

After-hours care planning workbook for the aged care home

Aged care home name:



Table of contents

How to use this blank plan		4
Clinical governance	    	5
Workforce		8
Systems and processes	    	10
Meeting needs and accessing services	 	12
Infrastructure	  	14
Aged care home after-hours care quick guide – Form to fill		16



How to use this blank plan

1

To be used in conjunction with the after-hours care planning guide, this blank plan can be used to document aged care homes after-hours plan. Ensure that care staff within the organisation have access to it and make it available electronically. Consider the physical places in the residential aged care home (RACH) where the plan will be most accessible for staff who will need it during the after-hours period. Consider how regularly you need to review the plan.

2

There is also an after-hours aged care home quick guide template, which aged care homes may use to summarise key pieces of information that need to be accessed quickly and easily during the after-hours period. This could be placed in key areas around the aged care home where staff can easily access it.

Clinical governance



Self-assessment questions

1. What documents underpin the way we do things in our organisation? Where can they be found?
2. What is our process for escalating a resident's care in the after-hours period, and who is responsible for escalating that care?
3. How is the process for escalating a resident's care in the after-hours period communicated to all staff?
4. What plans, processes and structures do we have in place to determine how care is administered?
5. What role does the resident play in determining how their care is administered if they become unwell after hours?
6. How could we introduce more patient- and family-centred care into the after-hours support process?
7. Where and how are the aged care home and individual plans recorded?
8. What and who do we need to consult when a resident becomes unwell after hours (e.g. family, advance care plan, facility manager)?
9. Who decides how and when we consult others when a resident becomes unwell after hours?
10. When and how do we report incidents, and how do we monitor for and control risk?
11. What process do we have in place to ensure individual and RACH plans are regularly reviewed and updated?



What does this look like in practice?

What's missing?



How can we address this?





Self-assessment questions

1. Within our organisation, who knows what to do to care for a resident who has become unwell in the after-hours period?
2. Who in our organisation can complete a comprehensive physical assessment of a resident who becomes unwell after hours?
3. What is the role of a non-clinical staff member in the after-hours support plan?
4. Who within our organisation requires training in the use of any or all the following after-hours support tools: The Yellow Envelope, Emergency Decision Guidelines, ISOBAR, comprehensive physical assessment? How often do we have refreshers on our training?
5. Who else might we consult when a resident becomes unwell after hours?
6. What plan do we have in place with our preferred local GP for when a resident becomes unwell after hours?
7. What are the nearby facilities that provide after-hours care?

What does this look like in practice?



What's missing?

How can we address this?

Systems and processes



Self-assessment questions

1. What is the first thing we do if we notice a resident is deteriorating or becoming unwell after hours? What is the sequence of intervention after noticing?
2. What assessment tools do we use with residents who become unwell after hours?
3. What plans, processes and structures do we have in place to determine how care is administered?
4. How are we going to check that our after-hours support plan is working?

What does this look like in practice?



What's missing?

How can we address this?

Meeting needs and accessing services



Self-assessment questions

1. Who is our external contact for after-hours primary medical support (e.g. local GP, healthdirect)?
2. Who is our back-up option for after-hours primary medical support if we can't reach our preferred option?
3. Do we have an after-hours support arrangement in place with our local pharmacies?
Which is our closest after-hours pharmacy?
What are its hours of operation?
4. What mental health supports might we call on in an emergency?

What does this look like in practice?



What's missing?

How can we address this?



Self-assessment questions

1. What software do we currently use to monitor the resident and share information about their condition?
2. What tools would we like to access, use and train staff to use, to improve our capacity to provide support after hours?
3. What is our internet connection like – is it reliable enough to support telehealth?
4. Who do we contact if the power or internet goes out?
5. Who do we contact if we need IT support, and where is their phone number kept?
6. What procedures do we follow if we cannot access IT systems that contain resident information?
7. Do we need a separate space to assess and treat residents who need after-hours medical care?

What does this look like in practice?



What's missing?

How can we address this?

Aged care home after-hours care quick guide – Form to fill

This aged care home after-hours quick guide is a suggestion of how you might summarise your after-hours plan for easy reference during an emergency. Aged care homes are encouraged to consider other ways they may organise and display this information, for example on a poster on the wall of each room, or on a lanyard.

This aged care home's phone number:	
This aged care home's address:	
This aged care home's email address:	
Person/s in charge after hours (internal) and phone number:	
Aged care home's manager name and phone number:	
Aged care home's preferred GP and phone number:	
After-hours clinical assessment contact (internal):	
Medical care	
Preferred contact after hours:	
Phone number:	
Back-up contact after hours:	
Phone number:	
Closest after-hours pharmacy phone number:	
Opening hours:	
Poisons hotline phone number:	
Closest Medicare Urgent Care Clinic phone number:	
Medical officer in charge phone number:	
Ambulance contact phone number:	
Non-urgent patient transfer phone number:	
Infrastructure contacts	
Electricity provider:	
Phone number:	
Internet provider and phone number:	
IT support provider and phone number:	
Last updated:	
Review date:	



