

1. Purpose

This Procedure outlines the process associated with the use of the West Coast District Health Board (WCDHB) Whanau/Family Facility located at Grey Base Hospital.

2. Application

This Procedure is to be followed by all staff throughout WCDHB, and all other users of the Whanau/Family Facility.

3. Definitions

There are no definitions associated with this Procedure.

4. Responsibilities

For the purposes of this Procedure:

All **Whanau/Family and Support Persons** are required to ensure they abide by the requirements of this Procedure.

The **Admitting Office** (Main Reception) is responsible for all bookings for the use of the Whakaruru Whanau/Family Facility. The Social Work Department will screen all bookings for eligibility for National Travel Fund Assistance (NTFA), then the Social Work Department will contact the Main Reception regarding booking details.

The **General Manager Maori Health** and **Service Manager, Allied Health, Diagnostics & Support Services** are jointly responsible for the operation of the Whakaruru Whanau/Family Facility.

5. Resources Required

This Procedure requires:

6. Process

1.00 Introduction

1.01 The WCDHB will operate a Whanau/Family Facility for the purposes of:

- i) providing short term accommodation to whanau/family and support people of Grey Base Hospital patients who want to be close to their whanau/family member. Marae style accommodation does mean that in some instances people will be asked if they are prepared to share with others;
- ii) providing Marae style accommodation for patients requiring accommodation during treatment.
- iii) providing an environment that is affordable and culturally safe.

- 1.02 The Whanau/Family Facility is to be run on Tikanga Maori practices that must be upheld at all times.
- 1.03 Guests of the Whanau/Family Facility under the age of 16 must be accompanied by an adult. This is to ensure appropriate support and supervision.
- 1.04 Due to fire and health and safety regulations occupancy of the Whanau/Family Facility is limited to 10 occupants. Therefore there may be occasions when whanau/family and support people are asked to voluntarily reduce their numbers. The Social Work Department will screen for eligibility.
- 1.05 The Whanau/Family Facility is available to all whanau/family and support people of inpatients of Grey Base Hospital on a first come, first served basis. However, this does not guarantee a booking, as emergency situations will take precedence.
- 1.06 Whanau/Family and/or support persons may use the Whanau/Family Facility for short-term periods of up to 3 nights whilst their Whanau/Family member is an inpatient. However, an extension may occur with the General Manager Maori Health's authorization. Upon discharge of the patient from Grey Hospital, the Whanau/Family are required to vacate the Facility. This is to ensure the availability of the Facility for other Whanau/Family support of inpatients.
- 1.07 The Whanau/Family Facility is smoke free and alcohol free.

2.00 Costs

- 2.01 A cost of \$20.00 per adult per night (16 years and older).
- 2.02 Children under the age of 15 years are to stay free.
- 2.03 A \$10.00 deposit for the key is also charged and will be refunded on the return of the key.
- 2.04 Payment is to be made at the time of the stay as no credit will be given or invoices issued.

3.00 Accessing The Whanau/Family Facility

- 3.01 The Social Work Department will screen all bookings for eligibility. If NTFA is available, then this will be given as the first option and the Social Work Department will assist in finding suitable motel accommodation.
- 3.02 The Admitting Office is responsible for all bookings for the use of the Whanau/Family Facility.
- 3.03 A request for accommodation is to be made as soon as a need is identified to the Admitting Office. The request is to include the name of patient, which Ward and how many support people they have with them and/or arrival time.

- 3.04 If the Whanau/Family Facility is already booked, the Admitting Office is to contact the Ward Social Worker for alternative arrangements to be made.
- 3.05 The Admitting Officer will given written information regarding the operation and the use of the Whanau/Family Facility to all occupants at the time the booking is made. This will include information on emergency procedures.
- 3.06 The Whanau/Family will be asked to sign a WCDHB Whanau/Family Facility Agreement. Form. A copy is to be given to the Whanau/Family and a copy sent to the Maori Health Unit. *(Please note: This form is currently only available on the WCDHB internal network/Intranet. If you have access to this network, please search for 'Family Facility Use Agreement Form' using the Intranet Search Tool.)*
- 3.07 The Main Reception is to collect payment from the Whanau/Family staying in the facility, issue a receipt and bank the money into the WCDHB Operating Account.
- 3.08 After Hours Accessibility. If the Whanau House is required outside normal operating hours (8am-5pm Monday to Friday) the charge Nurse of the Ward or the Duty Nurse Manager may book a facility into the facility. The circumstances will when be reviewed by the Ward Social Worker on the following working day.

4.00 Operation Of The Whanau/Family Facility

- 4.01 The Maori Health Unit is available at all times to support Whanau/Family should the need arise.
- 4.02 The Ward Social Worker will also make daily contact with the Whanau/Family in the Wards.
- 4.03 Linen will be provided by the Hospital Laundry.
- 4.04 The daily household tasks are the immediate ongoing responsibility of the occupants of the Whanau/Family Facility. Cleaning material and a vacuum will be provided.
- 4.05 The Admitting Office will advise Spotless Services (who will be responsible for cleaning of the Whanua/Family Facility) when the key has been returned at the end of each stay so that cleaning of the Facility can be carried out.
- 4.06 WCDHB Security Contractors will make checks on the Facility at night.
- 4.07 An inventory of all items in the Whanau/Family Facility is continually updated and checked by the Maori Health Unit for monthly reporting purposes.
- 4.08 Any purchases for the Whanau/Family Facility need to be approved by the General Manager Maori Health.

- 4.09 If any of the equipment in the Whanau/Family Facility needs to be repaired or replaced, the General Manager Maori Health or Service Manager will give direction for the repairs to be carried out (*as per the WCDHB Repairs and Maintenance Procedure*).
- 4.10 If there is any doubt, confusion or concerns about the operation of the Whanau/Family Facility, the General Manager Maori Health or Social Work Department should be consulted.
- 4.11 Whanau/Family and/or support persons who use the Whanau/Family Facility are required to:
- i) keep noise levels to a minimum;
 - ii) not damage or permit damage to occur to the Facility;
 - iii) not use the Facility for any unlawful purposes;
 - iv) leave the Facility clean and tidy and clear of rubbish and possessions when they vacate the Facility;
 - v) not exceed the limit set by the WCDHB on the number of occupants of the Facility;
 - vi) ensure that all of their personal items are covered by their own personal insurance policies.
- 4.12 Failure to comply with the requirements of this Procedure will result in Whanau/Family and support people being asked to leave the Whanau/Family Facility.

7. Precautions And Considerations

- ➔ The Whanau/Family Facility is to be run on Tikanga Maori practices that must be upheld at all times. Tikanga Maori means correct Maori custom and procedure.
- ➔ Payment for use of the Whanau/Family Facility is to be made at the time of the stay.
- ➔ The Whanau/Family will be asked to sign a WCDHB Whanau/Family Facility Agreement Form.
- ➔ Failure to comply with the requirements of this Procedure will result in Whanau/Family and support people being asked to leave the Whanau/Family Facility.

8. References

There are no references associated with this Procedure.

9. Related Documents

WCDHB Repairs and Maintenance Procedure.

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