



BURWOOD SPINAL UNIT

# ORIENTATION

**Canterbury**

District Health Board

Te Poari Hauora o Waitaha

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K I A   O R A

Welcome to the Burwood Spinal Unit in Christchurch,  
New Zealand

## MISSION STATEMENT

The mission of the Burwood Spinal Unit is to work with patients to maximise their abilities and minimise the obstacles to achieving effective life roles.

# WELCOME TO THE BURWOOD SPINAL UNIT

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We believe in a world that values human diversity, where people concentrate on the use of their abilities, not their disabilities.

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A dramatic event has occurred that is having a major impact on your life. There are plenty of challenges to face and goals to achieve. It can be a very emotional time. Our intention is to help you maximise your potential and to minimise barriers to regaining an effective life."

- You now have the support of highly trained and experienced staff at the Burwood Spinal Unit.
- This can be a very distressing time for you, your family/whanau and friends.
- You may have many fears, some real, some imagined, about how your impairment may affect your life and your future. There are many people here who can talk these through with you.
- You will have many questions you will want answered. "Will I survive? Will I walk again? Can I still have sex? What will I do for money? How long will I be here for? Can I have my family here?" Some of these questions will not have immediate answers.

## 1 / YOU NEED TO BE STABILISED

You may need surgery to stabilise the damaged bones of your spine. You may have other injuries that need attending to. An assessment will be made of the consequences of your injury but the exact extent will not be known until you have stabilised and the injured area has settled down.

## 2 / YOU NEED TO GET WELL

The first few weeks will be centred almost wholly around your immediate medical needs. We need to understand the exact extent of your impairment and may need to run many tests and procedures in order to do this. You need to recover your strength and get active again.

## 3 / YOU NEED TO LEARN

The Burwood Spinal Unit promotes you as the most important person in your recovery and rehabilitation. Rehabilitation is essentially an educational one and there is a lot to learn.

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At Burwood, we encourage the involvement of families and respect individual cultural beliefs.

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It is important that, where possible, you have family/whanau and friends close to you to support you in the early stages of your recovery. If you are outside of Christchurch and your family/whanau are able to be near you, we want to support this to happen.

There is limited accommodation on site. Your social worker or accommodation coordinator will advise if this is available.

## **TAPPER UNITS**

The Tapper Units are 4 Self Care units which are located adjacent to the Burwood Spinal unit. They may be utilised by outpatients or inpatient's families or/and support persons and caregivers.

Toll bars have been placed on each phone you will have to go through main reception for out side calls

## **MILNER UNITS**

These are 4 totally Self Contained Units which are also located adjacent to the Burwood Spinal Unit. These units are best suited to families for longer stay supporting family.

Due to the limited accommodation on site, it may not be possible to provide this for you or your family / whanau at times.

You may also be asked to relocate off site if demand is high for on site accommodation.

These decisions are made carefully and after discussion amongst the team as to who has priority. The reasons for this may not always be discussed with you and CDHB reserves the right to make this final decision.

If this occurs the social worker and / or accommodation coordinator will provide details off site options for your consideration. We do not coordinate off site accommodation.

We thank you for your understanding when this occurs.

# UNDERSTANDING REHABILITATION

There is much more to you as an individual than just your physical needs. We believe in the Māori model Te Whare Tapa Wha, the four pillars of health

## “WHAT IS REHABILITATION?”

Rehabilitation is the process that you, the patient, go through from the time of your admission through to the point at which you regain maximum independence in your home, work and community. We encourage you with the support of your family to participate in the rehabilitation programme.

