

After Hours Support plan toolkit Residential Aged Care Facilities

The purpose of this toolkit is:

- to assist facilities in identifying, documenting and centralising the plans they have in place for the after-hours period both for their facility and for each individual resident
- to consider components of an after-hours support plan including clinical governance, workforce, systems and processes, maintaining needs and accessing services, and infrastructure
- to explore the after-hours support services that are currently available in a local area or region
- to demonstrate how after-hours support interventions align with the Aged Care Quality Standards

Why?

After-hours support is a critical component of care within residential aged care facilities (RACFs). After hours plans identify how to manage health care for residents in the after-hours period and increase awareness of support available in primary health care (including general practice and pharmacies).

The Commonwealth Government engaged PHNs to work with the aged care sector to build and enhance after hours support for residential aged care through the implementation of after hours plans for RACFs.

What?

Primary Health Tasmania has created a suite of resources to assist with after hours support planning for RACFs (guides, workbooks, instructional videos). The resources were developed specifically for, and in consultation with Tasmanian facilities.

Collaborations

- VicTas PHN collaborative working group consultation and feedback - draft toolkit
- Graphic design support from SEMPHN
- Requests to share the toolkit with PHNs across all states

Outputs:

- Resource developed based on feedback from 62 RACFs within Tasmania
- Toolkits distributed to all RACFs during April 2023
- Resources hosted on the PHT website
- Ongoing support available through aged care email inbox

Outcomes:

Uptake April – June 2023:

- PHT Resource Tile – 175 page views
- After Hours planning toolkit – 46 downloads
- Resident after hours care planning workbook – 26 downloads
- Facility after hours care planning workbook – 24 downloads

Next steps:

- Progress update – September 2023
- Evaluation – December 2023

Piloted with 5 RACFs with positive feedback:

“practical and useful”...

“will meet our needs”...

“no changes ... look forward to the toolkit”

We welcome questions and feedback about this toolkit. Please contact Primary Health Tasmania at agedcare@primaryhealthtas.com.au or on 1300 653 169.

This toolkit includes:

- a guide including self-assessment questions to prompt exploration of current after-hours plans at the facility level and for individual residents, resources and suggestions for what may be included in after-hours plans
- two workbooks to assist with centrally documenting after-hours planning for facilities and individual residents
- after-hours quick guide templates.

