

OUR VISION:

Honour living, dignify dying

OUR MISSION:

Provide leading edge hospice palliative care services to individuals and their families, care networks and communities

OUR VALUES:

Pride & Passion
Professionalism
Partnership & Inclusion
Compassion & Respect
Innovation & Collaboration

OUR OPERATING PURPOSE:

Operate a sustainable, high quality, high touch, outcomes based Hospice for the diverse communities of South and South East Auckland



Totara Hospice South Auckland provides specialist palliative care services to the greater South and South East Auckland region. Our community of 500,000+ people is one of New Zealand's largest and most culturally diverse.

We support patients and their families living with a life-limiting illness, with a focus on living every moment and that their final journey is with comfort, care and dignity where possible.

FACTS ABOUT TOTARA HOSPICE

- Totara Hospice cares for more than 900 patients and their families every year.
- At any time Totara Hospice provides care to approximately 300 – 400 community patients.
- Every year our community nurses make over 10,000 visits to patients and their families in their own homes.
- Our Inpatient Unit cares for over 400 people annually.
- Our services are accessed by families from all cultures, beliefs, backgrounds and communities.
- Totara Hospice is supported by over 600 volunteers providing varied services.
- Totara Hospice services are provided free of charge to eligible persons and their families.
- In addition to funding Totara Hospice receives from the Counties Manukau District Health Board, approximately \$3.5 million a year needs to be raised in order to continue to provide these palliative care services to the community.



Totara Hospice South Auckland

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TOTARA HOSPICE



WHAT IS HOSPICE?

Many people believe Hospice is just a building or facility but it's actually a philosophy of caring for people with a life-limiting illness. Totara Hospice staff are passionate about supporting patients and their families through what is a challenging time. The focus of care is on quality of life for both patients and their families.

Totara Hospice was the inspiration of Father Francis Fennell and a small group of people who shared his dream. Today Totara Hospice cares for people with life-limiting illnesses in the Counties Manukau District Health Board region. All our services are free of charge to patients and their families, regardless of age, ethnicity, means or religion, thanks to the generosity of our community.

Totara Hospice is a registered Charitable Trust governed by a Board of Trustees and is a member of Hospice New Zealand. We are a certificated provider of palliative care services.

Totara Hospice accepts referrals from general practitioners, specialist medical practitioners and other healthcare professionals or community agencies.

OUR SERVICES

The Totara Hospice clinical team is made up of skilled and committed Doctors, Nurses, Social Workers, Counsellors, a Physiotherapist, an Occupational Therapist, a Pharmacist, Spiritual Support and Cultural Liaison.

We work very much as a team in the community and at Totara Hospice with a consultative approach to caring for patients and their families with the aim of supporting them to live every moment to the fullest.

HOSPICE CARE AT HOME

Our community team works with the patient's GP and other health care practitioners to provide skilled care and support for patients and their families in their home seven days a week.

HOSPICE INPATIENT UNIT

The inpatient unit is based at Totara House at 140 Charles Prevost Drive, The Gardens, Manurewa. Private rooms all with en-suites allow us to provide specialist care and support within a homelike environment 24 hours a day seven days a week. Facilities are available at Totara Hospice for symptom management, some procedures and end of life care.

HOSPICE OUTPATIENT SERVICES

Our clinic based at Totara House provides outpatient services where patients can be seen for specialist and medical consultations or procedures.

ALLIED HEALTH & SOCIAL SUPPORT TEAM

Hospice is aware that families are often entering unfamiliar territory when facing a life-limiting illness. Social support is an integral part of our approach to care. The Allied Health and Social Support Team provide counselling, social work, cultural support, physiotherapy, occupational therapy, arts therapy and spiritual support to assist and support patients and their families. Each team member is available to help identify and explore the physical, emotional, cultural and spiritual challenges that invariably accompany a life-limiting illness.

DAY HOSPICE

Day Hospice offers patients the opportunity of a change in environment, support and companionship in a relaxed atmosphere. It also provides carers with a regular time out. Our Day Hospice programme is held at Totara House and is staffed by a registered nurse, health care assistant and a team of volunteers who provide a varied programme of activities and therapies such as art, massage and Reiki.

TELEPHONE ADVICE LINE

24 hour telephone advice line managed by registered nurses to provide support and information to patients and families. **Available on 09 640 0025.**

VOLUNTEERS

Volunteers are integral to our team. Their roles are many and varied, providing an invaluable resource to all aspects of Hospice. There are many areas volunteers can help at Hospice, some include Retail Shops, Massage Therapists, Kitchen help, Gardeners, Drivers, Fundraising, Clerical Assistance and Inpatient Unit support. If you are interested in Volunteering for Totara Hospice please contact our Volunteer Services Manager on 09 640 0025.

FUNDRAISING AND RETAIL SHOPS

Totara Hospice supports patients and their families living with a life-limiting illness in the South and South East Auckland region, all of our services are provided free of charge. We are only partially funded from the government, in order to raise the shortfall of funds we rely on the support of individuals, companies, organisations - our community. There are many ways in which you can help Totara Hospice, taking part in one of our events, joining our donor database, shopping in one of our Hospice retail shops located through our region, or organising your own fundraising initiative. However you help, your support will be greatly appreciated and your gift will help Totara Hospice to provide care for the people in our community who need us - you will be making every day a better day for them.

Please remember that our team of fundraisers are here to help you. If you have any queries about donating and fundraising for Hospice or need further information please do not hesitate to call us on 09 640 0025.

