

Welcome to Ward 7 South. We are a 25 bed unit specialising in care for patients with any conditions of the brain (neurology, stroke and neurosurgery). Ward 7 South has a low stimulus environment for all patients. This has been researched and has been shown to help the patient's recovery. To continue our patient's privacy and rest please turn all phones to silent when visiting the ward. Please only make or receive phone calls in the public areas of the ward or in the whanau rooms.

Visiting Times

Visitors are welcome anytime between 8am and 1pm and 3pm to 8pm. **The ward closes to visitors between 1pm and 3pm** for the patient rest period. This also lets you leave the ward to get some food and rest.

Please only two visitors at any time. We ask visitors to be considerate of other patients in the ward and to respect their privacy, comfort and rest needs. This includes keeping noise to a minimum when you are visiting your family member. Children are welcome to visit family but must be supervised at all times by an adult. **Please keep them in your room and keep their visit short.** To help prevent infection spreading children who are unwell should not be brought in to visit family.

Medicines

Any medicines that the patient has currently been taking should be brought into the hospital. The Pharmacist can make sure the patient is on the correct dose and frequency of medicine. There will be stored in the locked drawer of the patient's bedside locker (all RN's have a key for). If it is a controlled medicine it will be locked in the ward controlled drug cupboard.

Mobile phones, cameras and devices

To continue a low stimulus environment your loved one may be restricted from using their phone or devices when they are in Neuroscience Advanced Observation Unit (NAOU). Especially when they are post-surgery.

To protect patients, families and staff privacy please do not take photographs and/or video recordings if there are other people around.

Security/Valuables

There are no lockable facilities on the ward. We recommend that any valuables are left at home. Please be aware that all items brought into hospital are at your own risk. We are unable to take responsibility for any of your belongings or valuables. Never leave valuables unattended on the ward.

Wellington Hospital has a policy of zero tolerance for aggression or violence towards staff and patients. We will not hesitate to involve security if this policy is breached. Gang insignia must be covered at all times.

What can I bring for the patient?

We suggest a photo of your family/whanau or friends, personal toiletries and a few items of comfortable clothing (such as track pants, t-shirt or pj's). Please **do not bring** fresh flowers/plants as they are an infection risk. The water is also a risk to the electrical equipment.

To keep the low stimulus environment for all patients please do not bring electronic equipment such as DVD players, iPads or radios to the ward. Magazines, newspapers or books are sometimes acceptable. Please ask the nursing staff if you are unsure.

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Support persons

As per Right 8 of the Health & Disability Commissioner code of Consumer rights. Every consumer has the right to have one or more support persons of his or her choice present, except where safety may be compromised or another consumers' rights may be unreasonably infringed.

We do not encourage support persons to stay overnight. In exceptional circumstances family /support persons are able to stay. Please discuss this with the nurse in charge and it will be at their discretion. If you are staying overnight a suitable chair with a pillow and blankets will be given to you by the nurse in charge.

Whanau Room (open 8am to 8pm)

At the entrance to the ward are two Whanau rooms which you are welcome to use while waiting for your chance to visit your family member. There is free tea and coffee available. For safety reasons do not leave children unattended in these rooms. Breastfeeding facilities are available in the hospital. Please ask the staff for details

Medical Information and updates

If you need to ring the ward from home please call Wellington Hospital (04) 385 5999 and ask to be put through to Ward 7 South. Only persons listed as "next of kin" on the patient information sheet can be put through to the ward. Please speak to a nurse about selecting one family spokesperson. Please be aware we are limited by the Privacy Act and staff will provide information about your family members' condition where possible. If you have any concerns please speak to the nurse in charge.

When you visit staff may ask you to identify your relationship to the person you are visiting. Please do not be offended by this.

Accommodation

Accommodation is limited. Please see your primary nurse ASAP if you need help with accommodation. You may be eligible for discount with a community services card.

Parking

Limited parking is available in the Wellington Hospital underground car park accessed from Riddiford Street. Parking charges apply. If you require financial assistance with these charges please speak to the nurse in charge.

Shuttle Service

There is a free shuttle between Wellington and Kenepuru Hospitals available to the public. This **service needs to be booked ahead** and operates weekdays from 7:30am to 6pm. If you would like to use the shuttle please speak to a nurse or staff member to book your seat.

Advocacy/ Supports

We have many support services available, such as Whanau Care, Pacific Support, Chaplaincy and Social Work. A nurse or staff member will be happy to contact any of these services for you so please ask. We also have copies of the Code of Health and Disability Services Consumer's Rights for your information, these are available from reception.

Smoke Free

Wellington Hospital is a smoke free site which means there is no smoking within the hospital grounds at any time.

If you would like help to stop smoking there are many services we can refer you to. Please speak to your nurse or a staff member.

We welcome your feedback

'Tell us what you think about our services' feedback forms are available in the leaflet display in the corridor. We appreciate your feedback to help improve our service.