RACH after-hours healthcare planning workbook

Organisation:

How to use this template

1. Utilise this plan alongside the *After-hours Healthcare Support Planning Toolkit* to document key information for a RACH's after hours care needs. Place the plan in locations within the Residential Aged Care Home (RACH) where staff can easily access it during after-hours period. Use the blank spaces to list current plans and note any gaps or areas for improvement.
2. The workbook includes an *After-hours Care Guide* to summarise information from this plan. South Western Sydney PHN recommends RACHs 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 Strenghthened Quality Standards	August 2027	Ben Neville
V1.0	May 2025	Manager Integration and Priority Populations Manager	New	April 2026	Ben Neville

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Clinical governance

Self-assessment questions

1. What documents underpin our organisation's operations, and where can they be found?
2. What is our process for escalating a resident's care during the after-hours period? Who is responsible for this escalation?
3. How is the escalation process for a resident's care during 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 can we introduce more patient and family-centred care into the after-hours support process?
7. Where and how are the facility and individual plans recorded?
8. Who and what do we need to consult when a resident becomes unwell after hours, eg family, advance care plan, management?
9. Who decides how and when to consult others when a resident becomes unwell after hours?
10. When and how do we report incidents, and how do we monitor and control risk?
11. What process do we have in place to ensure individual and RACH plans are regularly reviewed and updated?

How does this look in practice?

What are the gaps?

How can we address them?

Workforce

Self-assessment questions

1. Who in our organisation knows what to do when a resident becomes unwell during the after-hours period?
2. Who in our organisation can perform a comprehensive physical assessment of a resident who becomes unwell after hours?
3. What is the role of non-clinical staff members in the after-hours support plan?
4. Who in our organisation needs training in the use of after-hours support tools such as The Yellow Envelope, Emergency Decision Guidelines, ISOBAR, and comprehensive physical assessments?
5. How often do we conduct refresher training?
6. Who else should we consult when a resident becomes unwell after hours?
7. What plan do we have in place with our preferred GP when a resident becomes unwell after hours?
8. What nearby services provide after-hours care?

How does this look in practice?

What are the gaps?

How can we address them?

Systems and processes

Self-assessment questions

1. What is the first action to take if a resident deteriorates or becomes unwell after hours? What is the sequence of interventions?
2. Which assessment tools are used for residents who become unwell after hours?
3. What plans, processes and structures are in place to determine how care is administered?
4. How do we verify that our after-hours support plan is effective?

How does this look in practice?

What are the gaps?

How can we address them?

Meeting needs and accessing services

Self-assessment questions

1. Who is our external contact for after-hours primary medical support, eg local GP, GP Assist?
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 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?

How does this look in practice?

What are the gaps?

How can we address them?

Infrastructure

Self-assessment questions

5. What software do we currently use to monitor residents and share information about their condition?
6. What tools would we like to access, use, and train staff to use to improve our capacity to provide support after hours?
7. Is our internet connection reliable enough to support telehealth?
8. Who do we contact if the power or internet goes out?
9. Who do we contact for IT support? Where is their phone number kept?
10. What procedures do we follow if we cannot access IT systems that contain resident information?
11. Do we need a separate space to assess and treat residents who need after-hours medical care?
12. What mental health supports might we call on in an emergency?

How does this look in practice?

What are the gaps?

How can we address them?

After-hours care guide

This RACH after-hours care guide provides a summary of your after-hours plan for easy reference during emergencies. RACHs are encouraged to explore various ways to organise and display this information, such as posters in each room or lanyards for staff.

RACH details

Phone no.

Address

Email

Person(s) in charge after hours

Director of nursing/management

After-hours clinical assessment contact (internal)

Medical care contacts

Preferred GP name Ph

Preferred contact after hours Ph

Back-up contact after hours Ph

Closest after-hours pharmacy Ph

Pharmacy hours

Hospital Ph

Medical officer in charge Ph

Ambulance contact Ph

Non-urgent patient transfer Ph

Infrastructure contacts

Electricity provider Ph

Internet provider Ph

IT support provider Ph