato Hospital Board and free universal hospital care was provided through the public health system.

On going improvements and site alternations have been made in response to the changing clinical demands. In 2009 work began on the new clinical services block. It was completed in 2011.

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The logo reflects landmarks within the Rotorua and Taupo districts.

The triangle represents the mountains; the blue and white swirl portrays the Waikato River which has its source from Mount Tongariro. The orange (as seen in the coloured logo), or earth tone represents the land and the lakes of Rotorua and Taupo are symbolised by the wave.



"Te Puna Ora Mo te Wairangi"
 (The Twilight Spring of Well-being)

A fundamental emotional and activating principal for all people who encounter mental distress and are depicted in the above logo designed specifically for Mental Health & Addiction Services by local artist June Grant.

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Te Whare Oranga Tangata o Whakaue

The inpatient unit provides assessment and acute care.

It comprises of 12 single rooms (two with en-suite), a 2 bedroom with en-suite wing for the older person service and 2 intensive care rooms. There is also a lounge, a kitchen/dining room, family, whanau room and an art room.

There is an overnight stay facility for family, whanau from out of town within the hospital grounds. Please ask a staff member for further details.

It is an open ward; however there are times that the ward may be locked. When the doors are locked and you wish to leave, please talk to the staff.

Admission Procedure

When you arrive at the unit you will be met by staff who will explain the admission process to you. They will help you identify the reasons for your admission. If you have family, whanau with you they may be included in the discussions if you wish. It is your choice.

You will be given a tour of the unit and introduced to key staff, other patients and given basic information about the ward routine and the activity programme.

You will be shown to your room. Generally you will stay in the same room for your whole admission but sometimes we may ask you to move to another room if the need arises.

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As part of admission staff will ask patients if their bags can be searched to check for any items that pose a risk. This includes any medications that have been brought from home. For safety reasons, patients are **not** permitted to carry lighters and matches. They will be kept with their personal property and will be returned on discharge.

Within the first 24 hours you will be invited to have a full physical examination which may include some diagnostic tests, e.g. blood and urine tests, blood pressure. This is to ensure that you have no physical illness that may impact on your mental wellbeing.

Please Note

It is extremely important that you give staff any medication that you or your family, whanau have brought from home, this includes both prescribed and over the counter medication.

Staff Identification

All staff who work with you will be wearing a visible ID card with their name, job title and photograph. You have a right to ask for this identification and to know the name and role of the person working with you.

Client Centred Approach

The service uses a client centred approach to achieve positive and tangible outcomes for the people who access our service. If you have already accessed our service, you will already be cared for by a Multi-Disciplinary Team (MDT) and have a keyworker. This does not change when you are in our inpatient unit as the MDT works with inpatient staff to ensure that everyone is working together. An MDT is made up of the following people

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- Consultant Psychiatrist
- Psychiatric Registrar
- Community Mental Health Nurses
- Social Worker
- Manawa Pou
- Triage / Intake Worker
- Occupational / Diversional Therapist
- Registered Nurses from the Inpatient Unit
- Mental Health Support Workers

If you are new to the service you will be assigned a keyworker in the community team who will care for you when you are discharged. You will meet with them while you are on the unit. This will ensure that when you are discharged, you will have continuity of care.

Sometimes, due to the nature of your admission, you may not stay with our service but will be referred to an organisation more suitable your needs.

Maori Mental Health Team

Maori Mental Health provides specialist Tangata Whenua services to meet the needs of Tangata Whaiora, Whanau, Hapu and Iwi within the Mental Health & Addiction Service.

They ensure that Tangata Whenua values, beliefs, customs, language and traditions are acknowledged and respected.

They respect and acknowledge the principles of Whanaungatanga which ensures Tangata Whaiora, Whanau, Hapu and Iwi participate in assessment, treatment and discharge planning.

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If you have not been offered this service and wish to access it, please talk to staff and they will ensure you will be seen at the earliest opportunity.

Kaumatua services are available through Maori Health, please talk to your nurse so this can be arranged.

Levels of Observation

The level of observation you are under is determined by staff Observation (obs) simply means how often a nurse comes to check on you to ensure you are okay.

There are different levels of observation:

A level - A general awareness of where you are

B level - Regular 10 minute checks to see where you are and what you are doing

C & D level - These are special observations where a staff member is able to see you or be with you at all times

Your nurse will discuss with you what level you are on and why.

Leave

Sometimes you may want to leave the unit for a number of reasons. Staff will provide clinical advice around what kind of leave you can have. This may include being accompanied by staff or your family, whanau. If you wish to leave the unit, please inform your nurse so staff know where you are.

