

# Ngā Rau Rākau

Intensive Mental Health Services

Information for Tāngata Whai Ora/Patients  
and their whānau/family

September 2024



Partnership  
Advisory Group  
HAWKE'S BAY



Health New Zealand  
Te Whatu Ora

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<b>Definitions</b>	
Tangata whai ora	Service User / Consumer / Patient / Person seeking wellness (singular)
Tāngata whai ora	Service Users / Consumers / Patient / People seeking wellness (plural)
Whānau (noun)	<ol style="list-style-type: none"> <li>1. One of life's greatest blessings and most precious gifts</li> <li>2. The ones who know you best and love you the most</li> <li>3. The people you live for</li> <li>4. Those who you can always count on.</li> <li>5. Family</li> </ol>

**Te hauora o te Matau-a-Māui: Healthy Hawke's Bay**

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



## Ngā Rau Rākau, the Intensive Mental Health Inpatient Service

Welcome to Ngā Rau Rākau, the Intensive Mental Health Inpatient Service for the people of Te Matau a Māui Hawke's Bay, which opened on 19 January 2016. It has 23 beds divided into 3 wings.

1. Kahikatea has 6 to 8 beds. This wing is for people who need a bit more support and structure than what the community can provide. It's also for those who need a less intensive environment before going back home.
2. Kowhai has 10 to 14 beds. This wing is for people who need a more intensive level of care in the hospital. It's divided into 2 wings, that can be separated depending on people's needs and to ensure safety for everyone, for example by gender.
3. Pukatea has 3 to 5 beds, including 2 seclusion beds. This wing is for people who need a secure environment while they are very unwell. People should only stay in this wing for as short a period of time as possible before transferring to Kowhai. Because Pukatea is a locked part of the ward anyone admitted to Pukatea must be under the Mental Health (Compulsory Assessment and Treatment) Act 1992.

Our team will work with you and your family/whānau to help you on your journey to recovery during your hospital stay.

## Our team on Ngā Rau Rākau

We have a big team of doctors, nurses, therapists, and other staff to help you when you come to the hospital. Our goal is to make sure you feel safe and informed during your stay. We will work hard to ensure you get the care and treatment you deserve, and we will do our best to help you get better within our caring and supportive environment. Remember, you can always ask for help. Staff might be busy, but they will always make time for you. If you want, you can talk to someone who has been in a tough situation before and used our services. Ask your nurse to arrange this. There's also a form you can fill out to let us know what you need. We support you on your journey to feeling better.

## Admission process

We understand that coming to the hospital can be a really stressful and scary time and you might feel like you have no control over what's happening. You might not even agree with the idea of being in the hospital and the doctor might have used a law called the Mental Health (Compulsory Assessment and Treatment) Act 1992 to help with your admission.

But please try not to worry, we're here to make the process as easy as possible and we'll work with you even if you don't want to be here.

There are some things we have to do as part of the admission process, like checking your belongings and making sure you're physically okay. We'll ask you some questions, but we'll try not to ask the same ones that

other staff members have already asked. You'll get a wristband that will help you get into your room. You might also see a doctor for a physical check-up. If you ever feel overwhelmed or like it is too much to manage, please tell us.

## Tangata Whai Ora/Patient pathway

Arrival at Ngā Rau Rākau



- When you arrive at Ngā Rau Rākau, you will be taken to the admission room. Staff will be there to explain the admission process. Family/whānau are welcome to stay with you during this time.
- During the admission process, you may meet different people, including a community healthcare worker, a nurse from the ward, and a doctor (psychiatrist).
- The doctor will assess you and decide if you need to be admitted to the ward for treatment. They will explain their reasons for this recommendation to you (and your family/whānau if you agree).
- If you agree to be admitted, it is called an informal admission. However, if you do not agree, the doctor may use the Mental Health Act to require you to stay in the ward for up to 5 days for assessment.