## “THE ONLY PERSON WHO CAN REHABILITATE YOU IS YOURSELF!”

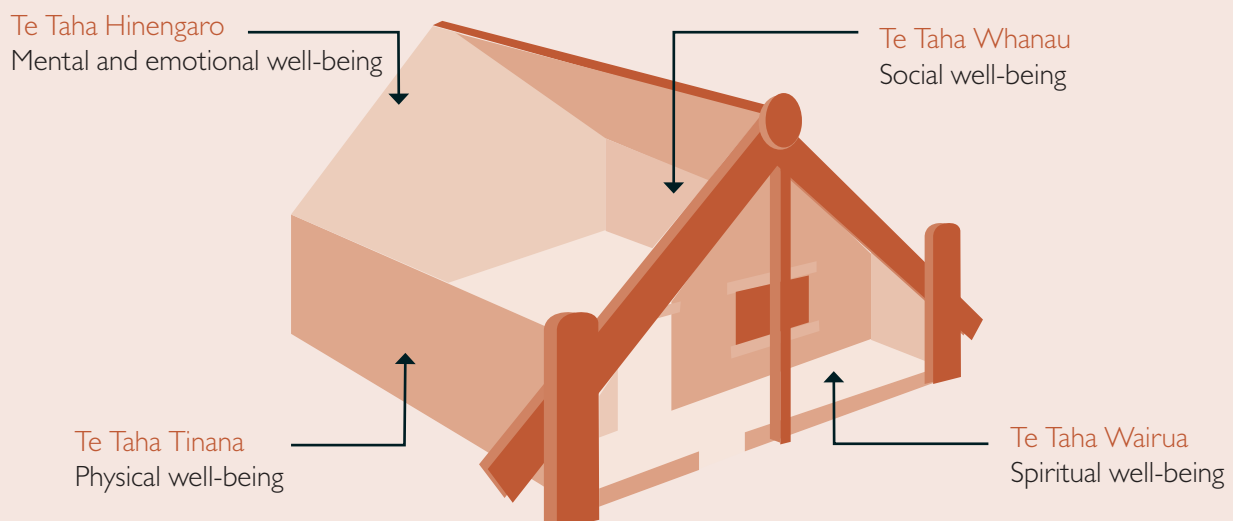
No organisation, hospital or person can rehabilitate you. They can only assist you in your efforts to rehabilitate yourself.

The process of rehabilitation is different for different people and their needs. Everyone in the unit will be working hard towards different individual goals. The staff and facilities here are dedicated to helping you achieve the maximum level of independence possible. Your rehabilitation journey will continue after you leave the Burwood Spinal Unit.

“We encourage you to work hard towards your chosen goals and to make the best possible use of the resources available to you while you are here in the unit.”

## THE FOUR PILLARS OF HEALTH

- Spiritual well-being  
Te Taha Wairua
- Mental well-being  
Te Taha Hinengaro
- Family well-being  
Te Taha Whanau
- Physical well-being  
Te Taha Tinana



# THE BURWOOD SPINAL UNIT TEAM

The Spinal Unit began at Christchurch Hospital in 1964 and moved to Burwood Hospital in April 1979. Since then it has developed into a leading spinal unit. The Burwood Spinal Unit provides high quality acute care for patients with spinal cord damage and a comprehensive rehabilitation programme.

The Spinal Unit team are a source of knowledge and experience. With them you will develop a rehabilitation programme that takes into account your particular needs. As you go through your programme, you will gather a lot of information that can be added to this manual.

The Burwood Spinal Unit believes in using a wide range of expertise to assist you in your care, recovery and rehabilitation. We have a large number of specialists who work together to ensure that all your needs are met.

## YOUR TEAM

A rehabilitation team will be formed to provide care for you. Our plan is to keep this team the same from your day of arrival so your care is consistent, however team members may need to change during the course of your rehabilitation. Your immediate rehabilitation team will have:

- Spinal Consultant
- Registrar and House Surgeon
- Clinical Nurse Specialists
- Team Nurses ( Registered Nurses and Enrolled Nurses )
- Health Care Assistants
- Physiotherapist
- Occupational Therapist
- Social Worker
- Clinical Psychologist
- Transitional Rehabilitation Team, including
- Independent Living Coaches

There are many other health professionals that you can make use of, such as a Dietician, Speech Language Therapist and the Ranga Hauora Service and Chaplains. You may have other health professionals join your team from time to time to meet specific needs you have.

## KEY WORKER

Patient's participating in the rehabilitation programme have a Key Worker assigned to them who will be a point of contact and assist with coordinating and co-chairing meetings with you. Your key worker will most likely be a member from the clinical team assigned to you.

## GOAL SETTING MEETING:

At this time you will review your progress and set new goals with your team. These meetings set out clear time frames to keep everyone focused on your rehabilitation. You will have this meeting once you progress to the rehabilitation phase. A discharge date will be set at this meeting.

