

VISITING WITHIN TE WHETU TAWERA

Overview

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Applicable for which Staff?	All TWT Staff
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Content

This document covers the following topics related to visiting in Te Whetu Tawera, Acute Mental Health Unit

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VISITING WITHIN TE WHETU TAWERA

Overview, Continued

Purpose

- The Code of Health and Disabilities Services Consumer's Rights Regulation 1996 states that Service Users:
 - *Have one or more support persons of his/her choice present, except where safety may be compromised or another person's rights may be unreasonably infringed*
- To adhere to this statement this policy sets out to
 - Define the visiting hours at Te Whetu Tawera
 - Define the process by which an official visitor may conduct business on Te Whetu Tawera
 - Ensure that Service Users have reasonable access to a Family/Whānau/Carer and visitors whilst in this unit
 - Describe the procedure to follow when a request is made for a Family/Whānau/Carer to stay overnight
 - Describe the out of hours visiting policy

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VISITING WITHIN TE WHETU TAWERA

Overview, Continued

Scope This policy applies to Te Whetu Tawera staff, official visitors, Service Users and their Family/Whānau/Carer and visitors

Associated Documents The table below indicates other documents associated with this policy

Type	Document Title(s)
Legislation	<ul style="list-style-type: none"> • Mental Health (Compulsory Assessment and Treatment Act) 1992, and Amendment Act 1999 • Criminal Justice Act • Health and Disability Commissioners Act 1994 • The Code of Health & Disability Services Consumers Rights 1996 • Privacy Act 1993 • Health Information Privacy Code 1994 • Health Practitioners Competency Act 2003 • Smoke free Environments Act 1990
Board Policy Manual	<ul style="list-style-type: none"> • Bicultural Policy • Boarders Staying Overnight in Inpatient Areas • Clinical Record Management • Informed Consent • Privacy of Patient Information • Smokefree • Trespass Notice - Board • Visitors - Grafton Site
Mental Health Policy	<ul style="list-style-type: none"> • Observation - Increased - in Mental Health & Addictions • Pet Therapy - TWT • Smokefree in TWT
Others	<ul style="list-style-type: none"> • Auckland District Health Board <i>Your Rights</i> pamphlet • Welcome to Te Whetu Tawera pamphlet

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VISITING WITHIN TE WHETU TAWERA

Policy Statements - General

Whānau/Support Person

A Service User may wish to nominate a primary Family/Whānau/Carer who may be a partner, relative or friend.

In a situation where a Service User has elected to have more than one Family/Whānau/Carer, ward staff will use their discretion as to the number of people who may be permitted in a ward at any one time. The decision will be made in the best clinical interest of the Service User and other Service Users on the ward.

When staff consider that it is the Service User's and/or other Service User's best interests to limit the number of Family/Whānau/Carer to one, the reasons for this decision will be explained to the Service User and documented.

Ward staff will monitor the clinical state of the Service User before, during and following visiting in order to maintain clinical safety and provide any debriefing required.

Visiting Children

Visiting children are to be closely supervised at all times by their Family/Whānau/Carer members and are not to be left unattended. Children must visit in designated areas and are not permitted inside the ward areas.

Designated visiting areas for children are FaleAlofa, Arapito, Wharehui, and Assessment Suite.

Visiting children remain the responsibility of the Family/Whānau/Carer whilst in Te Whetu Tawera.

Official Visitors

Official visitors must sign in at reception to acknowledge they accept the conditions of being on Te Whetu Tawera and state the nature of their business.

Animals

Animals are permitted in the reception area only; this includes guide dogs in training.

Trained guide dogs are permitted in the wards with their owners, as are designated animals coming to Te Whetu Tawera in the pet therapy programme, and dogs being used to assess the presence of substances of abuse.

Food/Fluids

Family/Whānau/Carer are encouraged to bring in food/fluids for their Friend/Family/ Whānau.

Staff need to review these items for suitability (check for drugs/illegal items), storage (requiring refrigeration), and appropriateness (e.g. lipid rich food in cases of metabolic syndrome, those on diabetic diet.).

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VISITING WITHIN TE WHETU TAWERA

Visiting

**Hours - Family/
Whānau/ Carer**

Monday – Friday 1600 – 2000
 Saturday – Sunday 1200 – 2000
 Public Holidays 1200 – 2000

Out of Hours

No Family/Whānau/Carer is permitted to visit outside of the visiting hours except where approval has been given in advance by the Charge Nurse of the ward or the Duty Manager; this should be documented in the MDT Plan and clinical notes.

