



**KIA ORA &
WELCOME TO
STAR 2
PATIENT BROCHURE**

We are a multi-disciplinary team of health care professionals that provide Specialist Treatment Assessment and Rehabilitation (STAR) services.

STAR 2 VISION STATEMENT

STAR 2 is a multi-disciplinary service providing safe, expert and efficient rehabilitation in a calm, supported and well-resourced environment.

We do this by developing patient-centred goals in an inclusive relationship with the patient and their family.

The STAR 2 Assessment, Treatment and Rehabilitation specialist skills are acknowledged across the multi-disciplinary team and by other departments.

The STAR 2 team work together to deliver a high quality professional service.

WELCOME TO STAR 2

The staff of STAR 2 welcome you and your family/whanau. We aim to create positive and challenging ways for you to achieve your maximum potential and are looking forward to working with you all on developing skills and independence to ensure your safe discharge.

STAR 2 is a multi-skilled inpatient ward caring for people over 16 years of age, who require assessment, treatment and rehabilitation (AT&R).

It is a 33-bed inpatient ward with facilities that include single, double, and four bedded patient rooms, assessment kitchen, bathrooms, recreation room, dining room and courtyards. A physiotherapy gym and hydrotherapy pool are located nearby.

Our team values all people and their experiences and contributions – past, present and future.

We affirm your rights to health services that provide specialist experiences, training and skills in an environment that fosters choice, promotes wellness and values your individual differences. The development of relationships that allow this to happen is our key task.

Our service aims:

- To conduct a comprehensive assessment that not only includes identification of your illness and/or disability, but also your individual needs, abilities and rehabilitation goals. From this assessment the multi-disciplinary team will work with you to plan, co-ordinate and monitor your treatment, and set achievable goals. Discharge destination is an important part of this assessment.
- To provide the most appropriate options for your treatment, and to support and maximise your individual level of health and independence.
- To assist you to achieve the best quality of life possible, while having awareness of your current and potential limits to functional abilities.

WHAT TO EXPECT DURING YOUR FIRST FEW DAYS

The nursing staff will orientate you to the ward and the routine once you arrive. This first week will be focussed on each therapist assessing you and allowing you to settle into the routine. After you have been assessed, your therapist may make appointment times for you to go to the gym or other therapy areas. You will be picked up by our orderly so don't worry about getting lost at the beginning.

You may feel anxious to "get on" with your therapy, or you may find yourself feeling particularly tired. Allow yourself time to adjust to the new routines and expectations. Our aim is to arrange a goal setting interview with you by the end of the first week.

Goal setting

Goal setting is an important part of rehabilitation. It is a process that asks you to share with us your short and long term goals, your strengths and even your fears. This helps us to plan a rehabilitation programme that is focused on you and meeting your needs.

Ward rounds

Every Tuesday and Friday you will be seen by the consultant directing your care with the medical and nursing teams. These routine ward rounds occur between 8 am and 12 noon. During these rounds, the doctors will assess your progress and it is an opportunity for you to ask any questions and report on your progress. Should you wish to discuss any personal issues, eg sexuality you can ask to meet with them in a more private setting. If you wish to see the doctor at any other time, discuss this with the nursing staff who will arrange a meeting.

Every Tuesday afternoon the multi-disciplinary team also have a meeting where there is further reporting of progress and/or any problems.

Family meetings

During your time here, or nearing the time you are to be discharged, we may organise a family meeting to discuss ongoing

goals and plans. You may invite other family members and other significant people to this meeting. This allows all of us that are involved, interested and concerned with your care to be together in one room with you to discuss the best options for discharge and to negotiate the way forward toward that discharge. In other cases, family representatives may be contacted by a team member depending on your discharge needs.

Weekend leave

As part of your rehabilitation programme, we may suggest that you return home for weekend leave. This may highlight any unforeseen problems and allows you and your family to experience some of the changes that have resulted from your illness or accident.

For those not on weekend leave, formal appointment therapy sessions do not occur but nursing staff will continue to work with you. It is an appropriate time to catch up with family and friends and rest.

THE A,T&R PROCESS

This process aims at restoring lost abilities as much as possible, preventing complications, improving quality of life, educating you and your family/whanau about your illness, accident or disability, and at promoting re-integration back into family, home, work, leisure and community activities.