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During working hours please use the front entrance down the ramp. If the doors are locked, please ask staff and they will open them.

The other entrance is the after hours entrance and is only used by staff during the day.

Bedrooms

Bedrooms are for personal space. Please respect this and do not enter the bedrooms of other patients.

Housekeeping

We encourage you to keep your bedroom area tidy but our staff are happy to assist if necessary. This includes the changing of your bed linen. Your bedroom door can be electronically locked from the nursing station so your belongings are safe when you leave the unit.

A washing machine, dryer and iron are available on the unit. Soap powder is available from your nurse.

Medication

Your nurse will bring your medication to you. Your nurse will also ask you questions around who you are just to confirm your identity as they follow safe practice. It may seem a bit strange when they know you well, but your safety is important to them.

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Meals & Snacks

We do hope you enjoy the food during your stay. You may find it softer or less spicy than you are used to. This is so the food can be enjoyed by most patients across the hospital.

Meals are provided by a contractor on trays. You will be asked to choose your food for the following day from a menu. Vegetarian choices are available, as are foods for “special diets”. It is okay to have your own food but check with staff first. There may be restrictions on the food you can eat as some medications react with certain foods. Please do not store food in your room as this can attract pests into the building.

Please advise your nurse if you have any special dietary needs (e.g. low salt, diabetes). The hospital dietician is available if you need specialist assistance.

Refreshments are available at designated times throughout the day from the unit kitchen. Feel free to help yourself, but please remember to keep it tidy for the next person.

Daily Activities

The Diversional Therapist organises activities that offer a mix of education, art, creativity, sport, socializing and fun. We encourage you to take part in these activities.

These activities are about encouraging your re-integration back into the community.

Activities include but are not limited to:

- Library
- Gym

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- aRt 4 Recovery – exploring your creative style
- Mindfulness and Sensory Modulation
- Wood working
- Raranga / flax weaving
- Roopu Waiata
- Bread Making
- Cooking Classes
- Games and puzzles
- Gardening

Starting the Day

Every morning starts with breakfast at 7:45. This is to encourage healthy daily routines.

It is followed by Karakia (prayers) lead by Maori Mental Health. Please feel welcome; we encourage you to join us

This is followed by a Climate meeting facilitated by a hospital chaplain. It is an opportunity to meet fellow patients and staff and to highlight and discuss the day's programme.

Telephones

There is a cordless telephone available for your use. Please ask a staff member. Toll calls and calls to cell phones are restricted to one call per shift. Sometimes, staff may ring the number for you and check that the person is available and wants to talk to you.

Please be courteous to your fellow patients and keep your conversations brief.

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Night Time

Establishing a normal sleep pattern is important for good mental health so you will be encouraged to be in bed by 10pm. If you are unable to sleep, please make the staff aware and they can provide you with suggestions to help you sleep.

Staff make regular checks during the night to ensure you are all right. They make every effort not to disturb you when you are sleeping.

Smoke-Free DHB

Lakes District Health Board is Smokefree. All Lakes District Health Board building, grounds and vehicles are smokefree. Lakes District Health Board is working closely with Quit Providers to support patients' while they are smokefree on the unit. This inclusive approach will enable patients to receive continued support in the community as well as within the unit.

For safety reasons, patients are **not** permitted to carry their own lighters and matches. They will be kept with your personal property and will be returned to you on discharge.

The hospital does **not** provide or sell cigarettes and the unit does **not** supply them to patients.

However, we encourage you to be smokefree. Nicotine Replacement Therapy is available at all times.

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Alcohol & Illegal Drugs

Lakes District Health Board policy states that **alcohol or illegal drugs are not permitted in any part of the building, grounds or vehicles.**

- If you are found in possession of alcohol, it will be confiscated.
- If you are found in possession of illegal drugs, it will be confiscated and the police will be called. The police drug dogs provide regular checks through the unit.

Any patient found to be using drugs and / or alcohol while an inpatient, or who returns from leave in an intoxicated state, or under the influence of drugs, may be discharged from the hospital, subject to medical assessment and advice.

Patients may be asked to supply a urine sample for drug screening.

All patients can request help with addictions and staff will support patients through this.

Our strict policy is to maintain the safety for all patients, staff and visitors.

The Mental Health Act

If you are under a section of the Mental Health Act, we will explain this process to you.

If you are unhappy or do not understand the process, you can contact one of the District Inspectors yourself or get someone like a member of staff or family member to do it for you.

District Inspectors are lawyers. They are appointed by the Minister

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of Health and are independent of District Health Boards.

