

# Enhanced After Hours Support for RACF

Joint partnership with GCHHS and GCPHN

PallConsult Workshop 2023





Jingeri.

We acknowledge the Traditional Custodians of the land in which we work, live and grow, the Kombumerri, Wangerriburra, Bullongin, Minjungbal and Birinburra peoples, of the Yugambah Language speaking nation. We also pay our respects to Elders past, present and emerging. We also acknowledge other Aboriginal and Torres Strait Islander people present today.



# Housekeeping

1. In case of an emergency please follow venue staff to evacuate the building
2. Please ensure all attendees have a parking permit displayed on their vehicle and are not parked in a 15 minute or 30 minute spot
3. Toilets are located to the right as you exit the auditorium
4. The event may be photographed. Please notify the facilitators if you do not wish for your photo to be taken.

# Welcome!

- Introduction
- **Project recap** PHN funded, result of the Royal Commission into Aged Care, utilisation of resources, time limited (15months)
- Our data revealed 56% of RACF resident presentations were after hours (1800-0730Hrs & weekends & Public Holidays)
- A big component of our project has been driven by our survey responses

# Thank you

- Thank you for your engagement with this project
- Thank you for being open and sharing with us- our main priority right from the beginning was to get you to tell us what you need and what you feel the gaps are in the after hours space

# Our After Hours Survey

- 25 out of 59 Gold Coast RACFs were surveyed
- 57% responded to our survey
- The second most common answer to the questions relating to skills and confidence

## Related to Palliative and EOL cares

# What we found in the after hours space

- Available resource for RACF nurses after hours is PallConsult
- We reached out to PallConsult direct
- 1300 PALLCR has been significantly underutilised amongst Gold Coast RACFs
- The phone number is not the only resource
- Offer comprehensive education and training

# What we have done in response

- We have organised PallConsult from Metro South HHS
- SPACE Nurse Practitioner (locally available resource in hours)



# Introducing our speakers today

- Ben Sankey- Nurse Unit Manager for PallConsult/  
Palliative Care at Metro South Health
- Tracey Norling- Nurse Practitioner SPACE (Specialist  
Palliative Care in Aged Care)

# Desired outcomes of today

- Empower you with knowledge
- Improve confidence and skill
- Share your learnings to build on the skill and confidence amongst your team

**Brainstorm an action plan to achieve this**