The multi-disciplinary team assess and treat a range of physical, cognitive and social needs encountered by people with a wide range of diagnoses including, but not limited to:

- Stroke
- Neurological conditions
- Musculo-skeletal conditions
- Chronic pain conditions
- Spinal cord injury in the post acute stage
- Head injury; and
- Amputation.

By encouraging you to actively participate in setting individual goals and establishing a rehabilitation programme, and by careful planning for discharge and follow-up, we help you reach your maximum potential.

Rehabilitation services are provided at Palmerston North Hospital and the Horowhenua Health Centre. At Palmerston North Hospital the rehabilitation service is located with ElderHealth in the STAR Centre (Services for Treatment, Assessment & Rehabilitation).

THE MULTI-DISCIPLINARY TEAM

Members of the multi-disciplinary team include:

- **Medical staff**

The consultant is a specialist doctor in medical and physical rehabilitation, diagnosing and managing medical problems associated with disease, resulting disability and functional impairments.

- **Nursing staff**

The nurses are specialist nurses using a holistic and enabling approach to assess, plan, implement and evaluate progress to optimise outcomes for you. You will have a specific nurse assigned to you who will co-ordinate your care and answer any questions you or your family may have.

- **Physiotherapists**

A physiotherapist will assist you to improve your mobility and overall physical function. Your physiotherapy programme may include relearning and practice of functional tasks, such as walking and specific exercises to help improve your movement and strength.

- **Occupational Therapists**

The occupational therapist is concerned with optimising a person's actual performance in the activities of daily living. This may involve the assessing and restoring of both physical and cognitive aspects for you individually.

- **Social Workers**

The social worker will be involved with planning your programme with the rehabilitation team. They will also support you with dealing with any emotional, family/whanau, community, legal and financial issues.

- **Recreational Officer**

The recreational officer provides a wide range of recreational and therapeutic activities. They also assist with identifying options and leisure activities in the community you may wish to pursue following discharge.

- **Clinical Psychologist**

They will provide confidential psychological and neuropsychological assessment, psych-education and psychotherapy to patients as appropriate. Specialist areas include persistent pain management and brain injury rehabilitation.

- **Speech Language Therapist**

The aim of speech language therapy is to assess and treat/manage people who have a communication or swallowing difficulty.

The team will also assist you to liaise with other community agencies, for example ACC, Work and Income, Supportlinks, The Stroke Foundation, or any other specialised service you may require. Input may also be provided by other professionals such as the dietician and quit smoking coach.

HOW YOU AND YOUR FAMILY CAN ASSIST?

Our team wants to work with you and your family/whanau to develop skills and independence for your discharge. If you do not understand what is happening or are uncertain in any way, please discuss this with your assigned nurse. They will work with you toward a solution.

Alternatively, we encourage you to speak with the charge nurse for any wider discussion regarding your care/treatment. They will liaise with the multi-disciplinary team as required and will be in regular contact with your doctor.

The ward has some set routines. This allows for all patients to participate in their rehabilitation programme and also provides time for nourishment and rest. You will find the programme can be quite overwhelming at times, as we will be actively encouraging you to achieve your maximum potential. At times you may find that you are emotionally and physically exhausted. Rest and recovery time is very important during this stage.

We ask that family/whanau respect this and adhere to the set visiting times.

VISITORS AND VISITING TIMES

Generally visiting hours are between 2pm–8pm.

We request that visitors are kept to a minimum (two people), as there are space constraints in the ward and consideration needs to be given to other patients.

Special arrangements can be made with the charge nurse for visiting outside of these hours or having more than two people visiting at one time. Hospital beds have expensive electronic equipment which may be damaged if visitors sit on them and we ask that visitors use the chairs provided.

Access to the ward is Monday to Friday between 2pm–5pm, and is through the STAR Centre main entrance (Gate 5, Heretaunga Street).

This area is locked after 5pm and at weekends. During these times, the ward can be accessed through the Heretaunga Street entrance (Gate 2) or via the main hospital entrance in Ruahine Street.

Parking

If you have been an inpatient at MidCentral Health for more than 21 days, one nominated family member/carer is eligible for free parking for one visit per day. (If that family member leaves and returns that day, they will be required to pay for this second visit.) Please discuss this further with the ward receptionist or your assigned nurse.

Patient enquiries

On admission you will have been asked for a nominated contact person. This person should be the main contact for you and your family.

