

Ashburn Clinic Mission Statement

Ashburn Clinic works in partnership with people with mental health and addiction difficulties to improve their well-being and quality of life.

"We cannot thank you enough for bringing our daughter back to us."

"Would highly recommend to anyone with mental health issues."

"You've done such a wonderful job – I am incredibly appreciative."

- Family Feedback



00392a

Taku Whakaruru

(Song sung by staff and patients at weekly meetings)

E te manu maninohea
Horotete ana i te piere nuku
Taupua mai kia mahuru ai
Ki taku whakaruru e

Ko te wao nui a Tane
Hai pirika
Hai punaka
Ka whakahauora
Ki taku whakaruru e

Pūawhe ana te hau
Ka ua te āwhā
Taupua mai kia mahuru ai
Ki taku whakaruru e

Ko te wao nui a Tane
Hai pirika
Hai punaka
Ka whakahauora
Ki taku whakaruru e

**Nā Paulette Tamati-Ellife i tito mō
Ashburn Clinic, 2009©**



Whānau & Friends



EHARA TAKU TOA I TE TOA TAKITAHU
ENGARI HE TOA TAKIMANO.

My strength is not that of an
individual but that of a collective.

Contact us:
(03) 476-2092
Private Bag 1916
Dunedin 9054
ashburn.co.nz



Welcome, Whānau & Friends

As part of the therapeutic community programme, Ashburn recognises the importance of whānau, including family and friends, in a person's recovery. Ashburn encourages effective working relationships between whanau and clinical staff, to establish an environment beneficial for recovery.

For more information about Ashburn Clinic, including admission procedures, please refer to the website: ashburn.co.nz.



Contact with Patients

We encourage patients to contact their whānau directly to keep them informed of their progress and well-being. The best way to contact your whānau is directly, rather than through our reception. Most patients bring their own cellphone or laptop which they are able to use to contact support people and receive calls (outside group and meeting times). Ashburn Clinic has computers available in the patient areas for emails and video calls.

Contact with Clinical Staff

In the early stages of the therapeutic community programme, whānau are invited to liaise with inpatient unit staff. A meeting will be established at the appropriate time in the patient's treatment to gather useful information, explain the programme, and to answer questions whānau may have. For more details on this process, please visit ashburn.co.nz/family/.

If you have an urgent need to contact the Clinic staff before this meeting, please call reception on (03) 476-2092. As a matter of protocol, we'll contact the patient's nominated contact person around admission, discharge, and as any significant issue or event occurs.

Whānau Accommodation

As part of treatment, patients are encouraged to invite whānau to visit, to share a meal and in some cases to stay in the visitor accommodation. For more information please visit ashburn.co.nz or contact reception on (03) 476-2092.

Involvement in Treatment

As part of the therapeutic community programme, Ashburn recognises the importance of whānau in a person's recovery, and seeks to form effective working relationships with them within the context of what is considered most beneficial for the patient.

The patient will identify support people and, in discussion with the clinical team, determine the level of involvement.

For more information about Ashburn Clinic including admission procedures – please refer to our website: ashburn.co.nz.



Privacy

Due to privacy legislation we cannot confirm a patient's status, refer phone calls or release information without the patient's prior permission.

Raising Issues

Any issues not resolved through the usual communication channels can be brought to the attention of the Medical Director.