



Hospice Services

A guide for inpatients and their whānau.



This booklet is a general guide to the services we offer to patients referred to us requiring specialist palliative care.

Our vision	3
Inpatient unit	4
Aged Residential Care	5
Community team	6
Patient and Whānau support	7
Spiritual support	9
Te Whare Tapa Whā	10
Living Legacies	12
Day Programme	13
Your rights	14
Feedback	16
How we function	18
Our map	19

Our vision is to give everyone living in Southland and the Whakatipu Basin access to high-quality palliative care.

We aim to maximise our patients' quality of life by:

- + Offering support for you, and your whānau
- + Working in partnership with you, and your whānau towards shared goals
- + Integrating medical, psychological, social and spiritual aspects of care.

Our motto is 'living every moment'.

Hospice South provides dignified, holistic care for people who are living with a life-limiting illness which is active, progressive or advanced. This care is provided at no cost to the patient or whānau.

Anyone affected by such an illness with complex symptoms or problems that cannot be managed by their primary care team may be referred to hospice care.

Our services and care enable patients to stay in a home-like environment for as long as possible, surrounded by the people and things they hold dear.



Inpatient unit

The Inpatient Unit (IPU) at our Invercargill base is a six-bed short-stay facility for patients with a life-limiting illness. It is staffed 24/7 for 365 days of the year.

Patients are admitted to the IPU for the following reasons:

- + Assessment and management of pain and/or other symptoms.
- + Planned respite
- + Carer fatigue
- + End of life care

The IPU team of doctors and nurses, along with the Patient and Whānau Support team, strive to create a safe, friendly environment with a home-like feel.

With the patient's permission, whānau and friends are welcome to stay.

The Patient and Whānau Support Team can assist with ensuring patients and their whānau have enough support at home upon being discharged from the IPU.



Aged Residential Care

If you live in an Aged Residential Care (ARC) facility, the staff there will be your main carers. Hospice staff will visit you and will work alongside ARC staff and your GP to provide palliative care.

Hospice's ARC team work Monday to Friday. Outside of these hours, ARC staff can contact Hospice for phone support as needed, along with referrals to our counsellors, social workers, and the spiritual care coordinator for assistance.



Community team

The Community Team consists of specialist palliative care doctors and nurses, along with counsellors, social workers and a spiritual care coordinator. The team is the first point of contact when a person is referred to hospice.

Each member provides support to the patients in their designated area of Southland and the Whakatipu basin. They ensure patients have an individualised care plan working with other health professionals involved, such as GPs, district nurses and oncology professionals.

The team supports patients in staying in their homes as much as possible if that is their wish. They contact patients regularly, sometimes every day, depending on the patients' condition. If a patient's condition changes, the community nurse will organise an outpatient appointment with a hospice doctor or nurse practitioner and, if needed, admission to the Inpatient Unit at Invercargill.

Much of the team's work involves providing advice and education, liaising with the patient's GP, managing pain and other symptoms, and supporting end-of-life care at home.

The Community Team work from 8:30am to 5:00pm Monday to Friday. After hours, weekend support and advice are provided by a registered nurse rostered on in the Inpatient Unit.



Patient and Whānau support

Our Patient and Whānau Support Team comprises of counsellors, social workers and a spiritual care coordinator. They support the patient and whānau through the end-of life journey. This includes bereavement support following the death of a loved one.

Social Workers can help guide patients and whānau through legal and financial issues as well as connecting with agencies who can help.

Counsellors are trained in therapies that help bring clarity and peace in the toughest of times.

Spiritual care provides support to patients and whānau in the inpatient unit and in the community, regardless of faith. It is about meaning and purpose.

Carers Course

Most people who have a life-limiting illness wish to stay at home as long as they can. This four-week course equips family members with practical skills and knowledge to care for someone at home. As well as advice, the programme also provides an opportunity for people to connect with others who are going through similar experiences.

Bereavement Support

The Patient and Whānau Support Team all provide bereavement care through phone calls, home visits, individual or whānau sessions at Hospice South as needed. Books and other written material about grief and loss can also be provided. Specialist bereavement support for children is also available.

