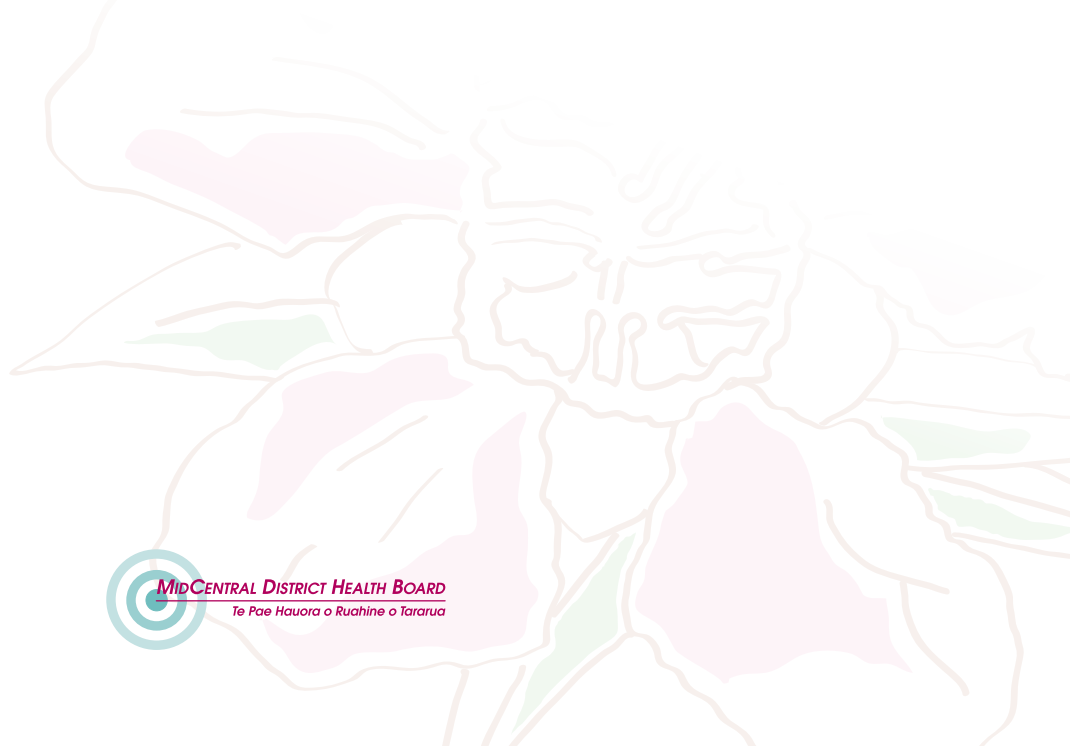


Mahi Tahī

Better Together

GUIDE BOOK



MIDCENTRAL DISTRICT HEALTH BOARD
Te Pae Hauora o Ruahine o Tairāroa

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Introduction

Kia ora and welcome to **Mahi Tahi** Better Together. Thank you for joining us in this partnership to take care of your loved one during their hospital stay.

Mahi Tahi Better Together is an initiative that acknowledges and recognises the important role loved ones have in the ongoing care of patients whether they are whānau, friends or caregivers. We know health outcomes are better for those who are supported by loved ones, so our aim is to foster, support and respect the key role whānau, friends and caregivers have in the healthcare journey.

Mahi Tahi means to work together as one.

The **Mahi Tahi** Better Together programme is guided by this principle to work collectively with whānau, friends and caregivers to improve the patient journey. The value of manaakitanga underpins the existing relationship of whānau, friends and caregivers, and can be defined simply as hospitality, kindness, generosity and support.

MidCentral DHB's Māori Health Directorate Pae Ora has gifted the **Mahi Tahi** Better Together programme the following metaphorical concept resembling the characteristics of whānau, friends and caregivers.

Motu Rākau Mānuka

A grove of tea tree

The concept is based on the mānuka tree, which is known to many as a healing tree. This unassuming shrub might well be considered the backbone of Te Wao Nui a Tāne (the great forest or domain of the atua Tāne). Mānuka is the hardworking healer, tenacious yet humble, quietly supporting the land and the people in the background. Māori traditionally used mānuka for a variety of reasons.

In addition to Motu Rākau Mānuka, Pae Ora has given the following whakataukī, a traditional Māori proverb, relevant to a Mahi Tahi Better Together programme outcome.

Kia aho matuahia te taketake, kia tūwaerea te tau

When intuition replaces intellect, knowledge turns to wisdom.

