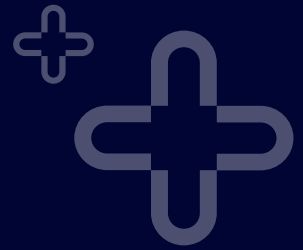




A division of Access Community Health

Call **FREE** on **0800 426 877**



# Client Handbook

*'Care is at the heart of all we do'*

Care for our community  Kaitiakitanga    Work together  Kotahitanga    Do the right thing  Tu Tika    Look after each other  Manaakitanga

## Using This Handbook

This handbook outlines the Terms and Conditions of services provided to you by Total Care Health Services and explains your rights and responsibilities. When you sign the consent form provided to you at our nurse's first visit you are agreeing to the rights and responsibilities in this handbook.

If you need more information or have any questions at any time please do not hesitate to contact us.

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# Welcome to Total Care Health Services

Green Cross Health is a provider of primary health care services to communities throughout New Zealand. The company is passionately committed to providing support, care and advice to communities through pharmacies, medical centres and community health services.

Total Care Health Services is a division of Access Community Health and owned by the Green Cross Health company. We specialise in home-based healthcare and support; working with the Ministry of Health, District Health Boards and ACC among others.

Total Care Health Services is a primary health care ACC community nursing service providing a broad range of expertise within the home or work environment or in a clinic setting. Our highly skilled nurses work in partnership with you, your family/whanau and care givers to implement a package of treatment that promotes your health, wellness, and independence. We specialise in providing expert wound care services and also provide other care for those clients who have experienced significant injuries. We work collaboratively with other health care providers including your GP, to ensure cohesion and continuity of care.

Total Care Health Services operates 7 days a week. This is a free service for approved ACC related injuries, and while we do see some private clients for wound care this does incur a fee. For further information regarding services and fees please contact us.

Also please be advised that if we have been referred to care for you and ACC does not cover the costs, you may be charged.

## Total Care Health Services: Vision, Mission and Values

<b>Vision</b>	To be the first choice in health providers delivering care for our community.
<b>Mission</b>	To promote recovery and independence, enabling people to live a fulfilling life of their choice.
<b>Values</b>	Care for our community. Work together. Look after each other. Do the right thing.
<b>Trust</b>	All actions are guided by absolute honesty, fairness, and respect for every individual.
<b>Responsiveness</b>	Our clients always come first. Our ability to perform and respond as one highly effective and diverse team enables our clients to receive the care they deserve.
<b>Reliability</b>	We keep our promises. We do what we say and own what we do.
<b>Understanding</b>	We respect and embrace the individuality of our clients and families. We value the community we serve, seeking input, and responding with empathy to concerns.
<b>Enthusiasm</b>	Putting our heart and soul into our work to achieve the best. Passion is celebrated.
<b>Expertise</b>	Total Care Health Services is committed to professional development of all employees through ongoing education.

## Cultural Safety

Total Care Health Services recognises that New Zealand is a multicultural society. We understand that “culture” involves many aspects of the person, including: nationality, spirituality, disability, gender, sexual orientation and age.

Client access to their own information is available on request. Interpretation into other languages can be arranged if needed.

### *Te Tiriti o Waitangi*

Total Care Health Services understands the three basic principles on which the Treaty of Waitangi relationships are maintained and that these principles - Partnership, Participation and Protection, are embodied within the text of the Articles of the Treaty of Waitangi.

Total Care Health Services delivers care to Maori clients based on the Maori Health Model - Te Whare Tapa Wha (the four cornerstones of Maori Health).



### *Pacific People*

Total Care Health Services delivers service aligned with 'Ala Mo'ui: Pathways to Pacific Health and Wellbeing 2014-2018 Principles:

- Respecting Pacific culture
- Pacific peoples' experience of health care can be influenced by cultural beliefs and values
- Valuing family, understanding that family is the centre of the community and way of life





## Health and Safety

**Total Care Health Services is committed to ensuring that our nurses work in a safe environment while on your premises.**

**To assist us with this, please note the following:**

- Restrain your dogs during the nurse's visit
- Provide a table or other raised surface for nurses to place their equipment
- Understand that nurses may use gloves, aprons and other personal protective equipment
- Notify nurses if you have an infectious communicable disease or infection
- It is not permitted for nurses to use their vehicles to transport clients
- Attend to any other concerns raised by Total Care Health Services
- Total Care Health Services has a non-lifting policy

Thank you for your cooperation and understanding.

# Confidentiality

Total Care Health Services acknowledges it is required to meet all obligations under the Privacy Act 1993 and the Health Information Privacy Code 1994. This includes ensuring all staff have the opportunity for education and also to ensure that clients are fully informed of their rights under the Act as they relate to services provided by the company.

