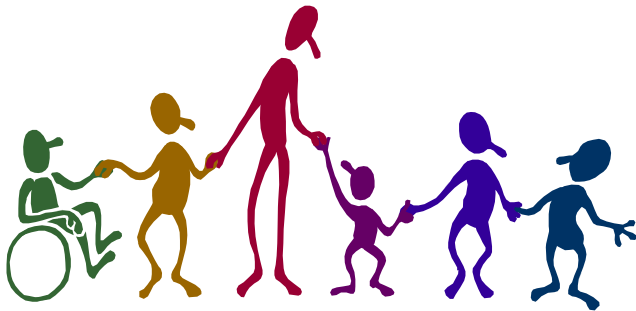


Auckland
Spinal Rehabilitation
Unit



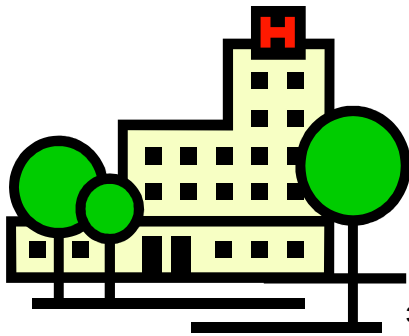
PATIENT & FAMILY
INFORMATION
BOOKLET



KIA ORA, WELCOME TO THE AUCKLAND SPINAL REHABILITATION UNIT

The Auckland Spinal Rehabilitation Unit is a 20-bed unit and is one of only two specialist spinal rehabilitation units in New Zealand. We admit patients from the Central North Island to the far North. We provide care for those people who have had some damage to the spinal cord which may result in complete or partial loss of movement and/or feeling in areas of the body. This booklet is designed to answer some of your initial questions.

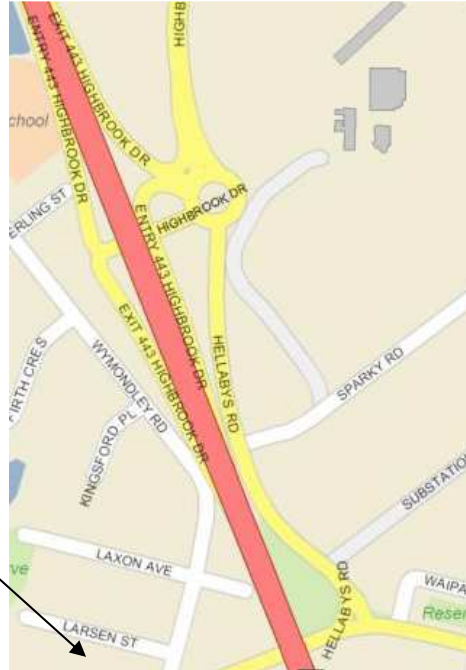
DIRECTIONS TO THE UNIT



30 Bairds Road

ADDRESS- 30 Bairds Rd,
Otara.
PHONE- 09 2709000

www.aucklandspinalunit.co.nz



FROM: Middlemore Hospital (MMH) to Auckland Spinal Rehab Unit (ASRU)

Turn right out of MMH and continue on HOSPITAL ROAD.
Turn Right at lights onto MANGERE ROAD, OTAHUHU
Turn Right GREAT SOUTH ROAD, OTAHUHU
Turn Left BAIRDS ROAD, OTARA
End: Turn left into Auckland Spinal Rehab Unit 30 BAIRDS ROAD OTARA, AUCKLAND

FROM: Auckland City Hospital to Auckland Spinal Rehab Unit (ASRU)

Turn onto GRAFTON ROAD, GRAFTON, Auckland
Bear Left SOUTHERN MOTORWAY, GRAFTON
Travel along SOUTHERN MOTORWAY
Bear Left at HIGHBROOK INTERCHANGE, OTARA
Turn Right onto roundabout and follow the MIT, Otara sign.
Turn Right at the Bairds Rd lights and continue along the road to the Spinal Unit.
End: Turn right into Auckland Spinal Rehab Unit 30 BAIRDS ROAD OTARA AUCKLAND

PARKING



Parking and disabled parking is available at both entrances to the spinal unit. We ask that you do not park in the ambulance parking bay directly in front of the entrance to the ward. It is preferable that you park behind the physiotherapy gym area. Please keep your car locked and do not leave any valuables in your car. There is a security guard on site during some hours, however Auckland Spinal Rehabilitation Unit is not responsible for stolen or lost property.

