

AFTER HOURS TOOLKIT GUIDE FOR RESIDENTIAL AGED CARE HOMES

An instructional guide to help residential aged care homes understand the importance of after hours action planning, where to find after hours resources, and how to use and keep them up-to-date.

After hours refers to outside regular hours (ie the night time period and weekends).



Leadership



Collaboration



Respect



Accountability



Innovation

BACKGROUND

Primary Health Networks (PHNs) have received funding to support the Australian Government's response to the Royal Commission into Aged Care Quality and Safety.

A key objective for PHNs is to bring greater awareness to residential aged care homes (RACHs) about the after hours services provided by GPs and other health professionals.

These services can reduce hospital presentations for RACH residents, through providing appropriate care in the facility.

North Western Melbourne PHN and South Eastern Melbourne PHN have developed an after hours toolkit, in consultation with other Victorian PHNs including Murray, comprising five key resources to support RACHs in the after hours period. These are intended to better prepare staff to identify which after hours service is best to access depending on the nature of the incident.

How to use the toolkit

The toolkit has been developed following consultations with RACHs about how to support after hours processes in facilities to 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 on after hours healthcare 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, meaning plans should be 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.

TOOLS INCLUDED IN THE TOOLKIT

Toolkit items	Purpose of tool, how to use and keep up-to-date
<p>After hours action planning audit tool</p>	<p>This enables RACHs to self-assess their current after hours preparedness, identify gaps in after hours capabilities, and identify which resources, processes and procedures could be adopted to improve access to appropriate medical care for residents.</p> <p>Use this to assess the status of your RACH's after hours preparedness. It contains links to other helpful after hours resources.</p>
<p>Medical support checklist</p>	<p>This tool is a checklist based on the <u>ISBAR communication tool</u>, 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 the Victorian Virtual Emergency Department (VVED). For more information on examples of low to medium acuity conditions referred to in this resource, please visit <u>Medical referral options for residents in aged care homes</u>.</p> <p>It can be printed as an A4 notepad or used digitally and distributed to all nursing stations.</p> <p>If there is a clinical symptom a resident presents and you do not know which service to contact, call your Registered Nurse or NURSE-ON-CALL (1300 60 60 24) to confirm.</p>
<p>Family fact sheet</p>	<p>This is a fact sheet that informs family members and carers of RACH residents about what happens if someone falls ill at night, or on the weekend and what families can do to help.</p> <p>This fact sheet is also available in Vietnamese, Mandarin, Italian, Arabic, Greek, Punjabi, Turkish, Cantonese, Maltese and Hindi languages.</p>

All toolkit components can be downloaded [here](#)

TOOLS INCLUDED IN THE TOOLKIT

Toolkit items	Purpose of tool, how to use and keep up-to-date
Service directory	<p>This assists staff to identify local services available in the after hours period. It has two components:</p> <ol style="list-style-type: none">1. A locum or deputising and pharmacy service directory in which to list relevant services and contact details2. A standardised after hours service directory detailing residential in-reach services (by postcode), Victorian Virtual Emergency Department contact details and broader services. <p>Keeping these updated and available to all staff is essential.</p>
Person-centered after hours action plan	<p>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>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>

All toolkit components can be downloaded [here](#)