To protect your privacy and reduce calls to the ward, we encourage your relations and friends to contact this person to discuss your progress in the first instance. Please be aware that to ensure staff have the necessary time to undertake patient cares, calls are limited to the ward prior to 11am.

Personal belongings

Personal belongings including hearing aids, dentures, prostheses, radios, laptops, jewellery, cellphones etc are your own responsibility. MidCentral Health does not take responsibility in the event of loss or breakages. Please inform staff if you have any money or valuables as these can be safely locked away or given to family to take home.

Due to lack of space, please be considerate about items you bring and the hazard they may pose to other patients, staff and visitors.

Telephones/Cellphones

You can bring your own cellphone/smart phone and other transmission devices (eg laptops, ipads). These can be used provided that they are two metres away from any electrical medical equipment.

There are two portable phones available for patient use, but this is restricted to local outgoing calls. We can arrange for you to receive toll calls and overseas calls on this phone.

Medications

Please let your assigned nurse know if you have brought medications with you so they can be safely stored for you while in hospital. These will be returned to you on discharge. Please inform staff if you are taking any alternative treatments as these may impact on your current medications.

Meals and nourishment

Menus for your meals will be completed with you each evening for the following days meals. We prefer all patients to be up in chairs for lunch and dinner, either beside the bed or in the dining room.

The approximate meal times are:

Breakfast: 8 am
Lunch: 12 noon
Dinner: 5–5.30 pm

We do not have jugs of water on the lockers. Please feel free to bring in a water bottle if desired. There is also a water cooler located in the reception area. You will be offered hot and cold drinks regularly throughout the day.

Drinks rounds occur approximately at:

8.15 am
10 am
12.15–1.30 pm
4.15 pm
7 pm

At times your fluid intake may be restricted or recorded on a fluid balance chart. Your assigned nurse will discuss this with you.

If for any reason you do not receive what you feel you have ordered, please notify us so we can contact the kitchen on your behalf.

Clothes and footwear

It is expected that you get dressed into your day clothes everyday. We encourage you and your family to provide clothes that are comfortable and easy to put on. Track pants and tops (shorts and tee shirts in the summer) are ideal for this as they are easy to wash and are suitable for when you attend your therapy sessions. Please consider naming your personal items. Comfortable walking shoes or slippers are also recommended. Walking in socks or bare feet in the ward environment is strongly discouraged.

Smoking

All hospitals in New Zealand are smokefree. You can be expected to be asked about your smoking status by a number of health professionals while an inpatient. Current smokers will be given brief advice on quitting smoking and the services and products available to assist you with stopping smoking. One of the best things you can do for your health is not smoke.

Cultural needs

The nursing staff will discuss your cultural needs during the initial assessment stage. There is access to Kaiawhina at the Maori Health Development Service Unit and staff can discuss your care and plans with you. Please let staff know if you wish us to contact them.

If you have family/whanau coming from out of town, they may be able to stay at Te Whare Rapuora.

Interpreters are available to assist if necessary.

Chaplains are an integral part of the healthcare team responsible for co-ordinating spiritual support throughout the hospital. They are available Monday to Friday 8am–6pm.

Unfortunately we cannot provide the following services:

Hairdressing, podiatry, dental and denture repairs, hearing aid repairs or batteries, and optometry.

Please discuss any concerns about this with your nurse.

LOOKING TOWARD DISCHARGE

The discharge date and destination will be planned and discussed with you and your family/whanau on an ongoing basis as part of the goal setting process.

Once your discharge has been confirmed, transport to your discharge destination will be negotiated on an individual basis. MidCentral Health does not routinely pay for transport costs.

On discharge, you will be given a prescription for your medications. Please ask if you want the prescription faxed to your pharmacy and/or blister packed.

You will also receive a discharge summary. This outlines what has happened to you while you have been in hospital. A copy will also be sent to your GP.

FEEDBACK

We encourage feedback and during your stay you will be asked to complete a patient survey with a hospital volunteer. Assurance is given that your comments will be held in confidence and will not adversely affect your current or future care.

You can also give feedback by:

- Discussing your care with MidCentral Health staff
- Completing a "Tell us what you think" pamphlet available from all services
- Contacting the Customer Relations Coordinator, PO Box 2056, Palmerston North 4440 or phone (06) 350 8980
- Contacting a Health and Disability Commissioner Advocate, ph 0800 112 233.

Please remember if you are concerned or don't understand any aspect of your care talk to us about it. We will work with you toward a solution.