- Before moving from the admission room to the ward, you and your family/ whānau will have time to discuss this information. You will also be offered kai (food) and drinks during this process.
- The nursing staff will ask if you or your family / whānau would like cultural support, such as karakia, and arrange for this to occur.
- You and your family/whānau will receive a copy of this booklet and The Health and Disability Services Consumers' Code of Rights.
- The nursing staff will check that they have your correct details, like your address, phone number, your family doctor in the community (General Practitioner – GP), and your family/whānau contact details.
- They will also inform you and your family/whānau about items that are not allowed on the ward, such as medication, sharp objects, gang patches, or insignia. However, valuable items like Pounamu may be able to stay with you.
- For more details about the bedroom and valuables, please refer to the information on pages that follow in this booklet.



## Admission to Ngā Rau Rākau



When you are in the hospital, your family/whānau can help you by:

- Calling or visiting the hospital during visiting hours. You will need to give permission for whānau/family to receive any information.
- Assisting with your laundry.
- Bringing snacks and treats.
- Providing phone credit.
- Attending meetings with you about your discharge plan.

## Access to and from the ward

The doors leading out of Kowhai and Kahikatea are locked from 7am to 9pm, but your wristband can unlock them during those times. The main doors of the building will open by themselves between 7am and 9pm. They are locked outside of these hours to keep you safe, just like how you lock your house at night. Keep your wristband safe and do not share it with anyone. If you do, it will be turned off to prevent unauthorised people from entering your room and the ward.

If you want to get leave from the ward, it will be determined by the clinical team looking after you. When you first have leave away from the ward you may need

to go along with a staff member or someone from your family/whānau.

## **Alcohol & drugs**

Alcohol and drugs have a significant effect on people's mental health and can delay and prevent recovery, they are not allowed in Ngā Rau Rākau. If you have them, the police will be called.

## **Bedrooms**

When you come to Ngā Rau Rākau, you'll get a special wristband that opens your bedroom door. This wristband only works for your bedroom door so don't worry; nobody can come into your bedroom when the door is locked. Staff members have access to all areas, so they can enter your room if they need to. You can bring some things into your room to make it more comfortable for you. Just remember that you're responsible for any personal items you bring and these need to be checked with staff first.

## **Behaviour of others**

Ngā Rau Rākau is an acute mental health ward and it is likely you will see someone or people acting in ways that makes you feel uncomfortable. These could be any number of things from being aggressive and intimidating to being too close and personal. Please don't be afraid to reach out for help. Talk to your nurse, a health care assistant, or someone you trust.

## Comprehensive Plan/Go-To-Plan

The Comprehensive Plan tells us why you need help from the Mental Health and Addictions Service (MH&A), who is giving you that help, and when and where you get that help. It also has details about who you are, any health issues you may have, and the support from your family/whānau. The plan begins when you first meet a MH&A staff member, is updated every 3 months, and before you leave the MH&A service.

The Go-To-Plan is all about you, made with your input. It's meant to capture what matters to you and what help you need to achieve your goals. It also covers how to tell if you're not feeling well and what others can do to help if they notice. This plan is started when you first see a MH&A staff member, and is reviewed every 3 months and before you are discharged from the MH&A service.

Having written plans also means that staff who haven't met you yet can read them and learn about who you are.

## Courtyard

The courtyard doors are open between 8am and 9pm.

## Damage to the ward or property

Please make sure you treat the ward environment with respect and avoid causing any damage to property while you are here. It's important for us to have a safe place, so please be careful and take care of your belongings. You may be liable and charged for any intentional damage.

## Discharge/Going home

Planning for your discharge will begin during your stay. Your community Key Worker, family/whānau and others will help you plan for your discharge. They'll assist you in finding a place to stay if needed and offer support once you're back in the community. Before you leave the ward, you will have had a visit from your community Key Worker who will have arranged their first visit with you, either at your home or in the community mental health rooms.

If you are given a prescription for your medication, don't forget to pick up your prescription on the way home so you can keep taking your medication as directed.

