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We hope your stay
in the Yarrow Suite is
comfortable

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*Please do not hesitate to consult your
health care professional if you have any
questions or concerns*

Te Rangimarie Hospice

House Guidelines



Te Rangimarie Hospice
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www.hospicetaranaki.org.nz

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Te Rangimarie Hospice

We welcome you to stay with your family/whanau member. Please feel free to provide as much care for your loved one as you feel comfortable with.

We have put some rules in place to ensure everyone is aware of the expectations while visiting or staying over.

We are very happy to be able to provide a shared space for families and whanau to use whilst supporting patients in the inpatient unit. To keep everything running smoothly, we need to ask for you to abide by some simple housekeeping rules:

Security

The building will be locked after daylight hours. If you unlock any exterior doors, please ensure you re-lock the door to prevent unauthorised entry of others. Please ensure all valuables including handbags are kept out of sight as we are unable to take responsibility for these items within the facility.

The exterior doors are alarmed after hours and staff will be alerted to any doors being opened. We need to remain very security conscious due to the medications kept onsite and patient, staff and family safety.

Food & Drink

The local corner shop has a good range of food items for purchase. Tea and coffee supplies will be provided by the staff for your use. Please do not use the main kitchen in the hospice. Families/whanau are welcome to prepare meals and refreshments in the kitchen located in the Yarrow Wing. **Please be responsible for washing your own dishes, either by hand or dishwasher.** We ask that you be considerate of others needing to use the space and ensure you clean the area after use. Dishwasher chemicals are kept in the cupboard with the 'kiddie-lock'. Please ensure this cupboard remains secure to protect small children from harm.

Staying Overnight

Up to 3 people per patient is considered a suitable number to ensure consideration is given to other patients/families. This number is discretionary based on Hospice occupancy. Please discuss with staff if more people wish to stay. It is preferred that younger children stay offsite overnight.

The shared family/whanau suite in the Yarrow Wing has beds available and extra guests may use mattresses on the floor. Ask staff about this. It would be very helpful if you stripped the beds when you left, just ask the staff for a linen skip.

Children

Children must be supervised by an adult at all times while in the Hospice.

Pets

Visits are welcome. Please keep dogs' visits to a short duration. When not in the patient's room, dogs should be kept on a lead.

Housekeeping

We would appreciate your help in keeping the Hospice areas clean and tidy. Our household chores are performed mainly by volunteers. If you are using the whanau area please ensure you keep the areas clean and tidy after use. There is a vacuum cleaner, broom, brush and shovel provided.

Showering & Laundry

An ensuite and laundry are located in the family/whanau suite in the Yarrow Wing. Towels are provided but family/whanau is requested to launder these in the area provided.

Bathroom / Ensuite

This is a shared bathroom so please ensure it remains clean and tidy. Used towels need to be laundered in the area provided. All chemicals are kept in the cupboard located adjacent to the washing machine and dryer to ensure safety for children.

Cleaning wipes are provided for family/whanau use to wipe toilet and basin areas, (do not flush these) Full cleaning of the shower and other areas will be performed by staff/volunteers.

Privacy & Noise

As this is a shared facility used by many people, please be considerate of others needs for privacy and noise control. The call bells are silent, linked to staff pagers.

Smoking / Drinking

There are two designated areas for visitors' smoking; the courtyard of Iona Lounge and the outside area adjacent to the Kowhai Chapel. Please ensure butts are placed in receptacles provided. Please do not smoke at the front entrance. Alcohol is acceptable in moderation.

Education Suite

At various times during the day, the education room may be in use for education sessions. The kitchen may be required by staff using this area for light refreshment preparation. It would be appreciated if the noise levels within the kitchen/family and whanau areas are kept to a minimum when the education area is in use.

Fire

If the fire alarm sounds please proceed to the front reception area, and follow the instructions of the staff fire warden who will be wearing a green vest. They may ask for your assistance in getting everyone to safety. The bedroom door is a fire door and must be kept closed at all times. Please ensure lint is removed from the dryer after each load. If the fire alarms go off please proceed to reception.

Staff on duty reserve the right to request visitors to leave the Hospice if considered necessary for any reason. Thank you very much.

We hope your stay in the Yarrow Suite is comfortable and would welcome any suggestions for improvements on management of this area.
Hospice Staff and Management