ACCESS TO UNIT



There are two main entrances to the unit. One allows access to the outpatient's and administration area, and the other, to the left of the administration area, allows access to the in-patients area.

WELCOME

In order to ensure that rehabilitation is maximised and that the unit runs smoothly and the environment is safe and secure, please read the following information:

VISITING



We are aware that visits from family and friends have an important part to play in your rehabilitation, however sometimes a patient's condition or rehabilitation programme may restrict visiting times. It is important to respect the privacy of other patients. Visitors are welcome at the Unit:

10.00 am -10.00 pm Sunday to Thursday
10.00 am -11.00 pm Friday and Saturday

Please ask your visitors to respect visiting hours and ensure that children are under the supervision of an adult at all times.

TELEPHONE & FAX



Patients may make short, local phone calls using the ward phone.

Unit phone: (09) 270 9000 Ward phone: (09) 270 9016
Unit fax: (09) 270 9001 Ward fax: (09) 270 9056

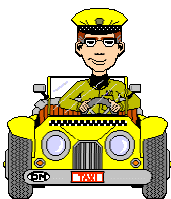
MAIL



Mail is delivered to the ward daily during the week. Outward mail can be posted from administration, but must be stamped. There is a small stock of stamps which can be purchased from administration reception. The postal address for the Unit is:

Auckland Spinal Rehabilitation Unit
Private Bag 93319
Otahuhu 1640
AUCKLAND

TOTAL MOBILITY TAXI SCHEME



The discounted Total mobility taxi scheme is designed to increase the mobility of people with disabilities in the community.

The application takes about three weeks, so contact a social worker for all residential areas, or TASC if you are based in the Auckland region. There is a fee of \$12.00 through TASC or \$45 through other suppliers for eligible individuals to apply for the discount.

SERVICES

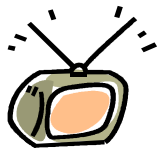
NEWSPAPER



A daily newspaper (Monday to Friday) can be organised through the Herald office. At discharge or on cancellation, payment is made direct to the Herald Agent.

A newspaper is also available in the Occupational Therapy department.

TV/RADIO



There is a large screen TV in the dining room and TVs are available at the bedside. If you wish to bring in your own radio or other equipment this is at your own risk, and this will preferably have earphones. Please show consideration to other people regarding noise levels.

VALUABLES



In your room there will be space to store your personal effects. For your own security, please do not bring large sums of money or unnecessary items of value into the Unit.

We have a policy in place for staff handling/storage of patient monies. However, outside of the unit, staff will not handle patient monies, so arrangements should be made prior to admission for access to money and purchase of personal items. Should this not be possible, a plan will be made with the patient and the Social worker, and clearly documented.

NO RESPONSIBILITY will be taken by the Auckland Spinal Rehabilitation Unit for loss or damage to your personal property.

SMOKING



As smoking damages your health, Counties Manukau District Health Board (CMDHB) has adopted a **SMOKE FREE** policy. This means that smoking is not permitted for patients, family and whanau, or staff anywhere within the hospital grounds. If needed, CMDHB will help you through this with use of nicotine replacement therapy. If you have any further smoking related questions please consult with the team to discuss with your doctor.

DRUG USE



The use or possession of illegal/non prescription drugs is strictly prohibited and is a criminal offence. The police will be informed if this occurs.

The consumption of alcohol within the hospital grounds, including the motels, is strictly prohibited.

FACILITIES

LAUNDRY



Patients living within the Auckland area are required to have family/whanau tend to their personal laundry needs if possible. For patients from other areas it is also preferred that the patient's family/whanau tend to their laundry needs. If this is not possible, there are laundry facilities available on the ward with washing powder supplied. To economise, it is desirable to complete your washing in bulk loads. It is wise then to have a minimum of five complete changes of clothing to allow for this.

NO RESPONSIBILITY will be taken by the unit for loss or damage to your personal property. To prevent loss of clothing it is advisable to have your clothing clearly labelled.

ON-SITE MOTELS



There are four modest motel units available (on a first come, first served basis) on site. These are used for family and friends visiting from out of Auckland, patients attending outpatient's appointments, or inpatients trialling home leave, who normally live outside the Auckland area.

You are provided with your basic linen needs and there is a laundry room adjacent to the motels. It is recommended that you provide your own extra blankets/bedding, in the winter months.

Due to high usage of the units, a maximum 3 weeks stay has been put in place with review after this time. There can be no guarantee of continued use of motel units beyond this timeframe or during busy periods.