Before you head out of Ngā Rau Rākau, double-check that you have all your belongings. If you're not sure, ask the staff if they have any of your belongings in safekeeping, like your phone, wallet, or phone charger.

A copy of your discharge summary and updated Go-To-Plan will be given to you before you leave. A copy of your discharge summary will also be sent to your GP. If you don't have a GP, the staff will support you to enrol at a general practice.

**If you need a ride home, just let the staff know.**

**Going to Wairoa:** The Wairoa shuttle van leaves from the main entrance of the Hastings hospital at 3pm and arrives in Wairoa at 5pm. If you want to use the shuttle bus, tell your nurse so they can book a seat for you. The staff might have sent your prescription to the Wairoa Pharmacy, which closes at 5.30pm.

**Going to Napier or Central Hawke's Bay:** Your Key Worker can take you home or arrange for you to be taken home if they can't.

## **Fire or fire alarm**

If there's a fire, don't try to put it out by yourself. Let the staff know and do what they tell you to do because they are trained to manage these situations. If the fire alarm goes off, the staff will guide you and help you go to a safe place. This building has areas that are made to be safe from fires.

## **Harakeke – Intensive Day Programme**

Harakeke is a structured day treatment programme that will provide you with the opportunity to participate in meaningful activities and group work. You can continue to attend this programme after discharge if this is identified as part of your ongoing treatment.

As part of your admission, Harakeke will be discussed with you and you can identify the groups that you would feel would make positive changes to your wellbeing. Timetables are available throughout the ward.

## **Laundry use**

We have a special room for doing laundry between Kahikatea and Kowhai. We will give you bags to make sure your clothes don't get mixed up with others. The staff will help you learn how to use the washing machines and where to find the laundry detergent. Your family can also take your clothes home to wash them if

you wish. If you need to iron your clothes, there are facilities available upon request.

In Kahikatea and Kowhai, it's your responsibility to wash, dry, and bring your clothes back to your room.

For Pukatea patients, staff will take care of washing, drying, and returning your laundry to you or keeping it in the storage cupboard with your belongings.

**Operating Times:**

The laundry room is open for Kahikatea patients from 8 am to 12 pm.

The laundry room is open for Kowhai patients from 12:30 pm to 4:30 pm.

## **Magazines and newspapers**

You can find newspapers and magazines in the ward every morning, just ask the staff.

## **Meals**

Meal times are (these times are approximate):

Breakfast: 7.30 am

Lunch: 12.30 pm

Dinner: 6.00 pm

If you feel hungry outside of meal times or if you skip a meal, make sure to speak with your nurse.

Every night, you will get a menu to fill out with what you want to eat for the next day. If you need help with this, just talk to your nurse. If you have visitors, there are meals at Zac's (the hospital café), that are not too

expensive. You can find signs for it all around the hospital or ask the staff for directions.

## Mobile phones

In Kowhai and Kahikatea, you can keep your mobile phone with you. You need to take good care of it while you are in the ward. In Pukatea, patients can have their mobile phones too, but when they are not using them for calls, the phones will be kept safe in a locked room in the ward. It's a good idea not to share your phone with others while you're in the ward.

## Music/DVDs

We can listen to music and watch DVDs on the TV in the ward. Remember to be considerate of others on the ward. If we can't fulfil your music or DVD request, we will suggest other options for you.

## Needs Assessment Service Coordination (NASC)

NASC is a service that assists people and their family/whānau with any support they may need to stay in their home. Staff will contact NASC to meet you to see if they will be able to help you when you are discharged.

## Nurse call bell

This is a special button that you can press when you need help from the nurses. Most of them look like the picture, but some just say "call button" on the panel.



When you press it, a bell will ring and keep ringing until you cancel the call. If you press it by mistake, you can cancel it by pushing the red button labelled "C". When you activate the call button, it will show up on screens all over the building and at the nurses' station.