## PROGRESS MEETINGS

These will be held at the discretion of you and your clinical team, as you journey through your rehabilitation. These meetings will ensure you are on track with your goals and discharge plans.

## DISCHARGE PLANNING MEETING:

These are set to review your progress, achievements and to confirm discharge arrangements. Here you will finalise preparations for you to return to your family/whanau, community, work and home.

You and your team will work together to schedule these Meetings at a mutually convenient time to allow you to have family/whanau and/or support persons to attend these meetings. Teleconferencing facilities are available if family/whanau are unable to attend in person.

Appointments: these will occur at regular intervals during your rehabilitation to deal with special needs or issues of your spinal cord impairment, i.e. your bowel and bladder function.

## PREPARING FOR MEETINGS

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Regular meetings and appointments will be an important part of your recovery and care at the Spinal Unit. There will be meetings with many health professionals and support agencies between now and your departure. These meetings may not be easy for you. Although you may sometimes feel tired and fatigued and not feel like participating, all of the meetings have an important purpose.

## KNOW WHAT THE PURPOSE OF THE MEETING IS

All meetings will focus on a particular aspect of your care and recovery. It may be that you do not feel it is the most important issue to be discussing at the time. Find out beforehand what each meeting is intended to discuss or resolve, have family present when ever possible.

## BEFORE THE MEETING

Prepare properly. Write down or have someone write down for you all of the key questions and points you would like discussed and answered. Use the spare papers at the back of this manual for this, to keep all of your information together.

## DURING THE MEETING

Make sure you understand what is being said. If you do not understand something, interrupt the speaker and ask them to explain it more clearly. Remember, these meetings are all about you. We recommend that you have a support person present at all meetings to take notes and ensure all your questions are asked. If all your questions are not answered during the meeting make sure that follow up information is arranged.

## AFTER THE MEETING

Sometimes meetings will raise more questions for you than they provide answers. It is important that you debrief with your support person and write down any new questions immediately. It is easy to forget questions later. Once again, this manual has been designed to help you do this. If you do not have a family member or friend available as a support person and feel you would like somebody to fill this role, ask your social worker or your key worker.



## IN THE HOSPITAL WARD...

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### CLINICAL DIRECTOR

The Clinical Director is the head of the Burwood Spinal Unit and is responsible for maintaining the high quality level of care offered to you. The Clinical Director may also be your Consultant.

### SPINAL CONSULTANT

A spinal consultant will coordinate your medical care and rehabilitation programme.

These consultants head the clinical rehabilitation teams assigned to patients in the ward.

These teams may also cross cover the other team for leave.

### REGISTRAR AND HOUSE SURGEON

The Registrar and House Surgeon are junior doctors who are available daily to help you with any medical concerns you may have and to monitor ongoing treatment. They will also act as a liaison between you and your Spinal Consultant.

### CHARGE NURSE MANAGER

The Charge Nurse Manager is responsible for the smooth running of the ward. He/she ensures that staffing levels are adequate and that all safety issues are addressed.

### CLINICAL NURSE SPECIALIST

The Unit has Clinical Nurse Specialists involved at a senior level in all aspects of your rehabilitation and care.

### NURSE EDUCATORS

The unit also has Nurse Educators who provide ongoing education, training and support for ward staff.

### TEAM NURSES

You will have specific qualified nursing staff to ensure continuity of your care during your rehabilitation. Your team nurses will help look after any changes in your nursing care and, where possible, attend all meetings with you and your team. There is a senior nurse leading each team. Student nurses may be involved in your care at times during your stay.

### URODYNAMICS TEAM

The Urodynamics (Uro) team are a specialist team of nurses who will help you to look after your bladder.

### HEALTH CARE ASSISTANTS

Health Care Assistants specifically trained in spinal care are part of your Nursing team and will assist you with your cares.

### PHYSIOTHERAPISTS

Your Physiotherapist (Physio) will assist you to achieve the highest degree of mobility, balance, fitness and muscular control possible. The emphasis will be on exercises that lead to building your strength, confidence and independence.

## PEOPLE INVOLVED IN YOUR REHABILITATION CONTINUED...

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### OCCUPATIONAL THERAPISTS

Your Occupational Therapist (OT) will assist you to become more independent in everything you do. You will learn tips and techniques for personal grooming, dressing, showering and household tasks. Your OT will also help organise access to your home, work and community and coordinate the provision of adaptive equipment or devices to increase your independence. They will also help you in the process to trial and assess new wheelchairs and other equipment and learn new driving skills, where applicable.