Cost of units: \$57.55 incl GST per night per unit
Weekly rates able to be negotiated

Cash and cheque payments only
No credit card or EFTPOS available

***NOTE:** Accident Compensation Corporation (ACC) assistance requires prior authorisation before you book into the units. Payment is not guaranteed, and is limited to 2 nights per week.

A deposit of 2 days payment in advance is requested with regular payments to be made to the Auckland Spinal Rehabilitation Unit Reception at the end of each week.

For motel bookings and payments the Auckland Spinal Rehabilitation Unit reception is available from 9am-12pm and 1.30pm-4:00pm. While every effort will be made to accommodate you, please be aware that there is no guarantee of availability.

For bookings and enquires please ask at reception, or speak to a unit Social Worker. For further details phone (09) 270 9000.

ADMISSION TO THE UNIT: WHO I WILL MEET?

PRIMARY CARE TEAM



On your admission you will be assigned a **Primary Care Team (PCT)**. Your Primary Care Team will include a:

- **Physiotherapist (PT)**
- **Occupational Therapist (OT)**
- **Social Worker (SW)**
- **Registered Nurse (RN)**
- **Counsellor**

One of these team members will be allocated as your **Key Worker (KW)**, a central person to coordinate your care and answer your questions.

An assessment will be completed by each member of the Primary Care Team to identify your individual needs and along with you and your family/whanau, plan your rehabilitation programme.

ADDITIONAL TEAM MEMBERS



In addition to your primary care team you will meet other health professionals. These team members based at the unit are:

- **Operations Manager:** Responsible for the overall operation of the unit
- **Doctors: Spinal Consultant/clinical head & Registrar:** Responsible for your medical care
- **Nursing Staff: Charge Nurse, Clinical Nurse Educator, Registered Nurse's, Enrolled Nurse's, Health Care Assistant's:** Responsible for your day-to-day personal and medical care, and education
- **Physiotherapist and Physiotherapy Assistant:** Responsible for training and education in activities such as getting in and out of bed, car, and other mobility activities.
- **Occupational Therapist and Occupational Therapy Assistant:** Will provide assessment, training & education for specialised equipment & daily living activities e.g. dressing, bathing.
- **Social Worker and Counsellor:** Will provide support and assistance with managing your lifestyle changes.
- **Outpatient Co-ordinator/ Clerical support:** Responsible for co-ordinating your ongoing outpatient appointments following discharge.
- **Admission Co-ordinator:** Responsible for co-ordinating your admission to the unit.
- **Dietician and Nutritionist:** Available to advise you on any dietary needs. Please let us know if you have any special dietary requests.

Other members on referral

- **Urologist:** Specialist involved in assessment and treatment of bladder and sexual health rehabilitation.
- **Plastic Surgeon:** Specialist involved in assessment and treatment of skin and pressure area management.
- **Interpreting Services:** If the service of an Interpreter is required for patients and families, this will be arranged.
- **Cultural Support:** For Maori and Pacific Island patients, representatives from the Cultural Resource Unit are available for you and your family, and will visit the Unit as required.
- **Chaplain:** Available to visit the unit on request.

Based external to the hospital:

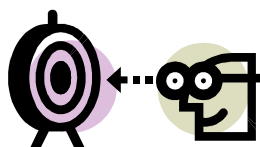
- **ACC Support Co-ordinator:** assigned to you to support you with funding your services and equipment.
- **Income Support Services:** can visit the unit to discuss benefits, accommodation, etc. - See the social worker for more details.

ADMISSION TO THE UNIT: WHAT TO EXPECT?

WHAT DO I BRING?

We advise that you bring a few changes of comfortable clothing. Clothing that is loose at the waist and hip is easier to put on and adjust. Some fabrics and styles of clothing may cause problems marking your skin e.g. back pockets and rivets in jeans should be removed; slippery fabrics make it difficult to stay in an upright position in the chair causing you to slide. We recommend that your socks and shoes should not be too tight.

GOAL SETTING MEETINGS



Rehabilitation is not just exercise, but is a process that covers all aspects of learning to care for yourself and your health. Each team member is responsible for teaching you different skills important to your recovery.