## **Outcome tools**

### **Health of the Nation Outcome Scales (HoNOS)**

HoNOS is a written tool that staff use to measure how people experiencing mental illness are doing. It looks to see if there are any changes in your health and how well you are doing in your daily life. There are six tools in total covering the different age groups from babies to over 65 years of age. The assessment should occur when you first attend the Mental Health & Addiction service, then every 3 months and when you are discharged from the service.

### **Alcohol and other Drugs Outcome Measures (ADOM)**

This is a set of questions about the substances you may use (what kind and how often), your way of living, how you feel, and your journey to getting better.

### **Relationships with others**

It's important to join in with others while you're here because they can help with your journey and are likely to understand what you are going through. It's important to understand that people are here to get well and that requires focus so please wait until you leave before starting new friendships/relationships. It is not



acceptable to have a close relationship with a staff member.

## **Smokefree**

Ngā Rau Rākau is part of the Health New Zealand | Te Whatu Ora smoke-free area. This means that smoking or vaping is not allowed in any hospital buildings or on the grounds.

However, if you are admitted to Ngā Rau Rākau and you smoke or vape, you will be given support to help you quit. You may use an approved vape device during your stay, but you must return it to the nursing staff each night at 9pm, for charging and to encourage a good nights rest and sleep. Vaping is only allowed in the courtyard from 8am to 9pm. Remember, no smoking or vaping inside the building. Once you are able to leave the ward, you may choose to smoke or vape, this must not be on hospital grounds.

## **Social Workers**

Our Social Workers can help you with WINZ payments, your banking, speak with your family/whānau, friends and employer if you want them to, and help with planning for your discharge, e.g. finding you somewhere to live.

## **Taking pictures of people**

Please respect the privacy of other patients and staff members by not taking pictures of anyone while they are using our services.

## Telephone

There's a phone for patients to use. If you want to use it, just ask the staff. You can also use a portable phone in Kahikatea, Kowhai, or Pukatea. But remember, if there are too many calls or if they're not appropriate, staff may have to limit the use of the phone or supervise your phone calls.

## Televisions

We have a TV in each part of the ward that everyone can watch. Remember to think about the other patients when you pick a channel and how loud the volume is. Sometimes we might turn off the TV for a little bit so it's not too noisy.

## Toiletries

Please ask your family/whānau to bring your toiletries. We only have a few basic toiletries like toothbrushes, toothpaste, combs, razors, shampoo, soaps, and some sanitary products. Just ask your nurse for them.

## Valuables

Your bedroom is a really good spot to store your important things, but remember to always close the door. It's best to leave your valuables at home, but if you need to, you can ask your nurse to keep a few of them locked up safely.

## Violent behaviour

We understand that when people are not feeling well, they may act in ways they normally wouldn't. Violence towards others, including patients, visitors or staff, is never okay and will not be accepted.

## Visitors

Visitors can come by from 1 pm to 8 pm. Ngā Rau Rākau is a place for healing, so visiting hours should be enjoyable for everyone. If there are any restrictions due to COVID or other reasons, please follow the signs at the entrance. The Whānau Room can be used as a meeting space, just ask the staff for help. Remember, visitors are not allowed in bedrooms unless your nurse gives permission. You have the right to decide how many visitors you want or if you don't want any at all. Be respectful to other patients and staff by limiting the number of visitors you have at once. If anyone behaves badly, they may be asked to leave. There are activities like doctor's appointments and group meetings during visiting hours, so make sure you plan visitors coming to see you around any appointments you have. Your visitors can wait in the reception area until you're done. Keep them informed so you can enjoy your time together stress-free.

## Visitor bags

People who come to Pukatea need to put their belongings in lockers when they're on the ward. A staff member can help you find the lockers.

## Visitor parking

There are parking spaces reserved for your visitors at the back of the building.

If you're staying in Ngā Rau Rākau for more than 21 days, you can get a free parking permit for your family's car or your support person's car. Ask your nurse or reception for more information.

