

After-hours toolkit guide for residential aged care facilities

A guide to be used in conjunction with existing processes to support residential aged care facilities with after-hours action-planning.

After-hours refers to outside regular hours
(after 6pm to 8am period and weekends/public holidays).



Background

Primary Health Networks received funding in response to the Royal Commission into Aged Care Quality and Safety.

A key objective for primary health networks is to support residential aged care facilities (RACFs) with after-hours plans and tools to support residents if they became unwell in the after-hours timeframe.

It is anticipated that this may reduce hospital presentations for RACF residents, through providing appropriate care in the facility.

This after-hours toolkit is optional and can be used to support your existing after-hours processes. This toolkit comprises of 5 key resources, all or some parts can be used to support RACFs in the after-hours period.

How to use the after-hours toolkit

The after-hours toolkit has been developed following consultations with RACFs in Metropolitan Melbourne and Regional Victoria to support after-hours processes in RACFs to reduce emergency presentations. It is informed by evidence-based resources which are designed to support RACFs to enhance access and use of after-hours services.



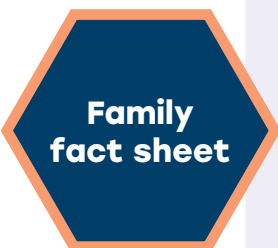

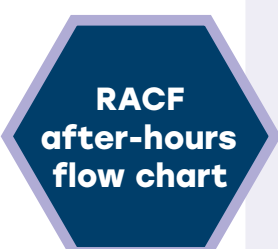
The toolkit:

- provides guidance on creating appropriate after-hours plans for residents
- educates staff on after-hours 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 RACFs 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, to work alongside your existing processes and procedures.

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

Tools included in after-hours toolkit

After-hours toolkit items	Purpose of tool, how to use and keep up-to-date	Where to access
 <p>After-hours action planning audit tool</p>	<p>This enables RACFs 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 RACF's after-hours preparedness. It contains links to other helpful after-hours resources.</p>	<p>Downloadable and printable version can be found on Gippsland PHN webpage.</p>
 <p>Medical support checklist</p>	<p>This tool is a checklist, based on the ISBAR communication tool, to assist staff when a resident is unwell and support is required. This will assist with sharing information with after-hours professionals</p>	<p>Downloadable and printable version can be found on Gippsland PHN webpage.</p> <p>Printed A4 notepad version available from your PHN upon request.</p>
 <p>Family fact sheet</p>	<p>This is a fact sheet that informs family members and carers of RACF residents about:</p> <ul style="list-style-type: none"> • What happens if someone becomes unwell at night, or on the weekend. • What families can do to help. <p>This fact sheet is also available in Vietnamese, Mandarin, Italian, Arabic, Greek, Punjabi, Turkish, Cantonese, Maltese, and Hindi.</p>	<p>Downloadable and printable version can be found on Gippsland PHN webpage.</p>
 <p>Service directory</p>	<p>This assists staff to identify services available in your region in the after-hours period.</p> <p>A standardised after-hours service directory detailing Residential In-Reach services (by postcode), Victorian Virtual Emergency Department contact details and broader services.</p> <p>This information is available on the Gippsland PHN Health Pathways page under After Hours supports</p> <p>Keeping these updated and available to all staff is essential.</p>	<p>Downloadable and printable version can be found on Gippsland PHN webpage.</p>
 <p>RACF after-hours flow chart</p>	<p>This flow chart is designed to support nursing staff when a resident becomes unwell, in the after-hours time period</p>	<p>Downloadable and printable version can be found on Gippsland PHN webpage.</p>