Your Responsibilities:

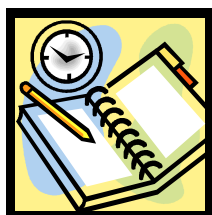
- You are expected to participate in all aspects of your rehabilitation while at the unit.
- It is important to follow medical advice including bed rest and medications.
- It is important to start a routine – getting up on time and doing as much as possible for your program and yourself each day.
- Rehab starts as soon as you wake up in the mornings.

Within two weeks of your admission a **Goal Setting Meeting (GSM)** will be arranged. This meeting includes you, your **Primary Care Team** and any family/whanau you wish to be present. At your first **GSM**, we will discuss your short and long term goals and create a treatment plan to help you achieve your goals, ensuring your safe discharge home and into the community.

Your goals and plan will be reviewed at regular fortnightly **GSM's**, throughout your rehabilitation. Planning for discharge will be a major focus throughout your rehabilitation. A discharge date will be agreed upon with you and your family, and planning for required temporary or permanent housing modifications, attendant care, and equipment needs, will be discussed.

Prior to your discharge you will have a final meeting where you and your **PCT** will complete a checklist, to ensure that everything is in place for a safe discharge. This will include equipment, carers, alterations, referrals back to community services which provide support following discharge e.g. District Nursing Service, plan for follow-up etc.

YOUR PROGRAMME

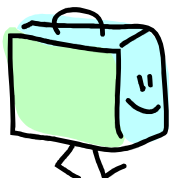


Your individual rehabilitation programme will consist of a range of therapy options which will be incorporated into a daily routine. These will include such areas as skin care, mobility, bladder and bowel cares, strengthening exercises and daily living skills. Also during your stay, we will work with you on issues such as house alterations and transport options, so that you are well prepared on discharge to return home.

It is important to realise that rehabilitation is a team effort, with you and your family at the centre. You need to be fully involved in all aspects of your programme, so that your goals are achieved. The team will provide you with the professional support and encouragement to do this.

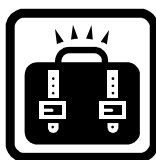
SAFE DISCHARGE HOME

UNIT LEAVE



Outings from the Unit or overnight/weekend leave must be planned in advance and agreed to by all of the members of your **PCT**. You will be introduced to a day and overnight leave checklist so you can see what you need to work on to go out on leave. Periods of leave from the Unit should be discussed and planned at your **GSM's**. This will ensure suitable equipment is arranged and techniques (eg: transfers into a car) are safe. Once the checklist is completed, you are encouraged to initially leave the unit for day leave. Prior to any time away from the unit you need to inform staff when you will be back. Regular outings are organised through TASC every 2nd Thursday.

DISCHARGE



On discharge from the Unit you will receive a discharge summary (an overall outline of your stay at the unit). It is prepared by your **Primary Care Team**, medical staff and any other staff involved during your stay at the unit. A copy will be sent to you, your G.P and any other relevant professional, within ten days of discharge. A copy will be filed in your medical records. If you have any concerns about your discharge plan, speak to your key worker, or social worker to discuss and resolve these issues.

OUTPATIENT SERVICE



Following your discharge, you will be referred to the spinal outpatient team.

Within the first 6 months after discharge, you will receive an appointment letter, requesting you to attend the unit or an Outreach clinic for an assessment (check up). The assessment team (**Doctor, Registered Nurse, Occupational Therapist, and Physiotherapist**) will check and follow-up on your progress.

This will be repeated at specified intervals thereafter, depending on your needs.

If you live out of the Auckland area, the same reassessment service will be offered. These '**Outreach Clinics**' are scheduled once a month, when the Outpatient team travel outside Auckland to clinics in either, Whangarei, Kawakawa, Kaitia, Hamilton, Tauranga, Whakatane, Rotorua, Taupo or Gisborne.

If you have any questions regarding outpatient needs, please phone our Outpatient Co-ordinator on (09) 270 9012.

COMPLAINTS



If you are unhappy about any part of the service or care you are receiving, please contact the Operations Manager or Charge Nurse Manager. You can however make a direct complaint or discuss the issue with anyone in your Care Team. This action will in no way have an adverse effect on the way you are treated. If you wish to take your complaint to a totally independent source, please feel free to contact the Health Advocates Trust on phone (09) 623 5799.

HEALTH & DISABILITY ADVOCATE

A Health and Disability Advocate is available to advise you on your rights as a patient. The Health and Disability Advocate is not employed by Counties Manukau DHB, and all communications are in confidence. The Health and Disability Commissioner Health Advocates Trust can be reached on Auckland (09) 373 1060 or (09) 623 5799.

