



# **PATIENT AND FAMILY INFORMATION HOME CARE**

**Pohlen Hospital where community and  
health come together**

This information is intended as a guideline only  
If you have any questions please talk to staff

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## **OUR HEALTH CARE TEAM WELCOMES YOU TO POHLEN HOMECARE**

A Health Support so you can live an independent lifestyle that doesn't require you to change your home and lifestyle.

From a few hours a day to 24 hours a day seven days a week, including weekends and holidays, you can receive some of these services:

- **Personal Care**
  - Offer companionship
  - Assist with personal hygiene and cleanliness
  - Stimulate mental awareness by continuing with daily living tasks, ie newspapers and community life
  - Monitor diet and assist in the daily preparations
  - Daily Rehabilitation to assist in achieving normal daily tasks
  - Appointment reminders and organisation of transfers
  - Assist in attending Club/Sporting meetings and events
  - Medication reminders
  - Laundry
  - Respite care
  - Help with incontinence
  - Dementia care
- **Home Help**
  - Provide light housekeeping
  - Dusting / Vacuuming
  - Laundry / Ironing
  - Rubbish disposals
  - Monitor fridge contents
  - Bed making
  - Assist with pet care
  - Assist with shopping

We at Pohlen personally introduce you to Health workers who have had full introductory training in Pohlen, having been thoroughly screened. They become part of our highly professional team of health carers that are reliable and dependable.

## **YOUR RIGHTS WHEN RECEIVING A HEALTH OR DISABILITY SERVICE**

You have the right to:

***Respect and Privacy:*** you should be treated with respect and privacy including respect for your culture, values & beliefs.

***Fair Treatment:*** no one should discriminate against you or take advantage of you.

***Dignity and Independence:*** services should support you to live a dignified life to be as independent as possible.

***Proper Standards:*** you should receive services that reflect your needs and are treated with care and skill.

***Effective communication:*** you have the right to be listened to and understood receiving information in whatever way you need.

***Information:*** your condition is explained and you are told what your choices are, including an estimate of any costs, likely benefits, side effects or complications.

***It's Your Choice or Decision:*** it is up to you to decide, it is up to you to say no or change your mind.

***Support:*** you may have a support person with you as long as it is safe and the consumer's rights are not unreasonably affected.

***Teaching & Research:*** all of these rights apply when taking part in teaching or research.

***Complaints:*** it is OK to complain as complaints or comments can help to improve our service. All complaints are taken seriously.

## **ADVOCACY**

We actively encourage clients to participate fully in determining how your health and welfare is managed within the service. In addition we encourage family members and significant others to function as advocates subject to the client's consent.

A Health & Disability advocacy service is available should you require assistance. This Advocacy service can be contacted by telephoning 080042363.

This service is free and confidential.

## **CARE TEAM**

- Your care is provided by and overseen by a Registered Nurse or Enrolled Nurse.
- The Registered Nurse is ably assisted by trained Caregivers.
- Physiotherapist can be contacted to visit. Depending on your situation, this could be an extra cost.
- By providing an independent caregiver we will be able to identify other community support needs or DSL assessments to enhance the clients' wellbeing and safety.
- Request for client decision in change of caregiver at any stage of care may be granted.

## **COMMUNITY LINKS**

Regular feedback is provided to Church groups, Service clubs, local Iwi, Maori providers and the Matamata Council of Social Services (MCOSS).

6 Monthly cultural focus group meetings to discuss improvements and cultural recognitions.

## **COMPLAINTS**

We have a complaints procedure in place. The 'Would You Like to Tell Us Something' Complaint Forms can be obtained from Reception at Pohlen Hospital. If you have a suggestion or complaint, these are referred to the Manager. All complaints are recorded on a Complaints form. All complaints are acknowledged within 5 working days. An investigation will be commenced within 10 working days from acknowledgement. This investigation will take no longer than 20 days. The outcome of the complaint investigation will be communicated to the complainant. Any quality improvement activities as a result of the complaint will be implemented.

## **FEES**

Individual fees are based on the assessment of the client and which contract the client falls under. Generally DHB and ACC clients do not pay for services. Private paying clients are charged according to the rates applicable at the time the contract is entered into.

Please talk to our Accounts Personnel if any further information is required.

## **Additional Charges**

Additional charges are for those items not included with the contract service specifications. These additional charges may include the following:

- Services such as those provided by dentists, optometrists, audiologist, hairdresser, podiatrist and solicitors.
- Purchase of clothing and personal toiletries or personal shopping for groceries.
- Incontinence products

## **HAZARD IDENTIFICATION**

Hazards will be identified on Admission for Clients and Health Workers. An interdisciplinary meeting will be held to address all identified hazards and a means to rectify them.

## **MEALS**

Meals on Wheels are available at an extra cost, if not already part of your care plan. See brochure.

## **SHOPPING**

There are organisations in Matamata who provide a shopping service. In the event of a client needing shopping done this may be organised through Pohlen Hospital and a signed consent form for the client.

## **VALUABLES / MONIES POLICY**

All our staff are vetted by the Police prior to employment. Should you have any concerns about the security of your possessions please contact the Director of Nursing on 07 881 9100 immediately. Pohlen Hospital has a policy with all our health workers that they do not accept money or vouchers from the clients.

## HEMOCARE SERVICES

- Transitional Care – Level 3
  - This is part of a planned transition from Waikato Hospital to Pohlen Hospital to home
  - Transitional Care is provided to those people over 65 who are ready to leave their hospital bed at Pohlen Hospital and are needing continued support to return home.
  - The service takes patients from medical dependence to functional independence.
  - The contract requires elements of rehabilitation to mobilise the patient and may include occupational or physiotherapy input.
  - Average length of stay is 2 weeks
- Acute Home Support
  - Community based personal care provided to the patient in their home on discharge from a DHB hospital.
  - The service is requested by the Hospital/District nurses
  - Average length of stay is two weeks
- ACC Home Based Rehabilitation – Non Serious Injury
  - Aim is to achieve rapid and durable rehabilitation outcomes through the provision of home help, attendant care, child care and registered nursing.
  - Average length of stay will vary.
- Pohlen Home Care
  - User pays service provided by Pohlen staff.
  - Home & personal care
- Meals on Wheels
- Withdrawal Criteria

If any time Pohlen Hospital deems that providing care for you that puts the carer in an unsafe position this contract may be withdrawn.

## **OUR VISION**

To bring community and health together

## **OUR MISSION**

“To provide and facilitate quality health and wellness services for the Matamata Community and the surrounding area”

## **POHLEN HOSPITAL TRUST BOARD VALUES**

The Board of Trustees holds the assets in trust and on behalf of its donors and the public it serves, and values open communication and transparency in the work of the organization. Pohlen Home Care is a service of the Pohlen Hospital Trust Board, which is a charitable trust and operates as a not-for-profit organization.

Pohlen Homecare will deal with the business community in an honest and dignified manner.

Pohlen Homecare is committed to high quality patient care, attempting to minimize barriers to accessing the services it offers.

Pohlen Homecare is committed to being a good employer, to valuing and caring for its staff, and encouraging their professional development.

Pohlen Homecare will work within the principles of the Treaty of Waitangi and with local Iwi, and will ensure that Maori patients, staff and their culture are welcome and have a place at Pohlen Homecare.