### SOCIAL WORKERS

The social worker assigned to you offers assistance with psychological, emotional and social concerns that can arise for you, your family and friends as a result of your injury or disability. The Social Worker in your team offers the opportunity to discuss your experience of changes in your life and the adjustment you are making in response to these changes, they are able to assist with some of the following e.g. onsite accommodation, relevant funding and liaison with government agencies and community services.

### CLINICAL PSYCHOLOGIST

You and the people close to you may experience various forms of psychological stress and challenge, from the time of injury, through rehabilitation towards your return to everyday life. Many experience grief and loss. Past psychological burdens may resurface under stress. The injury itself may also involve psychological trauma and for some it may be associated with concussion or brain injury. The Clinical Psychologist is available to assist in clarifying such issues and in exploring solutions in support of people's efforts to reclaim maximum control over their own psychological wellbeing.

### SPEECH LANGUAGE THERAPIST

Spinal cord impairment may have affected your breathing, swallowing and communication. A speech-language therapist is available to assess your functioning in these areas and plan a rehabilitation programme to maximise your eating, drinking and communication.

### DIETITIAN

Nutrition is pivotal in the healing process and you may find that you require a special diet to maximise your energy levels. Your dietitian will help you make changes to your diet.

### RECEPTION

The Spinal Unit Receptionist can assist you and relatives with general inquiries about the Unit and Burwood Hospital.

### TRANSITIONAL REHABILITATION PROGRAMME (TRP)

As part of your rehabilitation journey you may have the opportunity to progress to the TRP allowing you a more home like environment onsite to encourage greater independence. Here, you and the team will plan your week around activities to help prepare you for integration back in to the community, home and work environment, such as preparing your own meals, navigating terrain and getting out and about. A member of the TRP team will visit you on the ward early in your stay to talk about the programme. Independent Living Coaches (ILC) are members of staff in the TRP that have experienced spinal cord impairment and will work alongside you as you progress through the programme.

### SERVICE MANAGER

The BSU is supported by a service manager who is responsible for working with the clinical team and ensuring the overall smooth running of the unit. Any feedback or concerns can be directed to the service manager via reception.

# OTHER SERVICES AVAILABLE TO YOU

## RANGA HAUORA SERVICES

Ranga Hauora Māori Health Service is part of the team at Burwood Spinal Unit.

We work with whanau, hapu, iwi to support and maintain your taha Māori throughout your journey.

“The spinal unit recognises that your cultural needs are an integral part of your rehabilitation journey.”

## ASSISTIVE TECHNOLOGY

We have an Assistive Technology team that can help you set up your computer in the unit to enable you to access the internet and other services.

## RETURN TO WORK SUPPORT

The New Zealand Spinal Trust runs the Kaleidoscope Programme (Vocational Rehabilitation) that will support you to get back to work. They will get involved early in your stay at Burwood.

## VOLUNTEER SERVICE

A network of trained volunteers are located on the Burwood site and undertake a variety of tasks, such as delivery of newspapers and running the Mobile Patient Library Service and Mobile Trolley. The social worker or reception is able to link you to this service, if required.

## INTERPRETER SERVICES

If you need the services of an interpreter for you and your family we can arrange this for you through the social work service.

## CHAPLAIN

The Burwood Hospital provides a Chaplaincy service that is available to you, you can access this service through your social worker or reception.

## STUDENTS

There are often students completing aspects of their training at the Spinal Unit. You may be asked if you would mind allowing a student to be involved in your care. You are not obliged to agree and have the right to refuse. A fully trained member of staff supervises all students and their clinical practice is carefully monitored. Refusing student involvement will not affect your care in any way.

# IMPORTANT INFORMATION

## VISITING HOURS

Visiting hours are 1pm - 8:30pm Monday to Friday and 11am - 8:30pm on weekends and public holidays. Please ensure your guests, family and whanau are aware of these hours. There are occasionally times where these hours may be extended due to individual needs (e.g. special needs, communication barriers, deteriorating patient conditions).