THE CODE OF HEALTH AND DISABILITY SERVICES CONSUMERS' RIGHTS

The Code of Rights means that you should have.....

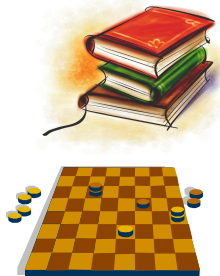
- 1) **RESPECT** - You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.
- 2) **FAIR TREATMENTS** - No-one should discriminate against you, pressure you into something you do not want or take advantage in any way.
- 3) **DIGNITY AND INDEPENDENCE** - Services should support you to live a dignified, independent life.
- 4) **PROPER STANDARDS** - You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.
- 5) **COMMUNICATION** - You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable an interpreter should be available.
- 6) **INFORMATION** - You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs and likely benefits and side effects. You can ask any questions to help you be fully informed.
- 7) **IT IS YOUR DECISION** - It is up to you to decide. You can say no or change your mind at any time.
- 8) **SUPPORT** - You have the right to have someone with you to give you support in most circumstances.
- 9) **TEACHING AND RESEARCH** - All these rights also apply when taking part in teaching and research.
- 10) **COMPLAINTS** - It is okay to complain - your complaints help improve service. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

This is an outline of the rights guaranteed by the law known as the CODE OF HEALTH AND DISABILITY SERVICE CONSUMER'S RIGHTS. They apply to all health or disability services, whether you pay for them or not. A full copy of the Code of Rights is available from your provider, the Health and Disability Commissioner or Bennett's Government Bookshop. If you need help ask the person or organisation providing service.

RECREATIONAL SERVICES and RESOURCES

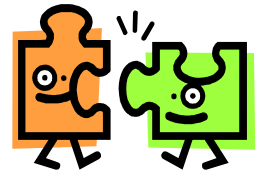
On site at Auckland Spinal Rehabilitation Unit is our **Harrison Learning Centre**
(based in the building next to our dining room)

- ❖ Computers with internet access and SKYPE (1 with voice activated programme)
- ❖ TV and DVD, and DVD's available
- ❖ WII
- ❖ Games, Puzzles and Books (can be loaned out)
- ❖ A quiet place to relax
- ❖ Mouth painting and painting lessons (as available)



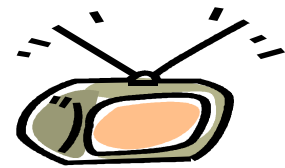
When is the centre open currently?

Monday to Friday
9.00 am – approx 7.00 pm
(on request at the weekends)



Most bed spaces have flat screen
TVs and there are also portable
TV's and mini stereos available

Please ask the Charge Nurse



For everyone to get maximum enjoyment from the centre we do need to have a few agreements (some people call them rules!)

- ✓ The computers are for the patients' use only. No children are allowed to use/ play with them.
- ✓ The centre is for patients and their visitors to relax, learn and enjoy themselves.
- ✓ Staff may restrict the use of the facility to any patient or their visitors if the above guidelines are not being followed

The Social Worker may be able to assist you with the following issues:



Work and Income Benefits (WINZ):

You may be eligible for Sickness or Invalid Benefits. A WINZ Case Manager can visit you at the unit.



Housing New Zealand Applications:

A Case Manager can visit you at the unit to make an application for modified Housing New Zealand House.

Mobility Parking Permit:

This parking permit enables people to park in Accessible car parks, standard car parks for longer periods than stated times, and time restricted zones for longer than stated times. The scheme is operated by CCS (cost is \$45.00 for 5 years)

***NOTE:** A parking permit is available at reception for patients and families to borrow for outings.



Lottery Welfare Grants:

This grant is for Ministry of Health patients who may apply for costs of vehicle modifications, or in some cases to purchase a vehicle/mobility scooter.



Kaleidoscope:

The Kaleidoscope programme is dedicated to getting people who happen to have a disability into jobs that they love.

TASC (The Association for Spinal Concerns):

Also known as the "Buddy Organisation", TASC's main function is to inform, encourage and motivate people with spinal cord disabilities. TASC also have vans to hire for outings and leave. Please check with their office for details. Free budgeting advice is also available and in the Auckland area the discounted Total mobility taxi can be applied for through TASC at a cost of \$12.00.

PARAFED (Paraplegic and Physically Disabled Association):

PARAFED focuses on Rehabilitation with a strong emphasis on sport. PARAFED organises sports and recreation events for many different skill levels.