



After-hours toolkit guide for residential aged care homes

An instructional guide to help residential aged care homes develop their after-hours processes, plans and resources, to provide the most appropriate and effective healthcare to residents.

Background

Primary Health Networks received funding to support the Australian Government's response to the Royal Commission into Aged Care Quality and Safety. A key objective of this initiative is to improve awareness of after-hours services and reduce unnecessary transfers to hospital especially when effective, and often superior, telehealth options are available.

EMPHN would like to acknowledge Primary Health Tasmania in the development of this work, and key work and collaborations by SEMPHN, NWMPHN and the Victorian Primary Health Network Alliance. The toolkit comprises four resources to support Residential Aged Care Homes (RACHs) in the after-hours period. These are intended to assist staff to identify the most appropriate after-hours service to use on each occasion it is required.

How to use the after-hours toolkit

The after-hours toolkit has been developed following consultations with RACHs in metropolitan Melbourne and western Victoria, with the aim being to enhance after-hours processes and resources and reduce emergency presentations. It is informed by evidence-based resources to support RACHs to enhance access and use of after-hours services.

The toolkit:




- ▶ provides guidance on creating appropriate after-hours plans for residents
- ▶ educates staff, families and carers on after-hours health care options and processes
- ▶ encourages procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required
- ▶ supports engagement between RACHs and their residents GPs' and other relevant health professionals as part of after-hours action plans.

The resources and templates are designed to be dynamic documents, that are revised and updated regularly to reflect policies and procedures, available services, and changes in care.

This guide explains how to implement, use and update the toolkit components.





After-hours toolkit components

Tool	Description	Where to access
 <p>After hours self-assessment tool</p>	<p>This enables RACHs to self-assess their current after-hours preparedness, identify gaps in afterhours capabilities, and identify which resources, processes and procedures could be adopted to improve access to appropriate medical care for residents. Use this to assess the status of your RACH's after-hours preparedness. It contains links to other helpful after-hours resources</p>	<p>Downloadable and printable version can be found at: www.emphn.org.au/RACHAH</p>
 <p>Medical support checklist</p>	<p>This tool is a checklist, based on the ISBAR communication tool, to aid staff when a resident is unwell and support is required. To use it, complete the form and contact any service where you need to provide information on a patient's condition, such as a GP, locum service or VVED. For more information on examples of types of low to medium acuity conditions referred to in this resource, please visit: Medical referral options for residents in aged care homes.</p>	<p>Downloadable and printable version can be found at: www.emphn.org.au/RACHAH</p>
 <p>Family and carer fact sheet</p>	<p>This fact sheet informs family members and carers of RACH residents about:</p> <ul style="list-style-type: none"> ▶ What happens when someone falls ill during the after-hours period. ▶ What families and carers can do to help. 	<p>Downloadable and printable version can be found at: www.emphn.org.au/RACHAH</p>



After-hours toolkit components (continued...)

Tool	Description	Where to access
 <p data-bbox="220 524 368 607">Service directory</p>	<p data-bbox="475 416 1070 517">This is a central repository for services available in your region in the after-hours period. It has two components:</p> <ol data-bbox="475 551 1078 714" style="list-style-type: none"><li data-bbox="475 551 1078 651">1. A locum or deputising and pharmacy service directory in which to list relevant services and contact details.<li data-bbox="475 685 863 714">2. Other after-hours services.	<p data-bbox="1145 506 1382 607">Downloadable and printable version can be found at:</p> <p data-bbox="1145 613 1406 680">www.emphn.org.au/RACHAH</p>
 <p data-bbox="161 965 432 1093">Person-centered after-hours action plans</p>	<p data-bbox="475 875 1075 1010">This enables staff to summarise key information explaining a resident's after-hours care plans, for quick and simple reference during an emergency.</p> <p data-bbox="475 1111 1078 1245">The plan should be placed where staff can easily access it at all times, while also respecting the resident's right to privacy. It should be regularly reviewed and updated.</p>	<p data-bbox="1145 898 1382 999">Downloadable and printable version can be found at:</p> <p data-bbox="1145 1005 1406 1072">www.emphn.org.au/RACHAH</p>