Cuppa and Chat

Cuppa and Chat is an informal group that provides space and time for grieving whānau to share their experiences.

This is an opportunity for newly bereaved whānau to meet with others going through the same situation.

It is held on the 1st Tuesday of the month at 10.30am at Hospice.

Journey with Grief

The team run a six-week bereavement programme that help whānau understand more about grief, how it affects them, and strategies that help them cope. This is ideally suited for six months to a year after the death.

Remembrance Service

Whānau are invited to attend a Remembrance Service at Hospice South 7-9 months after their loved one has died. This candle-lit service gives whānau the opportunity to reflect and remember their loved one in a supportive environment with the Patient and Whānau Team in attendance.



Spiritual support

We acknowledge spirituality as an integral dimension of human existence, expressed in each person's unique way. We offer an approach that meets people where they are, regardless of belief.

Our care centres on listening and being alongside patients and their whānau as they face the challenge of relinquishing life. Through kindness, acceptance, encouragement, and respect for individual beliefs, we sit with patients to explore what is meaningful to them and support them in finding hope and peace.

Our support is inclusive of people of faith and non-faith and respects all cultures. Prayer, meditation, candle lighting, and blessings may be offered

when appropriate and can be comforting to patients and their whānau.

The Spiritual Care Coordinator provides this support to patients and whānau in the Inpatient Unit and in the community. If it is the patient's wish, the Spiritual Care Coordinator can also contact a minister, priest, rabbi, or other religious leader to help the patient connect or reconnect with their faith community, or to receive religious sacraments or support.

