

HOSPICE FUNDING

The Hospice was founded in 1990 and is owned by the Otago Community Hospice Trust on behalf of the people of Otago. Funding comes partly from the Government, with the remainder being raised through donors, trusts and bequests, and community groups.

All Hospice care and services are provided **free of charge** to all patients and families.

The Otago Community Hospice Trust is very grateful for all assistance given. This may be a bequest made through your **Will, or donations**, which are acceptable at any time and may be left at Hospice Reception.

Butterflies, the Hospice Shop, sells a range of quality secondhand goods, including clothing, shoes, bags, hats, bedding, books, home ware, bric-a-brac and more. Although we are a charity, the shop is managed by a very experienced retail manager with the generous help of a great team of volunteers.

The **SBS Memorial Walkway** is available to anyone who wishes to acknowledge loved ones who have died. To purchase an engraved plaque, an application is available at the Hospice.

We are extremely grateful to everyone who has contributed to the Hospice in however small or large a way. We sincerely thank you all for helping us help others.



Living Every Moment 
hospice



otago community hospice
PROGRAMME OF CARE

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WHAT IS HOSPICE CARE?

Hospice / Palliative Care is concerned with caring for the whole person (physical, social, emotional and spiritual needs) and their family / whanau.

Just because a disease is incurable, it doesn't mean there is no treatment. Each person is different, and because their needs may change with time, we consider it important to spend time discussing choices with you and discovering which option will suit you best.

Our main goal is to work with you and your family/whanau to help attain the best quality of life. Awareness that you or someone close to you has a terminal illness usually evokes strong emotions and it can be confusing at times. With the hospice team, there is time and assistance to help you and your family work through any problems you may have so you can make the most of precious time.

Admission to the hospice programme does not necessarily mean you will be admitted to the Inpatient Unit. Wherever possible, care is provided in your home within your local community. However, sometimes it is better to come in for a few days to sort out troublesome symptoms, or to give you and your family/whanau a break.

ACCESS OF SERVICES:

Patients/families/whanau can be referred by a health professional involved in their care. The Hospice will accept self referrals but prefer patient's GP's to be involved.

An appointment is then arranged for the person and their family/whanau to meet a member of the Hospice team to meet a member of the Hospice team to establish how we can best meet their needs. We endeavour to work with the person's GP, district nurse and other health professionals involved in their care.

SERVICES PROVIDED:

Community Care Coordination: Care coordinators are a patient's link person. They ensure patients and carers remain at the centre of care, maintain control, exercise choice and are linked with all the appropriate agencies.

Community Care Coordinators are available seven days a week, Monday- Friday, 8.00am—5.00pm with partial coverage in the weekend.

Consultation and Advice: telephone advice is available from registered nurses, 24 hours a day, and medical staff as appropriate.

Education: the interdisciplinary specialist team provides an education and advice service for generalist providers. It supports and enhances the palliative care that they already provide.

Outpatient Clinics: are available for follow up appointments and to see new patients as required.

Inpatient Care: is available when care needs cannot be adequately managed in the patient's current environment.

- symptom management
- short term respite care
- terminal care

We have twelve spacious single rooms which look out on to the gardens, with a sliding door to the patio. Each room has its own ensuite bathroom as well as a TV, CD and DVD player and clock radio.

Night Nursing: Nurses are available to provide overnight care in your home during the final stages of life.

Rural Outreach: Otago Community Hospice palliative care services are available in North, South & Central Otago.

Family Support: The family support team is made up of a Social Worker, Chaplains and Counsellors. They are available during office hours, and Chaplains are available on-call. They can help with financial and organisational advice, counselling, grief and bereavement support.

Biography Service: A confidential service in which a volunteer biographer records your life story / memories to provide you and your family with a memorial transcript of your life.

Please see any member of staff if you would like to use this service and they will organise it for you.

FAQ:

Who makes decisions? Our responsibility is to assist people to make the decisions that are most appropriate for them.

Will I have to pay? All care and treatment is provided free of charge.

What are visiting hours? Visitors are welcome at any time. There are no set hours unless requested by the patient or their family/whanau. Pets may also visit by arrangement.

Does cultural diversity matter? Hospice staff are sensitive to the cultural needs of all those who use our services. If you have any specific cultural needs, please do not hesitate to make them know. Interpreters are also available, if required.