## MAIL & PACKAGES

Address for mail:  
Burwood Spinal Unit  
Private Bag 4708  
Christchurch 8140

Address for the courier:  
Burwood Spinal Unit, Burwood Hospital  
255 Mairehau Rd  
Christchurch

Phone: (03) 383 6850

Fax: (03) 383 6851

## EFTPOS FACILITIES

Currently you can withdraw \$20.00 when purchasing something from the Travis coffee shop in the main entrance of the hospital. There are no banking or cashflow facilities onsite, the closest banking services are located at Parklands shopping mall.

## PET VISITS

Pets are an important part of people's lives. If a family member or friend wishes to bring a pet to visit, please talk to the Nurse in Charge prior to a visit to ensure this is possible and that suitable arrangements are in place for safety and hygiene of all patients and staff.

## OUTINGS

If you intend to leave the hospital for an outing, please notify nursing staff so that they can organise a medical clearance beforehand. This allows staff to provide you with additional advice to ensure you have a successful and safe outing. Let staff know if you will be returning late in the evening so they can arrange care for you on your return. Christchurch is becoming more accessible again with many services available, however please check with staff that your planned outing is suitable to ensure a successful and enjoyable time.

Wheelchair TAXIS need to be booked, you can do so through the following:

Gold Band	Ph: 379 5795 (cars & wheelchair taxis)
Blue Star	Ph: 379 9799 (cars) Ph: 379 9788 (wheelchair taxis)
City Maxi	Ph: 343 0399
First Direct	Ph: 377 5555
Arrow Taxis	Ph: 379 9999

Please Note: Taxis for personal use are at your cost.

All of the above will accept Total Mobility Taxi Vouchers which can initially be arranged through the NZST, please see Reception. When returning to the Spinal Unit for reassessments or further treatment you will need to use your vouchers.

## IMPORTANT INFORMATION CONTINUED

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### PUBLIC TRANSPORT

Bus services do operate from outside the hospital. Please see Reception for the latest timetables and routes. A majority of buses are kneeling buses, for further information contact Metroinfo Ph: 03 366 8855 or Web: [www.metroinfo.org.nz](http://www.metroinfo.org.nz)

### SECURITY

The external doors of the spinal unit are locked from 8:30pm – 7am. Entry to the Unit during this time is via the hospital main entrance. Money or valuables can be stored in the Nurses station in a secure lockable cupboard. However, we encourage you not to bring valuables in to the ward and Burwood Spinal Unit accepts no responsibility for lost or stolen items.

### MEAL TIMES ON THE WARD

(Time meal trolleys arrive on the ward)

Breakfast is available for you at 7:30am.

Lunch is available for you at 12:15pm.

Dinner is available for you at 5:15pm.

We encourage patients to eat in the dining room.

### CAFETERIA & FOOD

Burwood has a Cafeteria onsite where you, your family and friends can purchase lunch and dinner.

Opening hours:

Monday – Friday 9:30am – 1:30pm & 5:30pm – 6:45pm

Weekends; 11am – 1:30pm & 5:30pm – 6:45pm

Tea & Coffee is available all day.

There are also snack and drink machines onsite, there is a drink machine in the Spinal Unit outside the dining room.

### TRAVIS COFFEE SHOP

This is located in the main entrance of the Hospital, open Monday to Friday 9.30am-4pm where you can purchase Barista coffee, beverages and light snacks.

### MAIN HOSPITAL RECEPTION

The main hospital reception sells newspapers, stamps and phone cards and general information.

### TELEPHONES / FAXES

All bedrooms have phones for you to use and each room has it's own direct dial number. Dial "1" to get an outside line. The Spinal Unit reception phone number is 03 383 6850. All phones have a toll bar, toll calls can be made through the operator by dialling "0" at your cost.

You can send and receive faxes while in the Spinal Unit, the fax number is 03 383 6851. Faxes can be sent via the Spinal Unit reception.



## IMPORTANT INFORMATION CONTINUED

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### CELL PHONES

Cell phones may alter settings on medical equipment, so they should not to be used within 1 metre of medical equipment. We also ask that cell phones are used considerately and do not cause annoyance or breach privacy for other patients. Please make sure visiting family and friends are aware of this. If you are unsure please check with a member of staff.

