



**Mercy
Hospice**
Te Korowai Atawhai

About Mercy Hospice



Mercy Hospice was one of the first hospices established in New Zealand.

It was founded by the Sisters of Mercy as St Joseph's Mercy Hospice for people of all faiths and nationalities, where they would be cared for at no cost.

The values of Kaitiakitanga - Guardianship, Aroha - Compassion, Tapu o te tangata - Dignity, Mana Motuhake - Respect, He reo tautoko ki te rawa kore - Advocacy are central to everything that is provided by the service.

Mercy Hospice approach to care

The care of patients in a hospice is different to care provided in an acute hospital. Our approach is determined by your needs. We aim to provide comfort and emotional support for you and your family/whānau, and actively manage symptoms such as pain, nausea and vomiting. Throughout, we want to ensure you are as comfortable as possible. All our care is very much a team approach involving hospice staff and volunteers.

What is palliative care?

Palliative care and hospice services provide support for patients and families/whānau with a life limiting illness. A palliative care approach aims to improve quality of life by attending to a person's physical needs such as the management of pain as well as social, cultural, emotional and spiritual needs.

What we do

Mercy Hospice provides specialist community palliative care and hospice services for people living in central Auckland. The area extends from the harbour bridge to Eastern Bays, Otahuhu, and Hillsborough and Avondale in the west. This also includes Waiheke Island and the Hauraki Gulf.

All our community and inpatient services are provided free of charge.

Our community palliative care team (CPC) consists of experienced nurses, doctors, family support and pastoral care staff. Volunteers may assist with practical support. The team provides:

- home visits and support for patients, family/whānau in the community, or in residential care by specialist palliative care nurses
- 24-hour phone access for advice
- liaison with general practitioners and other health professionals such as specialists or district nurses involved in the patient's care
- access to some equipment to support ongoing independence
- advice, support and education for carers.

Admission to the Inpatient Unit

While many people may wish to stay at home, occasionally a short stay in the Inpatient Unit may be recommended by the community nurse to assess your needs. Care is delivered 24/7 by a specialist palliative care team. The unit is unable to provide long-term care. Please speak to your nurse if you would like to visit the Inpatient Unit at College Hill, Ponsonby.

Our Medical Team

The medical team provides medical care for patients in our Inpatient Unit and supports the care of patients at home through links with the community palliative care nurses, community support services and the patient's GP, or other specialists.

Family Support

The family support team at Mercy Hospice provides counselling, social work, spiritual, cultural and bereavement support for patients, their families/whānau and caregivers.

Manaaki Programme

This programme offers practical information and support to patients, families/whānau and caregivers to allow them to maintain quality of life and manage at home. It provides a place to meet with others who share similar experiences.

Volunteer Services

Volunteer roles are many and varied. They include transport, companionship, massage, life story services and working in retail shops. Please ask your hospice nurse if you wish to use any of these services.

Patient's Rights and Responsibilities

We are committed to adhering to the Code of Health and Disability Services Consumers' Rights.



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