



Resident after-hours healthcare planning workbook

This plan belongs to:

Resident:

Room/bed number/section:

How to use this plan

1. Use this plan in conjunction with the *After-hours Healthcare Support Planning Toolkit* to list key information for an individual resident's care after hours. Consider the physical locations within the residential aged care home (RACH) where the plan will be most accessible to staff during the after-hours period. Use the spaces provided to list current plans, identify gaps and outline plans for improvement. Additionally, the workbook includes a *Resident After-hours Care Guide*. Services may use this guide to summarise information from the individual plan.
2. This workbook is designed to encourage the completion of one plan and care guide per resident. South Western Sydney PHN encourages RACHs to regularly review and update after-hours plans.

Document control

Review every (choose most applicable) ☒ 1 year ☐ 2 years ☐ 3 years

Version	Date commenced	Owner	Change description	Review date	Authoring executive
V2.0	July 2026	Manager Integration and Priority Populations Manager	Replaced Aged Care Strengthened Standards with Strengthened Quality Standards	August 2027	Ben Neville
V1.0	May 2025	Manager Integration and Priority Populations Manager	New	April 2026	Ben Neville

South Western Sydney PHN

Ph: 4632 3000 | enquiries@swsphn.com.au | swsphn.com.au
PO Box 90, Macarthur Square NSW 2560

Follow us:



phn
SOUTH WESTERN
SYDNEY

An Australian Government Initiative

04226

Contents

Clinical governance	4
  	
Workforce.....	5
	
Systems and processes	6
  	
Meeting needs and accessing services	7
	
Infrastructure	8
 	
After-hours care guide sample	9
Resident after-hours care guide	10

Clinical governance



Self-assessment questions

- ✓ What documents do we have on file that govern this resident's after-hours care preferences and where can they be found?
- ✓ What is our process for escalating this resident's care during the after-hours period? Who is responsible for this escalation?
- ✓ What role does this resident play in determining how their care is administered if they become unwell after hours?
- ✓ Who and what do we need to consult when this resident becomes unwell after hours, eg family, advance care plan, Director of Nursing (DON)?

How does this look in practice?

What are the gaps?

How can we address them?

Workforce



Self-assessment questions

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

How does this look in practice?

What are the gaps?

How can we address them?

Systems and processes



Self-assessment questions

- ✓ How do we ensure we have completed all necessary actions for this resident?
- ✓ How do we verify we are following the plan for this resident if they become unwell after hours?
- ✓ How do we ensure this resident’s plan is kept up to date?

How does this look in practice?

What are the gaps?

How can we address them?

Meeting needs and accessing services



Self-assessment questions

- ✓ Who is this resident's external contact for after-hours primary medical support (eg local GP, GP Assist)?
- ✓ Who is this resident's back-up option for after-hours primary medical support if we can't reach our preferred option?
- ✓ If this resident has after-hours pharmacy needs, where are their scripts held, and what is the closest pharmacy?
- ✓ If this resident requires mental health assistance after hours, do they have a preferred provider?

How does this look in practice?

What are the gaps?

How can we address them?

Infrastructure



Self-assessment questions

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

How does this look in practice?

What are the gaps?

How can we address them?

After-hours care guide sample

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 RACHs to consider where this information should be kept for each resident, considering privacy and ease of access (e.g. in a resident's file, on your electronic management system).

Sample resident form

Resident name

Preferred name Date of birth

Does this person identify as Aboriginal or Torres Strait Islander? ☐ Y ☒ N

Cultural considerations

Religious views

Does this resident require an interpreter? ☐ Y ☒ N

Important things to know about this resident:

This resident does not accept blood donations, this resident prefers pastoral care over mental health care Does not wish to leave the facility – please access on site care

Healthcare contacts

GP name Ph

Pharmacy name Ph

Allied health name Ph

Emergency contact

Name Ph

Email

Relationship to resident

Responsible person

Name Ph

Relationship to resident

After-hours contact (if not GP)

Name Ph

Is there an Advance Care Directive in place? ☒ Y ☐ N

Is there a medical goals of care protocol in place? ☒ Y ☐ N

Is there a 'Do Not Resuscitate' plan in place? ☒ Y ☐ N

Does this patient have cognitive capacity to make their own healthcare decisions? ☒ Y ☐ N

Is there an Enduring Guardian in place? ☒ Y ☐ N

Resident after-hours care guide

Resident name

Preferred name Date of birth

Does this person identify as Aboriginal or Torres Strait Islander? ☐ Y ☐ N

Cultural considerations

Religious views

Does this resident require an interpreter? ☐ Y ☐ N

Important things to know about this resident:

Healthcare contacts

GP name Ph

Pharmacy name Ph

Allied health name Ph

Emergency contact

Name Ph

Email

Relationship to resident

Responsible person

Name Ph

Relationship to resident

After-hours contact (if not GP)

Name Ph

Is there an Advance Care Directive in place? ☐ Y ☐ N

Is there a *medical goals of care* protocol in place? ☐ Y ☐ N

Is there a *do not resuscitate* plan in place? ☐ Y ☐ N

Does this patient have cognitive capacity to make their own healthcare decisions? ☐ Y ☐ N

Is there an Enduring Guardian in place? ☐ Y ☐ N