How Mahi Tahi Better Together works

The Mahi Tahi Better Together programme involves staff asking patients if they wish to have a Kaimanaaki Partner in Care during their hospital stay. This can be a whānau member, friend or a caregiver.

What is a Kaimanaaki Partner in Care?

A **Kaimanaaki** is the name given to someone who actively provides support, takes care of, gives hospitality to, protects, looks out for, and shows respect, generosity and care for others. This has been applied to the role of the Partner in Care for the purpose of this programme.

A **Kaimanaaki** Partner in Care is not the same as a visitor, or someone who provides care professionally or through a voluntary agency.

Kaimanaaki Partners in Care can enter the ward their loved one is admitted to at any time, are encouraged to help with care where appropriate and will be a main point of communication for staff on matters involving their loved one.

Involvement of **Kaimanaaki** Partners in Care will vary dependent on the individual and whānau.

Types of involvement may include:

- Comfort and support, with extended visiting times or overnight stays
- Accompanying and supporting during investigations, assessments or procedures
- Assisting with their dressing, washing, eating or drinking
- Assisting with getting to the bathroom or walking in the hall
- Helping with their physical therapy
- Preventing isolation and loneliness - promoting engagement and stimulation
- Participating in decision-making and discharge planning
- Asking questions, keeping track of and understanding information about the patient's health
- Speaking up to ensure the health team is aware of any concerns or important information
- Watch out for changes in the patient's condition, and calling for help when needed urgently

Kaimanaaki Partners in Care will be chosen by the patient and a partnership plan will be made and recorded in the nursing care plan for how the relationship will operate in the ward. Patients may choose to have more than one **Kaimanaaki** Partner in Care and are encouraged to set up a rota if there are multiple **Kaimanaaki**.

The ward nurse in charge will discuss this, and the care agreement, with you and the patient.

Kaimanaaki Partners in Care:

- Will wear an identifying badge while at the hospital.
- Have a right, but not a duty, to be with the person they care for.
- Will be welcome 24 hours a day, seven days a week. Time with their loved one in hospital will not be restricted unless there is a valid clinical reason. Late and overnight visits will be accommodated and co-ordinated so as to ensure a positive and safe environment is maintained for everyone.
- Will be supported to contribute to their loved ones care in hospital – in order to nurture, not nurse.
- Will be supported with regular breaks to maintain their own health and wellbeing. Ward coffee and tea refreshments, kitchenette facilities, and free parking will be available to them for personal use, as well as bathrooms.
- Will have access to linen supplies and a kitchenette to assist in caring for their loved ones.

Patient care remains the responsibility of the ward staff and you will never be asked to do anything that makes you feel uncomfortable, or anything that requires clinical expertise.

How to support your loved one as a Kaimanaaki Partner in Care

Days can feel very long when you are in hospital and your support will help patients' recovery actively, mentally, spiritually and physically. You can help in many ways, so when you come to visit you may wish to consider some of the following:

- Helping with daily routine, like washing, dressing, and brushing their hair
 - Eating together
 - Bringing in games to play, like cards, puzzles, board games
 - Read together
 - Discussing local and national news
 - Going for a stroll around the hospital, if appropriate
 - Sitting outside together in one of our courtyard gardens
- When arriving on the ward, please check with staff at the beginning of your visit to see if there have been any changes, and to discuss your involvement for your visit. It's also a good idea to update staff throughout your visit, and before you leave, of any care you have provided. Staff will always be available to answer any queries you may have.
 - If you would like to provide care that hasn't yet been discussed or if you haven't received specific training, staff will always be happy to help.
 - Observe for changes of concern or improvement in your loved one, and let staff know if you notice anything.

We recognise that you know your loved one better than us, including what is "normal" for them – like physical appearance, level of activity, typical behaviour or emotions.

Working together as partners is important, so we want you to tell us what you see, think and feel.

If something is important to your loved one, we'd like to know about it.

Any changes you notice could be important indicators of health status and helpful to share with staff.

For example, does your loved one...

- Look different to you? (paler, more flushed, out of breath, unsteady when walking)
- Seem to be behaving differently? (more/less talkative, more/less active, more withdrawn, anxious, agitated, or confused)
- Seem uncomfortable or in pain?
- Show noticeable changes in appetite, toileting, or other daily activities?

Patient care remains the responsibility of the ward staff and you will never be asked to do anything that makes you feel uncomfortable, or anything that requires clinical expertise, but your information can be helpful to staff.