Simon Travers - 07 350 1115
Sharon Stewart - 07 578 3526
Patricia Jones - 07 575 2245

General Hospital Information

Vibe Cafeteria

Vibe Cafeteria is located in the main hospital building and offers a range of food for lunch, dinner or a snack. Visit **Vibe** for a hot meal, snack or fantastic coffee. It also sells food, magazines, newspapers, sweets and drinks.

Chaplain

A Chaplain is available to speak to people of all faiths and can contact a representative of your denomination or religion (where possible) to visit you if you wish. Worship Services are held at 10am Sunday morning in the hospital chapel.

Chaplain ext 8793

They also attend the Climate meetings on the ward during the week

Confidentiality

The information you provide to the service is recorded in your notes and is confidential to the clinical staff of the LDHB. There are circumstances which will require Lakes District Health Board to release information to any ongoing health provider and caregiver and to uphold the law. Disclosure of your information will be done within the boundaries of the Health Information Privacy Code and the Health Act 1956.

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No information will be confidential to any **one** team member. They always reserve the right to consult with the rest of the team and/or the clinical director, clinical manager or team leader.

Informed Consent

It is very important that you understand any treatments and procedures you receive. We encourage you and your family to ask questions. If you feel that you still do not understand please feel free to ask for more information.

Decisions about treatment are usually made in consultation with yourself and members of the team.

Family, Whanau involvement is supported and encouraged at your request.

Family members do not have an automatic right to know about your illness and treatment, so staff will ask for your permission if they are discussing any information with your family.

The LDHB is a teaching institution and sometimes there are students on placement. You may be asked if a student can participate in your care. If you are not comfortable with this, you have the right to refuse. Discuss this with the staff if you are unsure.

For more information please refer to the Code of Rights pamphlet. If you have not received this yet, please ask a staff member.

Interpreter Service

If English is not your first language and you would like some assistance during your stay, please ask a staff member to arrange for an interpreter to assist you. This includes people whose first language is New Zealand sign.

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Under the Code of Health and Disability Services Consumers' Rights, every patient has the right to effective communication in a form, language and manner which enables the patient/client to understand the information provided. Where necessary this includes the right to a competent interpreter.

Mail

Mail is delivered to the unit Monday to Friday. Stamped outward mail may be handed to a staff member for posting.

Respect for Others

- We will treat you and your property with respect.
- We expect that you will treat the unit, the staff, other patients and visitors to the unit with respect

Responsibility and Liability

The service endeavours to keep the building and its furnishings in good condition for the benefit of all patients, staff and visitors. Please report any damage or breakages to staff.

If you are responsible for any damage to property you will be expected to pay for any repairs or replacement. It will be at the discretion of senior staff whether the incident is reported to the police and formal charges laid.

Assault on staff, other patients or visitors will result in notification to the Police which could result in a criminal conviction.

Valuables and Belongings

On arrival at the unit your property will be checked. Some items may be removed for safety reasons and securely stored. Any items that are removed will be documented and they will be returned to

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you on discharge. You can also give them to family members for safe keeping instead.

Lakes District Health Board does not accept responsibility in the event of loss or theft of any personal belongings that you choose to keep.

Visitors

We recognise the important role your visitors have while you are in hospital and welcome visitors between 2pm and 8pm daily.

If visitors and friends wish to visit outside these set hours, please arrange this with staff. Please encourage your family and friends to telephone the unit to make arrangements if they wish to visit outside of these times.

Please remember that all personal items brought in by your visitors needs to be checked by staff. Your visitors may not realise that some items can cause a risk. This includes all medications and cigarette lighters which for safety reasons, need to be held by staff.

All electrical equipment needs to be checked by an authorised electrician prior to being received on to the ward.

Lakes District Health Board has a **Smoke-free Policy**. All Lakes District Health Board buildings, grounds and vehicles are smokefree. Lakes District Health Board is working closely with Quit Providers to support patients' while they are smokefree on the unit. This inclusive approach will enable patients to receive continued support in the community as well as within the unit.

You have a right to choose who comes to visit you so tell your nurse if there are people you do not wish to see.

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All visitors must check in at the reception desk prior to visiting you. Visitors are asked not to use the patient toilets. Public Toilets are available at the main entrance of the building.

All visitors are asked to have consideration for all patients and other visitors

Visiting hours are 2pm – 8pm daily

Remember

We are here to help you. If you have concerns regarding your treatment programme, please speak with your nurse.

If you feel your concerns are not being addressed, you may make a formal complaint to:

The Complaints Officer
Quality and Risk Office
Private Bag 3023
Rotorua

Alternatively you may like to contact

Health & Disability
Consumer Advocacy Service

0800 423 638



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