

Planning Workbook

Residential Aged Care Home (RACH) After-Hours Care Planning Workbook

Acknowledgements

This workbook is based on a resource developed by Primary Health Tasmania and has been reproduced with their permission.

Disclaimer

While the Australian Government provided funding for the initial version of this toolkit, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein.

More information and feedback

We welcome questions and feedback about this workbook. Please contact Adelaide Primary Health Network (Adelaide PHN) at ageingwell@adelaidephn.com.au or on 08 8219 5900.

Note

The terms “Facility” and “Residential Aged Care Home” have been used interchangeably throughout this document.

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How to use the workbook

Please refer to the after-hours care planning guide for support in developing the plan. This template can be used to develop a residential aged care home's after-hours plan. To make the development of this plan value adding to Residential Aged Care Home (RACH) please:

- Ensure that staff within the RACH can access it after-hours.
- Include the after-hours plan within the RACH clinical governance document review cycle.
- Ensure all staff are aware of the after-hours plan by including its introduction in your staff and governance meetings, and internal staff and resident communications.
- Add the development of the after-hours plan to the RACH continuous improvement log.
- Make it part of your quality care system.

Quick guide template

There is also an after-hours care quick guide fillable template, which may be used 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 residential aged care home where staff can easily access it and residents can become aware of it.

Clinical governance



Self-assessment questions

1. What documents underpin the way we do things in our aged care home? 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 after-hours 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 are the clinical governance documents and resident care plans recorded and/or stored?
8. Who do we need to inform when a resident becomes unwell after-hours (e.g. significant other, residential manager)? When do these people need to be informed (e.g. registered nurse - immediately, significant other - ASAP)?
9. What care plans do staff need to refer to 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. How do we identify if an incident is a serious Incident. What is the after-hours process for managing serious incidents?
12. What quality process is in place to ensure clinical governance documents are regularly reviewed and updated?

Clinical governance



How are the above processes currently handled in our facility?

Analysing the answers to the self-assessment questions, what gaps are in our systems and processes?

Clinical governance



What continuous improvement plan can we put in place to address the identified gaps?

Workforce



Self-assessment questions

1. Within our RACH who knows what to do to care for a resident who has become unwell in the after-hours period?
2. Who in our RACH 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. Which staff members require training on our RACH after-hours plan and any associated assessments and tools?
5. Are staff aware of virtual care service (VCS) and My Home Hospital? (Please refer to SA VCS and My Home Hospital for further information and to include details into your after-hours plan)
6. What are the nearby health and aged care services that provide after-hours care?

How are the above processes currently handled in our facility?

Workforce



Analysing the answers to the self-assessment questions, what gaps are in our systems and processes?

What continuous improvement plan can we put in place to address the identified gaps?

Systems and processes



Self-assessment questions

1. What is the first thing care staff do if they notice a resident is deteriorating or becoming unwell after-hours? Is there a flow chart to support care staff with a deteriorating resident after-hours?
2. What does the registered nurse do when a resident becomes unwell after-hours? Is there a flowchart to support the registered nurse manage resident care well after-hours?
3. Does our RACH have clinical governance documents including clinical guidelines/work instructions easily accessible for staff working after-hours?
4. Do we use HealthPathways South Australia in our RACH to guide clinical staff in the home, including supporting resident referral pathways? (Please refer to [HealthPathways](#) to find out more)
5. Once implemented, how are we going to check that our after-hours support plan is working?

How are the above processes currently handled in our facility?

Systems and processes



Analysing the answers to the self-assessment questions, what gaps are in our systems and processes?

What continuous improvement plan can we put in place to address the identified gaps?

Meeting needs and accessing services



Self-assessment questions

1. Who is our preferred external contact for after-hours primary medical support (e.g. local GP)? Do we have their details recorded and accessible to after-hours clinical staff?
2. Do we have a plan in place with our preferred local GP for when a resident becomes unwell after-hours? Do they have telehealth in place?
3. Who is our back-up option for after-hours primary medical support if we can't reach our preferred option?
4. Which is our closest after-hours pharmacy? What are their hours of operation? Do we have an after-hours support arrangement in place with our local pharmacies?
5. Are there older persons mental health services that are available in our area and are these services available after-hours? If not, what is the pathway after-hours staff need to take in the event of a resident suffering an acute mental health issue (e.g. threat of suicide).

How are the above processes currently handled in our facility?

Meeting needs and accessing services



Analysing the answers to the self-assessment questions, what gaps are in our systems and processes?

What continuous improvement plan can we put in place to address the identified gaps?

Infrastructure



Self-assessment questions

1. What software do we currently use to monitor the resident and share information about their condition? Is this fit for after-hours purposes (think of GP/locum access, staff access and navigation etc.)
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 after-hours?
4. Who do we contact if the power or internet goes out? Is this on an emergency action plan and is this easily accessible to staff working after-hours?
5. Who do we contact if we need IT support after-hours and are these details easily accessible to staff working after-hours?
6. What procedures do staff follow if they cannot access IT systems such as clinical and medication management systems after-hours? Is this procedure easily accessible to after-hours staff?
7. Do we need a separate space to assess and treat residents who need after-hours medical care?

How are the above systems and processes managed in our facility?

Infrastructure



Analysing the answers to the self-assessment questions, what gaps are in our systems and processes?

What continuous improvement plan can we put in place to address the identified gaps?

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