



Residential Care Line (RCL)



Overview

Residential Care Line (RCL) is a statewide, nurse practitioner-led outreach service supporting residential aged care homes (RACH) across Western Australia.



Delivering care in place – empowering RACH staff to deliver care in place, reducing unnecessary emergency department visits and hospital admissions.



Improving quality of life and end-of-life care – focused on ensuring a holistic and practical approach to residents' care plans.



Timely access to care – provides prompt access to the right care, at the right time, through appropriate clinical planning.



Expert team – delivered by a skilled team of nurse practitioners, clinical nurse consultants, and clinical nurses experienced in managing a range of acute and chronic conditions.

RCL provides 3 key functions



Clinical consultation



Care coordination



Education and training

Contact details



Phone:
(08) 6457 3146



Email:
rcl@health.wa.gov.au



eReferrals:
Residential Care Line (NRCL)

Scan the QR code to visit our website



Open 7 days, 8am to 6pm, 365 days of the year



Care Planning and upskilling services

Please note, this is not an exhaustive list. If you are unsure, please contact RCL to discuss.

- Support and advice for hospital staff
- Timely access to hospital-based services
- Support with complex care planning
- Collaboration with GPs and other services
- ED presentation support and discharge follow-up
- Support with Advance Care Planning and managing care in place
- Clinical policy advice
- Education framework aimed at upskilling and empowering RACH staff
- Bedside education
- Online learning
- Education forums
- NP comprehensive geriatric assessment
- Preventing, de-escalating and managing changed behaviours
- Delirium management
- Infection management (chest, UTI, wounds etc)
- Bowel management (constipation, pseudo-bowel obstruction, flatus tubes)
- Pain management
- Frequent falls management
- Medication rationalisation and deprescribing
- Management of acute deterioration of chronic diseases, including heart failure, renal failure and respiratory conditions
- Palliative and end of life support, including syringe driver provision and education
- Stoma, urostomy and nephrostomy management
- Catheter management (IDC/SPC) and ToV
- Complex wound assessment and treatment plans
- Drains (PTC & IPC) used for symptom or palliative management
- PEG management
- Bladder scanner and syringe driver equipment loan
- Management of traumatic wounds (suturing and wound adhesive)



Education packages available for onsite RACH training

Topics available:

-  Wounds
-  Stoma care
-  IDC/SPC
-  Clinical deterioration
-  Pain
-  Bowel management
-  Falls
-  PEGs