## Wi-Fi/Internet

On your phone's "Settings" menu, click on "Wi-Fi" and choose Spark Wi-fi HBDHB or NOW Wi-Fi.

**Please feel free to talk to staff about the Mental Health Act and the Code of Rights.**

## **The Mental Health (Compulsory Assessment and Treatment) Act 1992**

The Mental Health Act outlines the rules for patients and potential patients to make sure their rights are protected, and to update and combine the laws about evaluating and treating people with mental health issues.

<https://www.health.govt.nz/publication/guidelines-mental-health-compulsory-assessment-and-treatment-act-1992>

### **How long does this Act apply to me for?**

The first period of assessment is up to 5 days.

If you require further assessment and treatment, the second period of assessment is up to 14 days.

If you are still not fit to be released, an application is made to the court for a compulsory treatment order.

Compulsory treatment orders must be reviewed at least every 6 months.

### **Can I refuse medication?**

During the first (5 day), second (14 day), and subsequent period of assessment, as well as up until one month following the making of a compulsory treatment order, you can be required to take treatment even if you do not consent to it.

After that time, your consent to treatment is required. If you refuse to consent you can only be treated if a second approved psychiatrist believes the treatment is in your interests.

## The Health and Disability Services Consumers' Code of Rights

The Code continues to apply to you alongside the Mental Health Act, except where expressly overridden by a legal obligation, duty, or authorised act.

- You have the right to be treated with respect.
- You have the right to be fully informed about your legal status and all aspects of your assessment, treatment and review.
- You have the right to have your condition reviewed either by a Judge, or a Review Tribunal, depending on your legal status. You can also seek a judicial inquiry.
- You have the right to have your cultural identity and personal beliefs respected. You can have someone who speaks your language with you or someone from your family or whānau, a friend or advocate, at your assessment or review.
- You have the right to receive medical and health care that is appropriate for your condition. You must be told of the benefits and side-effects of your treatment before it commences.
- You have the right to refuse any video and audio recording of your treatment being made or used.

- You have the right to ask for the opinion of an independent psychiatrist.
- You have the right to ask a lawyer to advise on your rights and status as a patient, or on any other matter.
- You have the right to the company of others. Seclusion can only be used, where necessary, for your care or treatment or the protection of others.
- You have the right to have visitors and use the telephone, at reasonable times. You can send and receive letters, unopened. These rights can be limited by your responsible clinician, but only for a specific reason.

## **Who can I discuss my rights with?**

If you are feeling unhappy with how you are being treated or if you have any questions about your rights, remember that you have the right to ask for help. You can talk to staff and ask them to assist you in getting in touch with any of the following:

- A district inspector (lawyers who can investigate complaints and advise about your rights, at no cost to you)
- your own lawyer (If you do not have a lawyer, staff or the district inspector may be able to make a recommendation to you. If you cannot afford a lawyer, legal aid may be able to provide funding.)
- the office of the Health and Disability Commissioner (the Commissioner's office can advise about your rights and can also inquire into complaints)  
[www.hdc.org.nz/your-rights/the-code-and-your-rights/](http://www.hdc.org.nz/your-rights/the-code-and-your-rights/)

- a patient advocate (these are people with a special interest in the rights of patients).

<https://advocacy.org.nz/> Phone 0800 803 909

- Privacy Commissioner for queries about possible privacy breaches.

<https://www.privacy.org.nz/your-rights/making-a-complaint-to-the-privacy-commissioner/>



## QR code for Code of Health and Disability Services Consumers' Rights

### Other people you can talk to

#### **Ngā Rau Rākau Clinical Nurse Manager**

Monday-Friday 8am-5pm, ask your nurse to speak to them.

#### **Ngā Rau Rākau Clinical Nurse Co-ordinator 24/7**

There is a Co-ordinator on 24 hours, ask your nurse to speak to them.



## **Consumer and Whānau Feedback (compliments and complaints):**

0800 000 443 or 06 873 4877.