- Ask questions on behalf of your loved one, and keep asking until you understand the answers.
- Please feel comfortable to let any staff member know if there is something you do not understand.
- **Kaimanaaki** Partners in Care are encouraged to be present during nurses' bedside handover, and during doctors' rounds or assessments. Some activities, such as ward or drug rounds, and treatment sessions are time critical, and during these times staff may not be able to fully update you. Instead a mutually convenient time for such conversations can be arranged. Please feel comfortable to ask further questions with any member of your loved one's care team.
- If you have any concerns, or need support or assistance, please tell staff or ask for help from staff.

What to do when there is more than one Kaimanaaki

Sometimes patients and whānau may wish to have more than one person share the role of **Kaimanaaki** Partner in Care. We support this but ask that outside of normal visiting hours the number of people present on the ward to support your loved one is limited to 1 to 2 at a time.

We suggest you organize a **Kaimanaaki** rota – and we can issue several **Kaimanaaki** Partners in Care identification badges for each person.

Please note we can only provide one security access card per patient, so this will need to be shared among your **Kaimanaaki** team.

When there is more than one **Kaimanaaki** involved in your loved one's care, we ask that you make arrangements for how you can ensure your whole team of **Kaimanaaki** can keep well informed and up-to-date about your loved one's condition and care. There is a section for notes at the end of this guide, which can be used to take notes to pass on.

Facilities, support and information

Food and drink

Kaimanaaki Partners in Care will have full access to a kitchenette with hot drink facilities, fridge and microwave on the ward. You are welcome to bring your own food to be prepared in the kitchenette, or you can request a meal from staff to eat alongside your loved one.

You are also welcome to use the kitchen facilities to prepare food or drinks for your loved one, if appropriate.

The hospital's Top Café, on level two, also provides food and coffee at a reasonable price, as does Espresso Plus, which is located near the main entrance to the hospital on Ruahine St.

Visiting times

There are no restrictions on visiting times for **Kaimanaaki** Partners in Care who wish to be with their loved one. This means you can visit in the middle of the night, if you wish, as long as you're wearing your **Kaimanaaki** Partner in Care badge. You must also make the nurse in charge aware of your arrival and departure when visiting outside usual visiting hours.

We also ask that you take care to support other patient's privacy and rest when visiting outside usual visiting hours.

Usual visiting hours and procedures will continue to apply for visitors.

Overnight stays

Kaimanaaki Partners in Care are also welcome to stay overnight with their loved one. We can provide a recliner chair, and bedding when requested.

The chairs are subject to availability but we will do our best to ensure we can provide for your stay to support the patient while in hospital.

You can make the request to a staff member or nurse in charge.

Linen

Kaimanaaki Partners in Care have open access to linen on the ward that can be used for your loved one. If you require bedding for yourself, a request can be made to staff.

Bathrooms

Kaimanaaki Partners in Care are entitled to use public toilets, which can be found throughout the hospital. A staff member will show you the location of toilets during your orientation to the ward.

Currently our wards do not have shower facilities available for **Kaimanaaki** Partners in Care but if these are required, **Kaimanaaki** Partners in Care are welcome to visit Te Whare Rapuora on the hospital campus to use the facilities there.

Car parking

There are several car parks on the hospital campus that **Kaimanaaki** Partners in Care are welcome to use for free. Each **Kaimanaaki** will be given a car park pass to use as they come in and out of the hospital.

Check the hospital maps to find the best car park for your ward.

Access

Along with a car parking pass, **Kaimanaaki** Partners in Care will be given an access card for the ward in which your loved one is staying. This will grant you access through the doors using a swipe card.

Please note:

- This card can only be used to access a direct path to the ward, and no other areas.
- This card should not be given to anyone who hasn't been identified by the patient as a **Kaimanaaki**, and cannot be shared with visitors.
- The security access card will need to be returned at the time of discharge.
- There is only one card provided per patient, so when a patient or whānau have more than one **Kaimanaaki** Partner in Care, this will need to be shared among your team.

Wifi

Free wifi is available in the hospital building. To access wifi, go to 'Hospital_FreeWifi_by_InspireNet' on your device. Once connected you should be directed to the landing page (portal.pnhospital.inspire.net.nz). From there, click 'accept' to access the wifi.

Cultural and spiritual care

Kaimanaaki Partners in Care, whānau and loved ones will be asked if there are any cultural or spiritual care needs while in hospital. Referral can be made to Pae Ora where identified, requested or appropriate.

