

## FREQUENTLY ASKED QUESTIONS

### *Can the whole family/whaanau get involved in the care of patients?*

Involvement of the whole family/whaanau at one time generally occurs during whaanau hui or family meetings. Support by family/whaanau during hospital stays is encouraged and the decision on who is best to provide support is made by the patient, in partnership with family/whaanau and the clinical team. This will normally be limited to close family/whaanau members.

### *How will staff know who my close family/whaanau members are and what care they will provide?*

During admission our staff will discuss this with all patients. We will identify close family/whaanau members the patient chooses to be involved in their care. Emergency contact and next of kin will be some of the information we would discuss. In addition patients may identify other family/whaanau members who they wish to be involved in different ways. Sometimes these change while patients are in hospital. **It is important to communicate this with our staff.**

### *What 'care' will family/whaanau be expected to provide?*

Care needs will vary from patient to patient. Some patients may want their family/whaanau to provide personal and hands on care whilst others may prefer other kinds of support, eg emotional or spiritual.

### *Can my close family/whaanau be with me during ward rounds and during discussions with doctors?*

Yes, as long as you are happy for them to be there. We encourage your family/whaanau to be involved in decisions about your treatment and recovery. Sometimes numbers of family/whaanau present at the bedside during rounds will be limited.

Confidential or lengthy discussions may need to be held in private elsewhere or at the end of the ward round.

### *Is food and drink available for close family/whaanau?*

Drinking water and basic facilities to make hot drinks are available. Food is not usually provided; however it may be possible to provide breakfast in some cases where family/whaanau members have stayed overnight. You are

welcome to bring your own food but the kitchen facilities can be limited. Some of our hospitals and clinics have food outlets. Pulse Café at Middlemore Hospital is located inside the main entrance and is open from 7.30am - 6pm Monday to Friday, and 9am - 5.30pm Saturday and Sunday. Wishbone Café in the Ko Awatea building (just past the main car park) is open from 7am - 4pm Monday to Friday only.

### *Can close family/whaanau stay overnight?*

Yes. Numbers will be limited at these times and where possible, comfortable chairs will be available as well as blankets.

### *Will safety be compromised because of these changes?*

Safety and security is important at all times and will continue to be carefully managed by ward staff and trained security. It is important that any family/whaanau staying with patients are clearly identified, particularly after hours.

### *What limitations or restrictions are there for my family/whaanau?*

There may be a limit to the number of family/whaanau at the bedside from time to time. This will vary based on circumstances. Anyone under the age of 16 will not be appropriate to take on any major responsibilities of care in a hospital environment or stay after 8pm.

Anyone under the influence of drugs or alcohol will not be admitted.



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## Visiting and Supporting Inpatients



Information for  
inpatients, family/whaanau  
and visitors

COUNTIES MANUKAU DISTRICT HEALTH BOARD

## Support from close family/whaanau

In the past hospital policies and rules around visiting hours have been the same whether you were a close family/whaanau member, distant relative or casual friend.

Many hospitals are now recognising that support by close family/whaanau improves patient experiences and has benefits to the patient's wellbeing and health outcomes.

With more focus on patient and whaanau centred care, we now welcome close family/whaanau to the wards outside of 'normal' visiting hours.

Patients determine who close family/whaanau are, and can nominate who they choose to be involved in their care alongside our clinical teams.

## Benefits

Healthcare organisations committed to patient and whaanau centred care have seen improvement in:

- patient and staff satisfaction
- decreasing harm to patients
- reduced length of stay
- staff retention
- cost effectiveness

Involvement in the journey of care for patients and the decisions made during their hospital stay will assist family/whaanau to provide care and support during the recovery process once their loved ones are discharged home.

## Patient and family/whaanau working in partnership with our clinical teams

Close family/whaanau identified by the patient during admission to our wards can directly support the patient alongside our clinical teams. They can provide emotional, spiritual, cultural or hands-on support to the patient during their hospital stay along with helping them make decisions about their treatment and recovery.

Any personal or hands-on care for the patient can be initially supported by our nursing staff to ensure all safety risks are considered and that family/whaanau are confident with this level of care. If there are any changes please advise our nursing staff.



## Providing a safe environment

Be aware of noise levels, particularly in shared rooms, as this may disturb other patients and their family/whaanau.

Sometimes limiting numbers of family/whaanau is necessary at the bedside, where space and available resources are restricted.

To ensure the safety of other patients, family/whaanau and staff at all times, it is important that all family/whaanau are clearly identified, particularly if they are in the hospital after hours.

**Any disruptive or abusive behaviour will result in the person being removed from the premises and any person under the influence of drugs or alcohol will be refused entry.**

## Visiting and Supporting Inpatients

### Key points

- Close family/whaanau identified by the patient are welcome at all times
- All other visitors are welcome between 2pm and 8pm
- Patients control decisions about the care and support provided by family/whaanau members
- Staff will continue to provide expert care and treatment for all patients
- Noise and disruption must be kept to a minimum
- At times it may be necessary to limit numbers at the bedside

