



## What is the Aged Care Outreach Service (ACOS)?

The aim of the Aged Care Outreach Service (ACOS) is to create a new community based service for the Illawarra Shoalhaven Local Health District (ISLHD). It will comprise of Medical and Nursing staff that can attend the Residential Aged Care Facilities (RACFs) to review and treat residents.

### Key outcomes of ACOS are:

The key functions of the Aged Care Outreach Team are:

- **Improve** the quality of care for older adults living in RACFs by reducing disruptions in care.
- **Reduce** hospital admissions via direct intervention during acute episodes within the RACFs.
- **Bypass** emergency departments by facilitating direct admissions as required.

### Who can refer to ACOS?

Referrals to ACOS can come from any of the below services:

- RACF staff
- Local General Practitioner
- NSW Ambulance

## What type of staff will be part of this service?

The staffing profile consists of a team of medical, nursing and administration professionals.

## What will ACOS cover?

When a resident has an 'acute' change or deterioration ACOS can be called. Some common conditions that ACOS can assist with:

- Delirium (acute change or fluctuation in cognition and/or behaviour).
- Infections (pneumonia, urosepsis, cellulitis or sepsis of unknown origin).
- Outbreak management (gastroenteritis, influenza) – proactive symptom management and support.
- Symptom management following acute deterioration.

## How much will this service cost?

This is a free service which will be offered both face-to-face and virtual consultations.

## What will the service operating times be?

The service hours of operation will be 8am – 8pm, 7 days a week.

For more information, contact your RACF or the ACOS team on [ISLHD-AgedCareOutreach@health.nsw.gov.au](mailto:ISLHD-AgedCareOutreach@health.nsw.gov.au)