<b>Privacy rights and expectations</b>	
<b>Clients</b>	Information will only be used for the purpose for which it is collected.
	Clients will be clearly informed what information is required to provide the service, why it is required, how it will be held and to whom it will be made available.
	Clients must freely give their consent to the gathering, use and holding of their information, and may withdraw that consent at any time. Identification of clients for marketing purposes must include specific and detailed consent and be time limited, e.g. for 1 brochure publication.
	It is the right of clients to refuse to provide information, but the client must be informed of any potential risks or constraints in providing services as a consequence of withholding health information.
	Access to the clients health information will be limited to those with a legitimate right to access it, and who will be bound by confidentiality, either in signed agreements or through professional body ethics.
<b>Clients access to records</b>	Clients or their nominated representatives as identified on the client information sheet (completed on first visit) may request access to their information held by Total Care Health Services.
	Requests for client information must be referred for consideration to the Clinical Nurse Manager or Operations Manager.
	Reasonable payment for information requests by or on behalf of any individual may be charged with respect to the cost of labour and materials in providing that information, including the cost involved for urgent requests.
	Decisions on requests for information must be made within 20 days of receipt. (Refer Privacy Act 1993 Part 5 Clause 40).
<b>Official/Agency access to records</b>	The request must be in writing, from a legitimate government Agency, and from a Manager of that agency. Agencies may include: NZ Police, Ministry of Justice (MoJ), Ministry of Health (MoH), Ministry of Social Development (MSD) /Work & Income NZ (WINZ), ACC, DHB, GP and other Service Providers.
	These requests must be escalated to the Clinical Nurse Leader or appropriate Manager.
	Total Care Health Services will provide only what is specifically requested and only other known facts which could be gained from the public domain.
	Other Service Providers such as occupational therapists or physiotherapists must obtain a signed release of information form from the client and supply that with their request for access.



# Your Responsibilities

<b>Inform the office team</b>	<p>If you are going away for any reason, change of address, work visit required or if you have a preference for a morning or afternoon visit.</p> <p>If any contact details change including next of kin or your nominated person.</p> <p>Before 1pm if you were expecting the nurse for a morning visit and they have not arrived or before 3pm if they have not arrived for an afternoon visit.</p>
<b>Let the nurse know</b>	<p>If anyone in your home has an illness that may be contagious e.g. measles, influenza.</p>
<b>Safety</b>	<p>Provide a safe working environment for the community nurses. This includes ensuring any dog in your home or on your property is either secured or removed during the nurse's visit.</p>
<b>Dignity and respect</b>	<p>Inappropriate language, touching or suggestive behaviour are not acceptable – if this occurs Total Care Health Services has the right to withdraw services immediately.</p>
<b>Privacy</b>	<p>Respect the privacy of our nurses by not pressuring them into giving you personal details.</p>
<b>Private Clients</b>	<p>Please pay your account each month.</p>
<b>Please do not</b>	<p>Ask your nurse to carry out additional tasks other than providing cares identified in your treatment plan.</p> <p>Ask your nurses to be 'friends' with you or attempt to communicate with them, including through social media.</p> <p>Offer your nurse money or gifts of substantial value. Acceptable gifts could include flowers or produce from your own garden, chocolates and baking.</p> <p>Be offended if the nurse declines any gifts you offer.</p>

# Involving You in Our Quality Process

**At Total Care Health Services we are committed to providing a quality service to our clients and constantly monitor the quality of our services. We may also monitor and record communications we receive for training purposes, including our telephone communications.**

We welcome your feedback, so if you have any positive or negative comments we would love to hear from you and may invite you to complete a Client Satisfaction Survey.

## Abuse and Neglect Reporting

Total Care Health Services has a professional obligation to report and investigate concerns from staff, public, or clients in regards to abuse and neglect.

Any action that constitutes abuse and/or neglect of any client of Total Care Health Services is to be fully reported and investigated to:

- Ensure corrective action is taken
- Prevent and minimise harm to the client
- Provide guidelines and recommendations for better practice

The safety of the client, employee, and family member is to take priority over all other concerns. It is a mandatory requirement that all Total Care Health Services employees report any concerns regarding abuse or neglect to their Manager.

<b>Definition of abuse</b>	Situations when a person experiences harmful, physical, mental, sexual, material and/or social effects caused by the behaviour of another person with whom they have a relationship implying trust.
<b>Definition of neglect</b>	Situations when a person experiences harmful, physical, mental, material, and/or social effects as a result of another person failing to perform care which would reasonably be expected in the relationship.

If as a client, family member, support person or member of the public you wish to discuss any concerns you may have around abuse and neglect, please contact Nursing Management at Total Care Health Services, Age Concern or alternatively the NZ Police.