### TELEVISION, RADIOS & STEREOS

All bed spaces have an adjustable over bed TV set. There is also a big screen television in the Patients Day Room with Sky TV. We would ask that any stereo/radio equipment be small enough to fit on your bed side locker. We encourage the use of headphones wherever possible in consideration of other patients. Please do not alter the settings or connections on the TV.

### LIGHTS OUT AND NOISE CONTROL

Sleep and rest are important to achieving optimal rehabilitation. Staff will turn off the main lights after 10pm every night.

The consideration and wellbeing of other patients in the Unit is of equal importance. People are asked not to make undue noise once the lights are out. Always keep the volume of appliances to an acceptable level. We acknowledge that there may be times that you may have difficulty sleeping and you want to watch TV or listen to the radio late at night. In the interests of fellow patients, ear pieces or headphones must be used after 10:30pm.

### NEWSPAPER

"The Press" is available Monday to Saturday mornings through the volunteer service. Payment can be made on a daily or weekly basis.

### LAUNDRY

If you are able to, we encourage you to do your own laundry offsite, however there are limited laundry facilities in the spinal unit to do your private laundry.

Note: loss or damage to personal items is not CDHB responsibility.

### SMOKING

The CDHB has a smoke free policy, therefore NO smoking is allowed on the site. Please ensure your visitors are also aware of this policy.

### DRUGS & ALCOHOL

There is a ZERO tolerance to the use of recreational Drugs and Alcohol on site. Any evidence of illegal substances will be referred to the NZ Police Department for action and may lead to an early discharge from the unit, regardless of planned dates.

There are routine visits from the community police through the unit.

Your health professionals are committed to supporting people with spinal cord impairments to recover and return to their communities as quickly as possible. There will be many people involved in your care and a lot of 'unwelcome' but necessary attention, staff should explain their role in your care so if you are still uncertain don't hesitate to ask.

If you have a complaint, feel free to approach the Charge Nurse Manager or Nurse in Charge who can assist you with the process. You may also use the blue suggestion boxes across the site for this purpose. We encourage constructive feedback and reiterate that if you make a complaint it will not affect your care in any way.

## EDUCATION FOR PATIENTS AND THEIR FAMILIES/WHANAU

Burwood Hospital and the New Zealand Spinal Trust strongly believe that good information is critical to the success of your rehabilitation. The NZST have an office onsite.

## MOBILE LIBRARY AND SHOP SERVICES

The team of volunteers offer a bedside mobile library service on Monday, Wednesday and Friday. A Mobile Shop offering sundry items visits daily Monday – Friday at 2.30pm.

Note: There is no EFTPOS facility available, cash only.

## EMAIL AND THE INTERNET

Email has become a common and convenient means of communication between friends and family. You and your family/whanau have free facilities for sending and receiving email at the day room.

## MOBILE LIBRARY AND SHOP SERVICES

The team of volunteers offer a bedside mobile library service on Monday - Friday at 2.30pm. Note: There is no EFTPOS facility available, cash only.

## WIFI

Email has become a common and convenient means of communication between friends and family. The CDHB has free public WIFI. Access to some websites may be restricted.

## MOBILE COMPUTERS

Mobile computers that have voice activation allows patients with higher levels of injury to control their TV and radio, send and receive emails or to surf the web. The unit has some of these available for patients to use and can be set up by the assistive technology team.

## THE NEW ZEALAND SPINAL TRUST (NZST)

The NZST is a non charitable trust dedicated to providing high quality information and contacts for all people with spinal cord impairments, their family/whanau, friends and health professionals. The network produces a quarterly magazine, the Spinal Network News that covers a wide range of topics including information on medical issues, travel, product reviews and employment. Membership for The New Zealand Spinal Trust is available by annual subscription or life membership.

## PEER AND FAMILY SUPPORT

This service is offered by the New Zealand Spinal Trust. The Connecting People Programme provides opportunities for connection with others of similar experiences.

Connecting People host a Ward BBQ on the last Friday of each month. This is a great opportunity for family and friends to share in a meal with you and for you to meet other people.

## PARAFED CANTERBURY

Canterbury is a sport and recreation organisation offering quality sport and recreation services, facilities and equipment for people with a physical disability (including visual impairments). They work with a variety of individuals, families, clubs, schools and organisations in the Canterbury. For further information please ask at the NZST.