The DHB's chaplaincy service is also available, and if unavailable then a request to Te Roopu Māngai Kaumātua via Pae Ora, Pae Ora Māori Health Services or Oranga Hinengaro Kaupapa Māori Mental Health Services can be made.

The onsite chapel is also available for anyone to access.

Safety and confidentiality

Safety and confidentiality are important for our patients, staff, visitors and **Kaimanaaki** Partners in Care. It's important that you understand health and safety processes when on the ward. Health and safety information, including fire and evacuation procedures, will be discussed during your orientation to the ward. We want to provide the best care for your loved one and other patients and thank you for assisting with the following:

- Informing staff if other patients are asking for assistance so an appropriate staff member can help with their needs.
- Respecting other patients and their visitors.
- Wearing comfortable and appropriate clothing while spending time with your loved one.
- Understanding the hospital is **Auahi Kore** smokefree and considering other users of the hospital by not smoking on the hospital grounds or bringing alcohol or illicit drugs to the ward.
- Keeping hospital linen and equipment in the ward or hospital.
- Keeping the ward safe for all by ensuring your loved one's visitors visit during usual visiting hours. If they need to visit out of hours please discuss with staff first.
- Keeping yourself and your loved one safe by using the bedside chair, recliner or provided portable bed provided rather than lying or sitting on the patient's bed.
- Keeping yourself and your loved one safe by checking with staff before touching wounds or any equipment.

Infection control

Many patients are vulnerable to infection, and even a common cold can pose a threat.

To prevent yourself and your loved one from potential infection or illness, hand sanitiser is available next to the main entrance of the ward to prevent yourself and your loved one from potential infection or illness, hand sanitiser is available next to the main entrance of the ward and attached to most patients bed for you to use when you enter and leave the ward or room. You are also welcome to use hand basins where available.

If you are feeling unwell, for example with a cough, cold or fever, or if you have had diarrhoea or vomiting in the past 48 hours, it is generally best to have someone else visit and support your loved one until your symptoms clear.

Please contact the ward for advice prior to visiting if this is the case.

If an outbreak of infection occurs in the hospital, this may require some restrictions in certain patient areas. A staff member will inform you if this occurs and will work with you to ensure the **Kaimanaaki** Partner in Care role can still be fulfilled in a safe and meaningful way.

Hand hygiene

At MidCentral Health we follow the 5 Moments for Hand Hygiene approach.

This defines the key moments when healthcare workers and our Kaimanaaki Partners in Care should perform hand hygiene.

It is recommended that you clean your hands

- On entering and leaving the room
- Before clean activities
- After body fluid exposure

Confidentiality

The confidentiality, privacy and dignity of all our patients is respected at MidCentral DHB.

It is important that everyone is respectful and sensitive to the privacy of all patients.

If your loved one shares a bay with other patients during their hospital stay, you may be asked to wait in another area for a short time to ensure patient confidentiality is maintained.

Information about your loved one is subject to their consent.

We also ask that you do not use recording devices on the ward (including cell phone recording, video and camera). We appreciate your understanding in these matters.

Speaking up for safety

It's important to tell staff if you have concerns. As the **Kaimanaaki** Partner in Care, don't hesitate to ask or comment if something happens that doesn't make sense or feel right to you or your loved one. For example, you wish to speak up:

- If you receive information from staff members that seems different or contradictory.
- If there is a sudden, unexplained change in medications, treatment or therapy.
- If your loved one is told they will have a diagnostic test without being told why.
- If a staff member comes to provide care and seems uncertain about the medical history and treatment.
- If staff are impatient or abrupt with you, or your loved one, when you asked for help or have a question.
- If hand washing isn't done consistently by everyone who comes into the room.
- If regular position changes (in bed, from chair to bed) don't occur, pain relief isn't adequate, call bells are not answered in a timely manner, or medications are not given at the expected time.

If **Kaimanaaki** or family members have any concerns about any aspect of care or individual responsibilities, we encourage these to be discussed with your loved one's nurse for that duty. If, following this, you still have concerns, you are welcome to contact the ward nurse in charge. If, following this, you still have concerns, you can ask to speak with the service manager.

If, after this, you still have worries or concerns, you can contact our customer relations service. A staff member can assist you in contacting this service.

Please note that the customer relations service does not provide clinical advice, so please contact the relevant department directly to discuss any concerns or queries about forthcoming tests, examinations or operations.



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