For contact details of Aged Concern office in your area - [www.ageconcern.org.nz](http://www.ageconcern.org.nz)





# How to Provide a Compliment or Make a Complaint

Total Care Health Services values compliments and complaints as they provide important feedback on what we do well and provides us with information regarding areas for improvement. We welcome you letting us know how things are going and how you are finding our support.

All Total Care Health Services staff are able to direct you in how to place a compliment or complaint or can assist you directly with the process if you require.

<b>Compliments process</b>	1. Call <b>0800 426 877</b> to speak to our office team, OR
	2. Complete the compliment form in your welcome pack to let us know about great work that our valued staff members are doing and can be handed to one of our nurses or posted to the office.
<b>Complaints process</b>	1. Call <b>0800 426 877</b> to speak to our office team, OR
	2. Complete the complaints form in your welcome pack which can be handed to one of the nurses or posted to the office, OR
	3. Speak directly to your nurse and ask for assistance with lodging a complaint.

All complaints are taken seriously and followed up in a timely manner. We will acknowledge receipt of your complaint within 5 working days and we will endeavour to investigate your complaint within 10 working days from the date of acknowledgement. We will inform you if the investigation will take longer than this and the reasons why that might be necessary. We will follow up with you to ensure that you are satisfied with the way that the matter has been resolved.

If you remain dissatisfied at any time during or after the investigation please send your complaint to:

**Chief Executive Officer  
Access Community Health  
PO Box 38139  
Wellington Mail Centre  
Lower Hutt 5045**

All compliments and complaints are entered into the Total Care Health Services register and are used to promote improvement in service. All complaints are treated in confidence and without prejudice. We will support and respect the cultural values and practices of the complainant.

Helpful links to assist in making a complaint;

- Health and Disability Advocacy Service **0800 555 050** or **advocacy@hdc.org.nz**
- Health and Disability Commissioner **0800 11 22 33**

# Health and Disability Service and Advocacy Services

On your first visit the nurse completing your assessment will provide you with a welcome pack. Enclosed with your welcome pack is a copy of the 'Code of Health and Disability Services Consumer Rights'. If you would prefer a copy of this in another language please advise your nurse, or these can be accessed on <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>

Total Care Health Services follows the Health and Disability Commission's Code of Rights for all people receiving a health or disability service. If you feel that these rights are not being respected please follow the instructions in 'How to make a Complaint' (page 9) so that we can resolve the problem for you.

<b>Right one</b>	Right to be treated with respect.
<b>Right two</b>	Right to freedom from discrimination, coercion, harassment, and exploitation.
<b>Right three</b>	Right to dignity and independence.
<b>Right four</b>	Right to services of an appropriate standard.
<b>Right five</b>	Right to effective communication.
<b>Right six</b>	Right to be fully informed.
<b>Right seven</b>	Right to make an informed choice and give informed consent.
<b>Right eight</b>	Right to support.
<b>Right nine</b>	Right to respect of teaching or research.
<b>Right ten</b>	Right to complain.

If you are unhappy with services received from Total Care Health Services you may:

- Raise your concerns with the managers
- Get help and support from friends, family or whanau to raise your concerns
- Seek the support of an Advocate to help resolve the complaint

There is a pamphlet in your welcome pack that can provide you with information regarding Advocacy Services.

To locate the contact details of your local advocate please call **0800 555 050** or email [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)



# If We Need to End Our Service

Total Care Health Services has the right to withdraw its services to you under certain circumstances. We will not do this without first attempting to find a solution to the issue.

<b>Immediate withdrawal of service if you are:</b>	Physically or verbally violent to any of our staff.
	Providing an unsafe work environment.
	Harassing any of our staff.
<b>Withdrawal with a notice period if:</b>	You need a service outside the range of what we provide.
	You repeatedly refuse the services offered.
	You are a private client and fail to settle your account.
<b>Rare circumstance of withdrawal</b>	We will discuss the issue with you thoroughly.
	We will involve your referrer, your case manager, family or significant others of your choice or other services and advocacy.

If a solution cannot be agreed on we will inform you of our intention to withdraw our service. We will give you a notice period and advise you of a date for withdrawal of our services.

We will assist you to find another service provider by working with your referrer and ACC case manager. We will also assist with the transfer of your health records. If, after taking reasonable steps, we cannot find a replacement provider, we will still terminate our service. You will be referred directly back to your family doctor [GP].



If you need to reschedule your appointment or have any concerns relating to the service we provide please call:

**0800 426 877 or 09 630 1630**

**8.00am – 5.00pm 7 days a week**

*In case of emergency please call **111** and ask for the appropriate service.*

**Alternative contact details:**

**Email:** [info@totalcarehealth.co.nz](mailto:info@totalcarehealth.co.nz)

**Fax:** 09 630 1601

**Address:** 60 Mt Eden Road  
Mount Eden,  
Auckland