Te Tumanako

Te Tumanako (ICU) is a specific high care area within Te Whetu Tawera. There are potential risks for visitors within the Te Tumanako environment and there is potential for harmful items to be brought onto this unit. Therefore specific care is required. The visiting hours have been kept the same as elsewhere in Te Whetu Tawera. Te Tumanako staff members are committed to having Family/Whānau/Carers actively involved in Service Users care throughout their admission to Te Tumanako. Additional guidelines have been put in place to mitigate risk

- A nominated visiting room within Te Tumanako (OT Area which has high visibility) is to be used for visiting. This is to be monitored by nursing staff.
 - Family and Friends must book time slots to visit Te Tumanako. These bookings are made via reception prior to the visit.
 - One to two visitors at a time per Service User can visit unless otherwise deemed safe by the shift coordinator.
 - There is to be only one visiting group at a time unless there is an exception made by the shift coordinator.
 - There are lockers provided for visitors that are located before the entrance to Te Tumanako. Visitors are not permitted to take bags into Te Tumanako.
 - The duration that Family and Friends can visit is limited to 30 minutes maximum at a time.
 - Due to the acuity individuals under the age of 18 will not be allowed to visit Service Users in Te Tumanako.
 - Visiting may be facilitated for minors within the assessment suite with constant supervision from nursing staff. (This decision should not be made in isolation and needs to involve the Treating Team)
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VISITING WITHIN TE WHETU TAWERA

Visitors staying overnight

Overnight accommodation for Family/Whānau/Carer

In some circumstances Service Users may request that a Family/Whānau/Carers stay with them overnight.

This request should be made to the nurse in charge of the ward or duty manager if out of hours. This will be discussed with the treating team (whether to accommodate the Family/Whānau/Carer).

All of the criteria listed below must be met and the request to be forwarded onto to the Clinical Director or Nurse Advisor.

Criteria for staying overnight

- The Service User has special needs e.g. non-English speaking, sensory impairment, intellectual disability.
 - It would be therapeutically beneficial for the Service User to have Family/Whānau/Carer in close proximity.
 - The ward can accommodate the Family/Whānau/Carer.
 - The privacy (and other) rights of other Service Users within the ward are not compromised
 - The visitor is 18 or older.
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Review of criteria

The criteria for Family/Whānau/Carer staying overnight are to be reviewed by the nurse in charge of the ward on a daily basis, progress discussed with the Clinical Director or Nurse Unit Manager, the decision communicated to the Service User, and documented in the clinical notes.

Orientation of whānau/support person

The nurse in charge of the ward is to ensure that the Family/ Whānau/ Carers is orientated to the ward and the specific facilities they may utilise during their stay.

Facilities for overnight visitors

- A Family/Whānau/Carer will be provided with a mattress and linen.
 - They may use tea/coffee making facilities on the ward.
 - Meals are not provided.
 - Shower and toilet facilities are available.
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VISITING WITHIN TE WHETU TAWERA

Dealing with challenging visitors

Instructions for staff working with challenging visitors

Staff have the right to:

- Refuse or limit access for clinical or safety reasons. These are to be fully documented in the clinical file.
 - Verbally challenge any person visiting the ward/unit. This includes staff, legal practitioners and volunteers who are expected to provide identification and evidence of reason for visiting.
 - Check all items brought in for safety and appropriateness.
 - Ask any person to leave if they feel their safety or the safety of others is at risk.
 - Call for assistance from security. Code Orange if deemed necessary.
 - Ban specific visitors including the use of trespass notices, and inform the Police if a crime may have been committed by a visitor.
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Unacceptable behaviours

Visitors and Family/Whānau/Carer must maintain an appropriate standard of behaviour whilst within Te Whetu Tawera.

Behaviours that are deemed unacceptable and are not to be tolerated by staff include:

- Verbal or physical assault on Service Users, staff or other visitors.
 - Aggressive, threatening, disruptive or intimidating behaviour.
 - Intoxication with legal or illegal substances.
 - Supply of legal or illegal intoxicating substances.
 - Theft or damage to property.
 - Breach of non-trespass order.
 - Sexual harassment or sexually inappropriate behaviour.
 - Smoking on the Auckland City Hospital site.
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