

After-hours care planning workbook for the resident



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How to use this blank plan

1

Use this plan in conjunction with the After-hours planning guide to list the key information for an individual resident's care after hours. 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. There are blank spaces to list current plans and to identify gaps and plans for improvement.

2

Within the workbook there is also a resident after-hours quick guide. Aged care homes may like to use this to summarise information from the individual plan. This workbook has been designed to encourage completion of one plan and quick guide per individual resident. Primary Health Tasmania encourages RACHs to regularly review and update after-hours plans.



Name of resident:

Ward/room/bed number:

Clinical governance



Self-assessment questions

1. What documents do we have on file that govern this resident's after-hours care preferences, and where can they be found?
2. What is our process for escalating this resident's care in the after-hours period, and who is responsible for escalating that care?
3. What role does this resident play in determining how their care is administered if they become unwell after hours?
4. What and who do we need to consult when this resident becomes unwell after hours (e.g. family, advance care plan, aged care home manager)?

What does this look like in practice?



What's missing?

How can we address this?



Self-assessment questions

1. Who is this resident's GP? Are they available to provide after-hours care?
2. Do we have a plan in place for this resident if their GP is unavailable after hours?
3. Who else might we consult if this resident becomes unwell after hours?
4. If this resident becomes unwell overnight, how do we communicate that to their broader healthcare team the following day/when appropriate?

What does this look like in practice?



What's missing?

How can we address this?

Systems and processes



Self-assessment questions

1. How do we make sure we have done everything we need to for this resident?
2. How do we check that we are following the plan for this resident if they become unwell after hours?
3. How do we know we are keeping this resident's plan up to date?

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 this resident's external contact for after-hours primary medical support (e.g. local GP, healthdirect)?
2. Who is this resident's back-up option for after-hours primary medical support if we can't reach our preferred option?
3. If this resident has after-hours pharmacy needs, where are their scripts held? What is the closest pharmacy?
4. If this resident requires mental health assistance after hours, do they have a preferred provider?

What does this look like in practice?



What's missing?

How can we address this?



Self-assessment questions

1. Do we use telehealth services with this resident? Is it safe and appropriate to do so?
2. Where do I find information about this resident's medical history (e.g. paper chart, electronic medication management system, patient software management system)?
3. Does this resident prefer to be treated in their bed/room, or in a different space?

What does this look like in practice?



What's missing?

How can we address this?

Resident after-hours care quick guide – Example form

The resident after-hours quick guide is a suggestion of how you might summarise your after-hours plan for easy reference during an emergency. We encourage aged care homes to consider where this information should be kept for each resident, considering privacy and ease of access (e.g. in a resident's file).

Resident name:	John Citizen		
Preferred name:	Johnny	Does this person identify as Aboriginal or Torres Strait Islander?	No
Date of birth:	18/10/1944	Cultural considerations:	<i>E.g., Prefers female nurses/doctors</i>
Religious views:	Christian but does not attend church	Does this resident require an interpreter?	No but is hard of hearing
Important things to know about this resident:	<i>E.g., This resident does not accept blood donations, this resident prefers pastoral care over mental health care</i> <i>Does not wish to leave the aged care home – please access on site care</i>		
GP's name and phone number:	Jane Smith 03 63 1234 5678		
Local pharmacy and phone number:	The Best Pharmacy 03 62 1234 5678		
Emergency contact:	Molly Citizen – daughter		
Method of contact / phone number:	Phone or email – 0438 123 456 mollicitizen@hotmail.com		
Responsible person:	Molly Citizen – daughter		
Type of relationship:			
After-hours contact (if not GP) and phone number:	<i>E.g., ComRRS Ph:</i>		
Is there an Advance Care Directive in place?	☐ Is there a medical goals of care protocol in place? ☐ Is there a 'Do Not Resuscitate' plan in place?		
Does this patient have cognitive capacity to make their own healthcare decisions?	Yes		
Is there an Enduring Guardian in place?	☐		
Allied health team and phone number:	Nil		

EXAMPLE

Resident after-hours care quick guide – Form to fill

Resident name:			
Preferred name:		Does this person identify as Aboriginal or Torres Strait Islander?	
Date of birth:		Cultural considerations:	
Religious views:		Does this resident require an interpreter?	
Important things to know about this resident:			
GP's name and phone number:			
Local pharmacy and phone number:			
Emergency contact: Method of contact / phone number:			
Responsible person: Type of relationship:			
After-hours contact (if not GP) and phone number:			
Is there an Advance Care Directive in place?	☐ Is there a medical goals of care protocol in place?		
	☐ Is there a 'Do Not Resuscitate' plan in place?		
Does this patient have cognitive capacity to make their own healthcare decisions?			
Is there an Enduring Guardian in place?	☐		
Allied health team and phone number:			