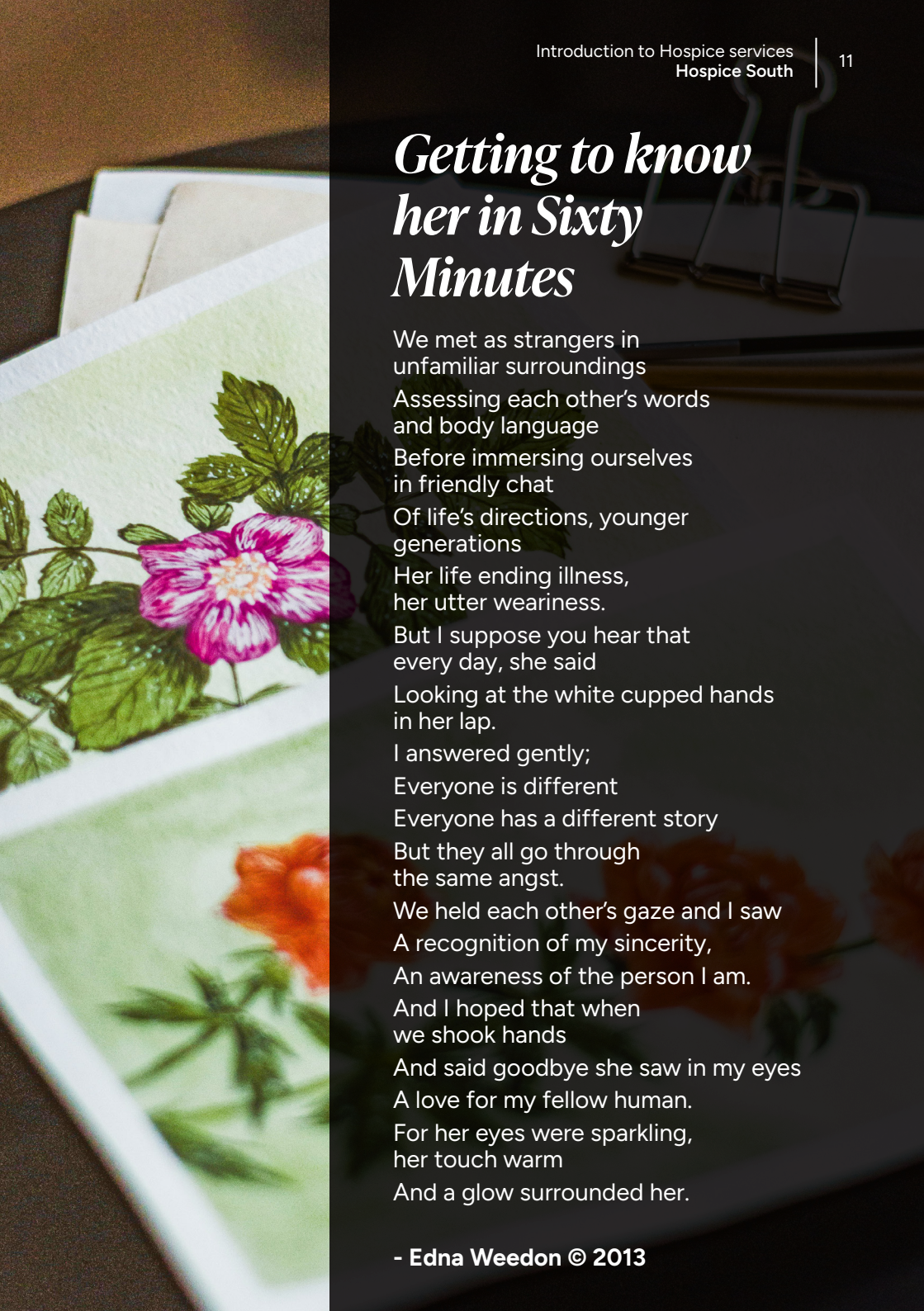


Te Whare Tapa Whā

Te Whare Tapa Whā is a Māori model of wellbeing, represented as a wharenui (meeting house) with four walls. Each wall reflects an essential aspect of wellbeing: Taha Wairua (spiritual wellbeing), Taha Tinana (physical wellbeing), Taha Hinengaro (mental and emotional wellbeing), and Taha Whānau (whānau and social wellbeing).

When all four dimensions are in balance, individuals are supported to live well. When one or more dimensions are impacted, overall wellbeing can be affected.

Hospice South embraces Te Whare Tapa Whā as a guiding framework of care, reflecting our commitment to a holistic, culturally responsive approach that supports patients and their whānau.

A photograph of a notebook with a pink flower illustration and a metal clip. The notebook is open, showing a page with a pink flower and green leaves. A metal clip is attached to the top right corner of the notebook. The background is dark and out of focus.

Getting to know her in Sixty Minutes

We met as strangers in
unfamiliar surroundings

Assessing each other's words
and body language

Before immersing ourselves
in friendly chat

Of life's directions, younger
generations

Her life ending illness,
her utter weariness.

But I suppose you hear that
every day, she said

Looking at the white cupped hands
in her lap.

I answered gently;

Everyone is different

Everyone has a different story

But they all go through
the same angst.

We held each other's gaze and I saw

A recognition of my sincerity,

An awareness of the person I am.

And I hoped that when
we shook hands

And said goodbye she saw in my eyes

A love for my fellow human.

For her eyes were sparkling,
her touch warm

And a glow surrounded her.

Living Legacies

Our Living Legacies service offers you practical assistance to pass on your stories, thoughts, knowledge, skills and creativity to your whānau, friends or community.

Everyone has a unique story to tell, and many choose to record their thoughts and experiences in a written or oral biography for future generations. Our Living Legacies team of biographers can assist you with your goals.

Some examples of projects hospice patients have accomplished:

- + **Autobiographies:** written or recorded by video
- + **Scrapbooking:** creating cards, captioning photographs
- + **Recipes:** recording favourite whānau recipes into presentation books
- + **Personalised gifts:** making art, craft or DIY gifts for whānau and friends
- + **Mahi aroha and whakapapa:** work of love and recording whānau history
- + **Hobbies:** showing others card games, crocheting, wood carving, fly tying, plant propagation, and flower arranging
- + **Legacy pieces:** writing letters, making memory boxes, time capsules, eulogies.

If you have something you would like to pass on to whānau or friends and would like some help, please let us know.



Day Programme

Our Day Programme offers a safe and supportive environment that is tailored to the patient's individual interests and abilities. There is no cost, and participants can attend for a part day if they prefer.

Why do people attend the Day Programme?

Have a change of scene and a break from home routine.

- + Do activities with others who like the same things
- + Enjoy some social time and meet new people
- + Give their whānau or carer time to themselves
- + Be with others who share the same issues or concerns.

What activities take place?

