

### Privacy

You have the right to speak to staff in private, and we welcome the involvement of family (whanau) and support people in your treatment.

### Family Information

- **Contact and information sharing;** for any enquiries about the care and treatment of your relative, please contact the primary nurse, in their absence a nurse will be allocated to the care of your relative.
- If you wish to participate in a family meeting with members of your relatives care team please do not hesitate to request this via the primary nurse.

### Feedback

If you have a complaint or compliment about the service you are receiving please contact:  
Your key worker or the team manager or

Patient Affairs (03) 470 9534 or  
[feedback@southerndhb.govt.nz](mailto:feedback@southerndhb.govt.nz)

Health & Disability Advocacy Service South Island  
Phone: 0800 377 766 or [www.advocacy.org.nz](http://www.advocacy.org.nz)

### Contacts

## Ward 11, Wakari Hospital

**Address:** Wakari Hospital  
371 Taieri Road  
Wakari  
Dunedin

**Phone:** (03) 476 9628

**Freephone:** 0800 44 33 66

**Facsimile:** (03) 476 9547

**Web:** [www.southerndhb.govt.nz](http://www.southerndhb.govt.nz)

If you are in a crisis and need urgent assistance please phone the Emergency Psychiatric Service (Otago) who provide 24 hour a day, 7 days a week service on:

**0800 467 846**

Ward 11 (Otago)  
Southern DHB 100583 V1 Released 16/10/2017

## Mental Health, Addictions and Intellectual Disability Service

Welcome to  
**Ward 11**  
**Wakari Hospital**

*'Better Health, Better Lives, Whanau Ora'*

## Introduction

Ward 11 is a 16 bed clinical rehabilitation unit. The ward provides a safe, caring environment to consumers who require a further period of stabilisation or rehabilitation following an acute episode of illness, before returning to the community.

The multidisciplinary professional team will work collaboratively with you, your family and other support people.

The intended result is for the consumer to successfully return to living in the community, doing the things they value.

## Consumer Information

### Recovery Planning

With your involvement we will work together in assessing your needs and plan treatment that helps you work towards your recovery. You will be assigned a primary nurse during you stay.

Staff will work with you to write a treatment plan. This may include group activities, medication, or visits to community supports such as Artsenta or Tapestry Club. The treatment plan is reviewed regularly.

You will have the opportunity to meet regularly with medical staff to discuss your treatment. Ward 11 also has a psychologist, social workers and occupational therapists who are available to support your recovery.

## General Information

- **Smoking** – Wakari Hospital is a smoke free facility in the buildings and on the grounds.
- **Night policy** - good sleep patterns are integral to recovery and ongoing wellness. Ward 11 staff support this and will encourage healthy sleep patterns. Bathroom, showers, lounges, kitchen. Radios/TVs in rooms must be turned off by 10pm.
- **Alcohol and drugs** - alcohol is not allowed on the premises. Possession and supply of illegal drugs will involve the police being called. Should you return to the ward in an intoxicated state leave may be cancelled for the next day and possibly longer.
- **Community Meeting** – there is a weekly community meeting upstairs at 10:30 on Fridays. We encourage you to attend to discuss what happens here.
- **Electrical Equipment** – if you bring electrical items into the ward, they must be certified by an electrician prior to using them. Please discuss with staff.
- **Visiting Hours** – are between 1pm and 8pm. Exceptions can be negotiated, just ask. Visitors need to inform staff of their arrival and when they are leaving.
- **Chaplaincy services** - are available. Please ask staff.

- **Patient Telephone** - available between 7:30 am and 10:30 p.m. Other hours are negotiable for special circumstances. A cordless phone is available if privacy is an issue.
- **Cash/Valuables** – Southern District Health Board takes no responsibility for cash/valuables that are kept in bedrooms or on the person. Limited lockable space is available. Valuable items should be left at home. We discourage the buying selling or swapping of personal items while an inpatient in Ward 11.
- **Complaints** - we treat all complaints seriously. Complaints can be made to any member of staff or through a support person. A copy of our complaints procedure is available.
- **Te Oranga Tonu Tanga (Maori Mental Health Team)** provides a service that encompasses te taha Wairua (Spiritual), Hinengaro (psychological), Tinana (physical) and Whanau (family). Access for Maori will enable the process of Tikanga Kaupapa Maori to be integrated in Turoro (wellbeing). Based on Wakari site- extension 55553.
- **Photography** - please respect other privacy and do not take their photos or videos using digital cameras, telephone cameras or regular cameras.
- **Fire** - in the event of fire/ alarm: Remain calm and follow staff directions.
- **Earthquake** - if an earthquake occurs: Remain calm, move to a safe place, i.e. crawl under a table or stand in a doorway or stand in an open area if outside.