

Visiting the Inpatient Unit at Totara Hospice



*Kia ora & welcome, whānau/family
and friends are always welcome
between 8am and 8pm, 7 days
a week at Totara House.*

**How you can help respect our patients
and their whānau privacy and safety**



Totara House can support up to 9 patients at a time in the Inpatient Unit, and with this in mind, we need you to help us respect each of our patients' rights to privacy and safety. Here are our guidelines to help you whilst visiting:

- Regular visiting hours are between 8am and 8pm.
- We ask all our visitors to sign in and out for safety and security reasons.
- Children are welcome. However, it is important that they are supervised and cared for by an adult in your visiting group. This is to ensure their safety as well as the privacy and comfort of all patients. Young children can not move through Totara House by themselves.
- Due to the size of our rooms we cannot safely have large groups all together in a single room, in fact it is illegal within our health and safety guidelines. The team will of course work with you to ensure we can welcome whānau and friends on a rostered basis.
- If you would like to visit outside of the regular visiting hours you will need to liaise with the Inpatient Nursing team.

Here at Totara Hospice we encourage family and friends to visit patients. This is balanced with the fact that we need to be mindful that patients can get tired very quickly. Also, patients have the right to choose who can visit them, the Hospice staff will always respect the patients choice, as should any visitors that are asked to not visit.

There may be some exceptions to the above guidelines, we are happy to discuss with you on an individual basis.

Ngā mihi nui
The team at Totara Hospice