Email: [feedback@hbdhb.govt.nz](mailto:feedback@hbdhb.govt.nz)

There are feedback forms available at Reception if you would like to write about your stay.

If you would like to speak with our Consumer Advisor or a Kaitakawaenga, please ask your nurse.

## **Cultural & other support available to you**

### **Māori Cultural Support**



The aim of the Māori Health Service (Te Wāhanga Hauora Māori) is to provide culturally respectful support for Māori inpatients and their whānau. Our Kaitakawaenga will develop a cultural assessment, gathering information relating to the patient's values and beliefs, where they are from and who is of importance to them. This information is used to understand how best to support tāngata whai ora. Prior to discharge, our Kaitakawaenga can liaise with services in the community to ensure that there is continued cares while at home.

Whānau of tāngata whai ora living more than 50 kilometres from Hastings Hospital can check availability of accommodation at the Māori Health Service.

For more information, telephone the Māori Health Service on (06) 878 8109.

## Pacific Cultural Support



The Pacific Health Navigation Team works with us to improve health outcomes and reduce the differences experienced by Pacific Peoples in the region. We are committed to providing accessible care and treatment that respects the cultural needs of our Pacific People. Our dedicated Health Navigators can assist with cultural assessments, medical and welfare support, cultural case coordination, advice, support, education, and family support. Your nurse can contact the Pacific Navigation team.

## Chaplaincy Service

The Chaplaincy Services offer a variety of services such as spiritual support for everyone's well-being. They are there for patients, family/whānau, and staff. They are open to people of all beliefs or no beliefs at all. The chaplains aim to show respect for each person and share God's love. If you want to speak with a chaplain at Ngā Rau Rākau, just ask your nurse.

## Consumer Advocacy Services

### Whatever It Takes



Whatever It Takes Consumer Advocacy Service is here to help you! We focus on finding solutions for people who need support with their mental health or addiction treatment. Our team

of advocates are here to listen and give advice based on their own experiences. We understand what you're going through and we're here to support you every step of the way.

Phone: 06 835 2154

W: [www.witservices.co.nz](http://www.witservices.co.nz)

Email: [team@witservices.co.nz](mailto:team@witservices.co.nz)

## EMERGE Aotearoa Whānau Services



EMERGE Aotearoa Family/Whānau support services help families with a loved one who is dealing with mental health and addiction issues. Family/Whānau Advisors provide important information to families on how they can support their loved one. They offer details about mental illness, addiction, the mental health system, community resources, and other available supports. Additionally, the Family and Whānau Support services can provide coping strategies and connect you with the right services and support groups.

Phone: 06 843 5118

W: <https://www.emergeaotearoa.org.nz/>

## Partnership Advisory Group (PAG)



The Partnership Advisory Group, also known as PAG, consists of consumer representatives and whānau members who have been volunteering with the Mental Health & Addictions Service for 10 years. All have personal

experience with mental health and addictions and participate in meetings every two weeks to make sure the consumer's voice is heard. If you need help filling out forms for WINZ (MSD), ACC, or just want to talk to someone who understands what you're dealing with, PAG can assist you. You can ask your nurse or contact reception to get in touch with a PAG member.

**You may like to write down some important information to remember (ask your nurse for a pen or to help you):**

Admission Date:

Doctor's Name during admission:

Responsible Clinician (doctor who saw me on the ward):

Primary Nurse in the ward:

When did the Mental Health Act start?

When were the reviews of the Mental Health Act conducted?

Nurses who took care of me on the ward:

Medication provided to me on the ward:

Dates of appointments with doctors:

Date of the Care Planning Meeting:

Who from my family/whānau are coming to my Care Planning meetings:

Expected discharge date:

Who attended my discharge planning meeting?

Who will come to visit me in the community?

How will I go home?

What medication will I take upon discharge?

**Health New Zealand | Te Whatu Ora**  
**Mental Health and Addictions Inpatient Unit - Ngā Rau**  
**Rākau**

**Phone 06 878 8109 extn: 5940**