After-hours care planning guide for residential aged care facilities

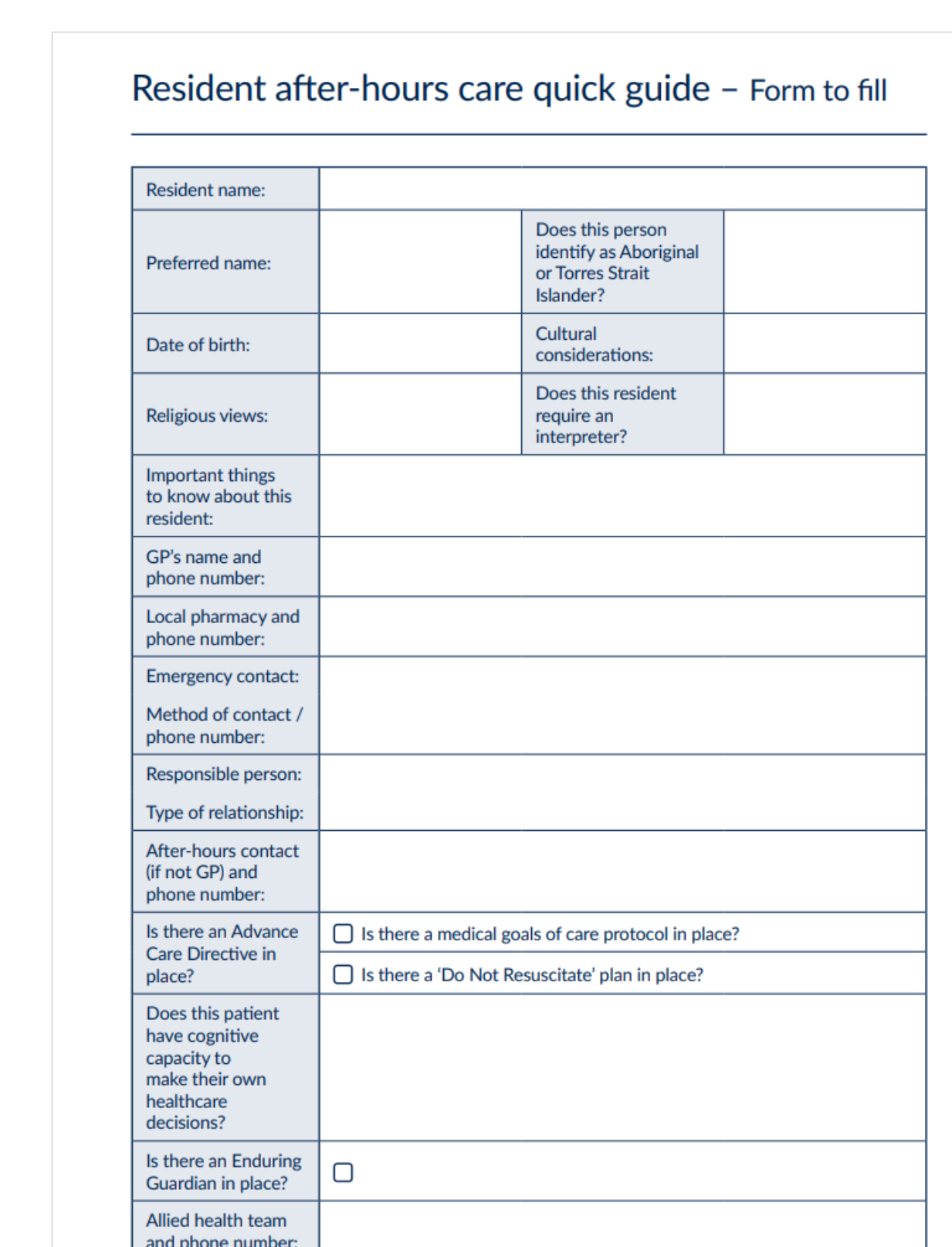
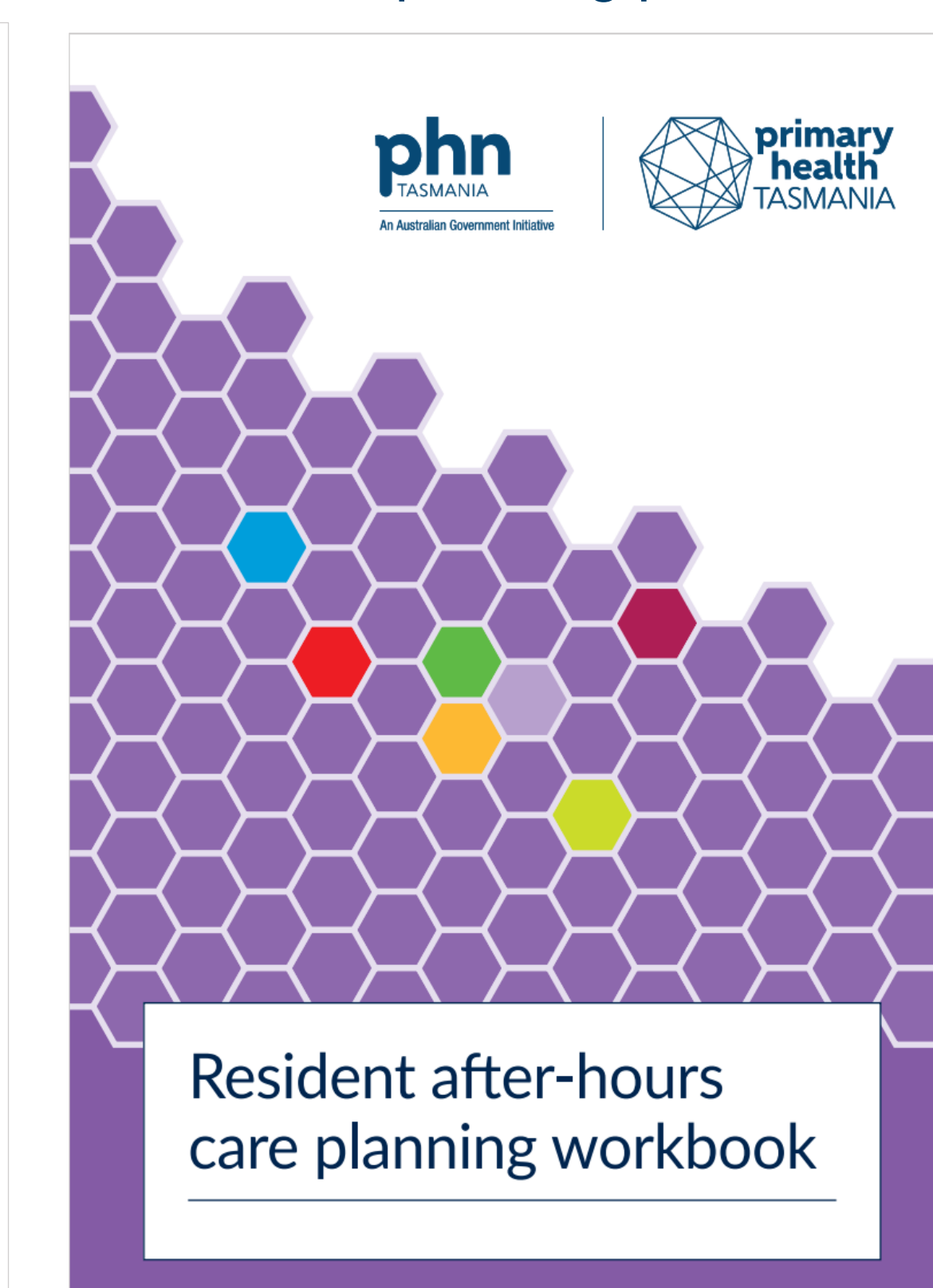
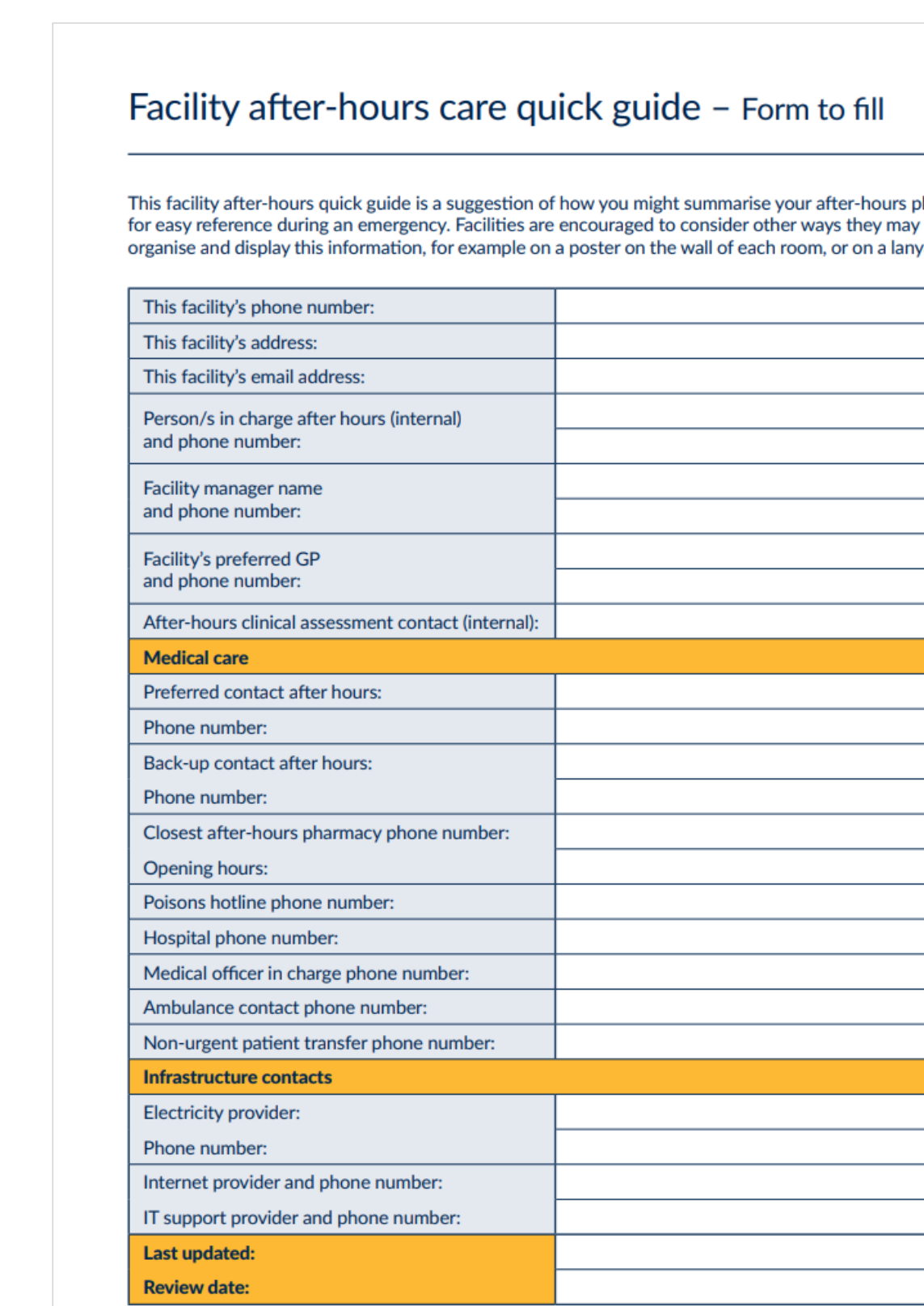
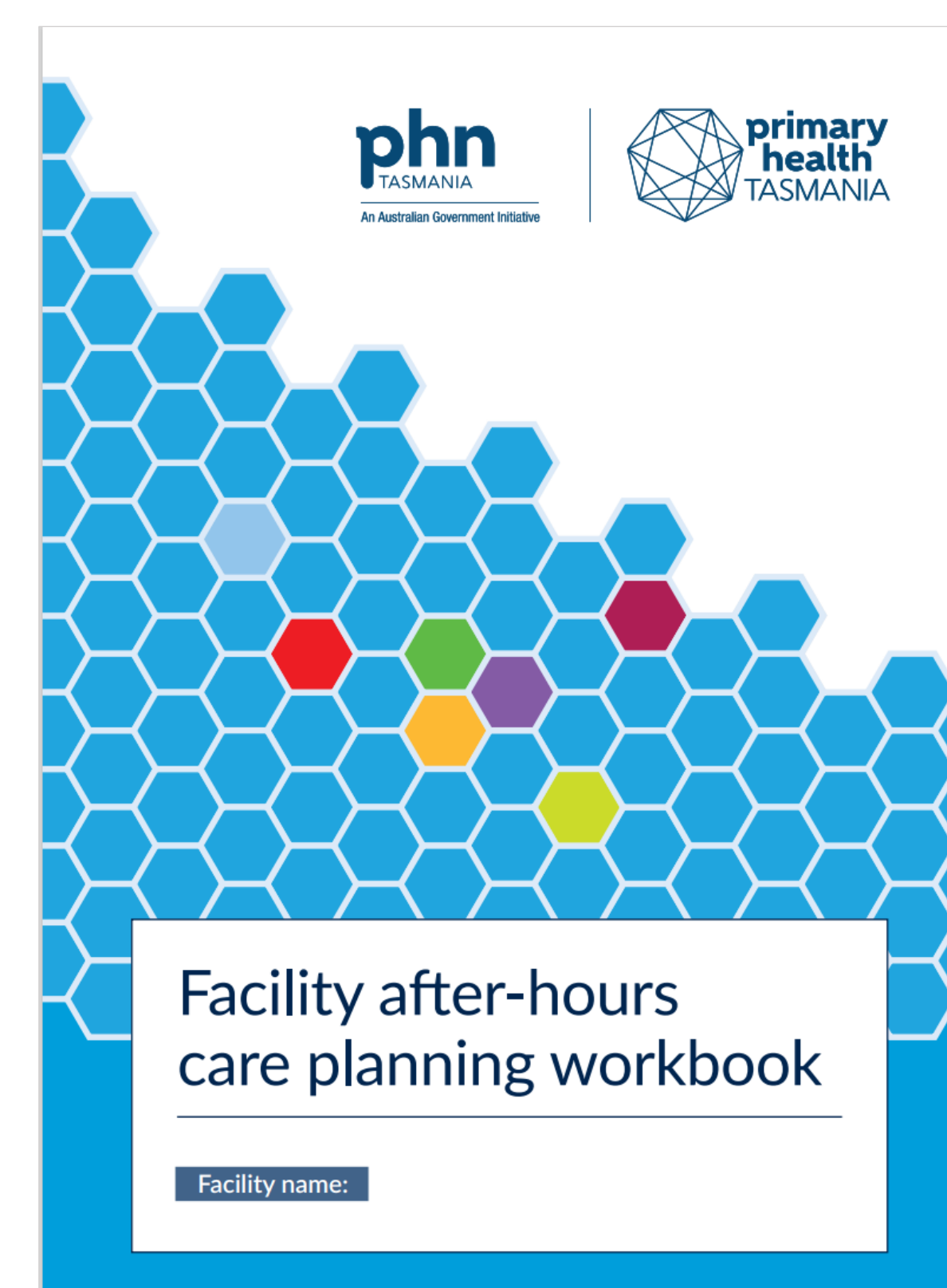
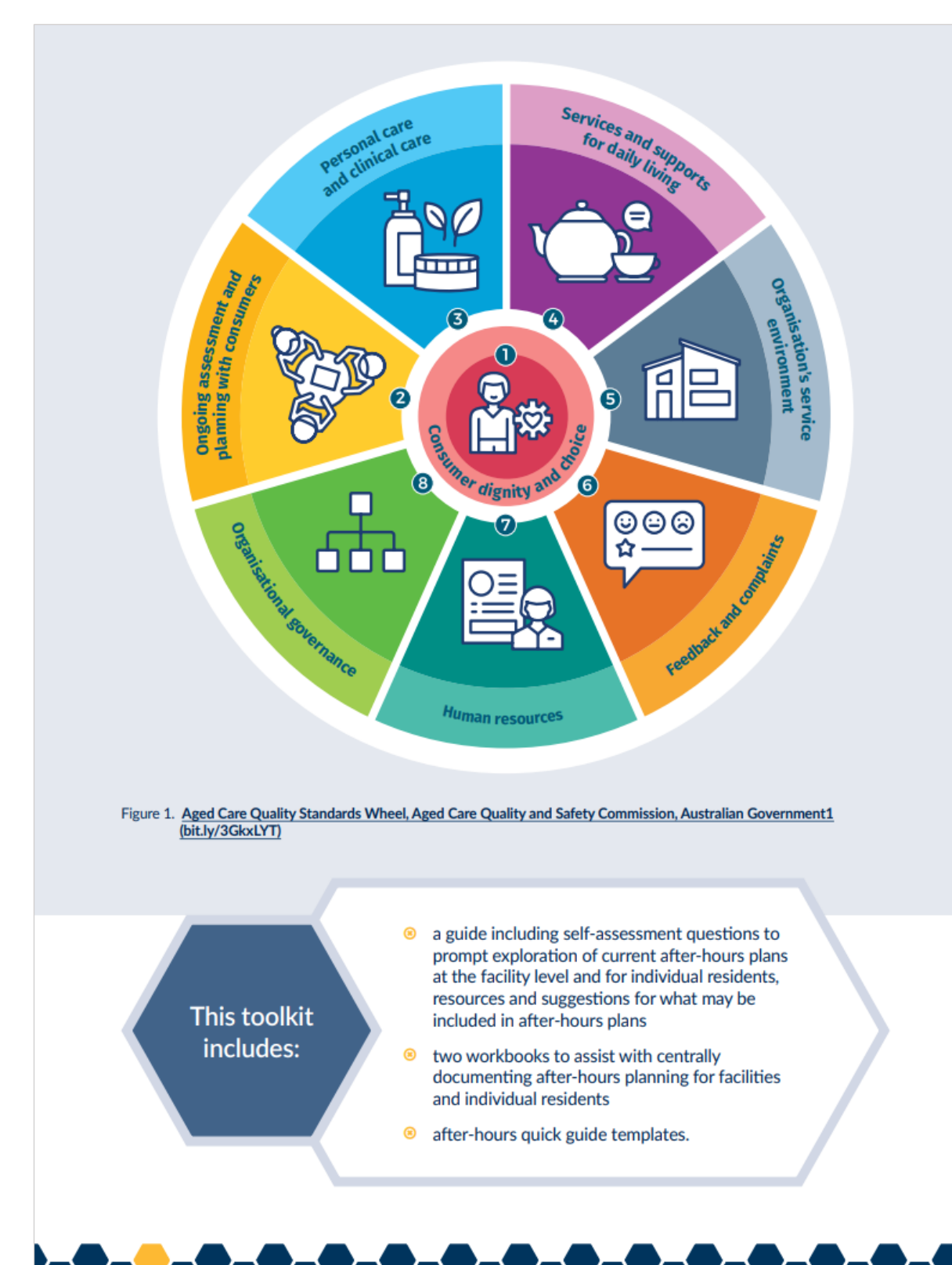
- Self-assessment questions to prompt exploration of current after-hours plans at the facility level and for individual residents.
- Resources, suggestions for what may be included in after-hours plans.
- Designed to be used in conjunction with the facility after-hours care planning workbook and resident after-hours care planning workbook.
- Includes an example of a local service directory created by drawing on the HealthDirect Australia [National Health Services Directory](#).

Facility after-hours care planning workbook

- To be used in conjunction with the after-hours care planning guide
- Blank plan can be used to document a facility's after-hours plan
- Contains self-assessment questions to prompt thinking about facility-wide processes relevant to the after-hours period.
- Quick-guide template, which facilities may use to summarise key pieces of information that need to be accessed quickly and easily during the after-hours period.

Resident after-hours care planning workbook

- To be used in conjunction with the after-hours care planning guide
- Blank plan can be used to document an individual resident's after-hours care plan
- Contains self-assessment questions to prompt thinking about the resident's care needs and preferences during the after-hours period.
- Quick-guide template, which may be used to summarise key pieces of information that need to be accessed quickly and easily during the after-hours period.
- We encourage RACF staff to include residents and their responsible persons in the individual resident care planning process.



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