Activities are as varied as the interests of those who attend. A cooked lunch is offered.

Where is it held and how many people go?

At the hospice in Invercargill on Wednesdays from 10.30am to 2:00pm. The programme caters for up to 10 people at a time.

Can I have medical treatment while I'm there?

No. The emphasis is on social interaction and recreational activities.

How do I enrol?

Speak to your Community Team member, and they will refer you, or phone the hospice directly on 03 211 3081.

Your rights

Informed choice and informed consent

It is our belief that all patients have a fundamental right to be part of the decision-making process when receiving care from Hospice South.

You will have free choice about your treatment and care options. We will ensure you are given sufficient information in plenty of time to make these decisions.

Informed consent is a process in which we will have open and honest discussions with you and your whānau, and answer all questions accurately.

When you have had enough time to consider the information and accept hospice services, you will be asked to sign a consent for palliative care services.



“

“You matter because you are you and you matter to the last moment of your life. We will do everything we can, not only to help you die peacefully, but to live until you die.”

Dame Cicely Sanders

Founder of the modern hospice movement at St Christophers Hospice, London UK in 1967

Making health care decisions

If you are unable to make decisions regarding your care, we will ask a whānau member to be involved. However, if you have an enduring power of attorney (EPOA), please let us know, as this is the person we will have initial conversations with.

Advance Care Planning also helps us if you are unable to communicate your wishes or decisions regarding your health care.

Resuscitation

We will treat you appropriately at each stage of your illness with dignity and respect, keep you as comfortable as possible and allow a natural death.

At the earliest opportunity, this will be discussed with you by a nurse or doctor as part of your consent for palliative care services.

Generally, hospice would not attempt to resuscitate someone because death from disease progression is anticipated and attempting to restart the heart in this situation is unlikely to be successful and could be distressing for you.

Please note:

Hospice South will not participate in assisted dying, as permitted under the End-of-Life Choice Act 2021. However, we continue to support people regardless of their desire for euthanasia.

Feedback

Hospice South recognises that all patients receiving palliative care services have the right to raise concerns or make complaints.

In all matters of concern or complaint against Hospice South employees or representatives, hospice shall act fairly and without prejudice towards the complainant and any other parties with a view to a satisfactory resolution.

Making a complaint

- + Verbally or in writing, directly to the person or to the Chief Executive Officer. If in writing, please ask for a Complaints Form.
- + You have the right to an independent advocate to be present or to act on your behalf at any meeting.

Anyone who makes a complaint will

- + Receive an acknowledgement within five working days.
- + Within 10 working days, receive notification of the complaint being justified or not, and if more time is needed to investigate the complaint and the reasons for this.
- + As soon as possible, receive notification of the reasons for this decision or any actions to be taken.
- + All relevant information will be shared.
- + Have the complaint resolved to their satisfaction or be informed of the appeal process.

All written complaints are to be addressed to

Chief Executive Officer

Hospice South
PO Box 7020
Invercargill 9844

* This is an excerpt from the Hospice South Clinical Service Complaint Policy, of which a full copy is available upon request.





How we function as the specialist palliative care provider for Southland and the Whakatipu Basin

Hospice South has been caring for our local community since 1992 and operates as a charitable trust. Through a combination of funding from Health New Zealand | Te Whatu Ora and organised local fundraising, we are proud to offer all our services free of charge to the people of Southland and the Whakatipu Basin, whom we feel privileged to serve.

The support and generosity we continue to receive from our community is both humbling and uplifting. We simply could not do what we do without this support — whether through donations, purchases made at our hospice shops, raffles, special events, or bequests.

Every contribution helps us continue our mission of providing specialist palliative care services to you and your whānau, when they are needed most.



Bluff hwy

Kew Rd

Gate 4

Kew Rd

Kew Rd

Elles Rd

Southland Hospital

Hospice South

Gate 1

Elles Rd

Elles Rd

Elles Rd

Bluff hwy

Bluff hwy

Bluff hwy

Bluff hwy

Bluff hwy



75 Kew Rd, Invercargill 9812.
PO Box 7020,
Invercargill 9844.



03 211 3081



office@hospicesouth.org.nz

hospicesouth.org.nz