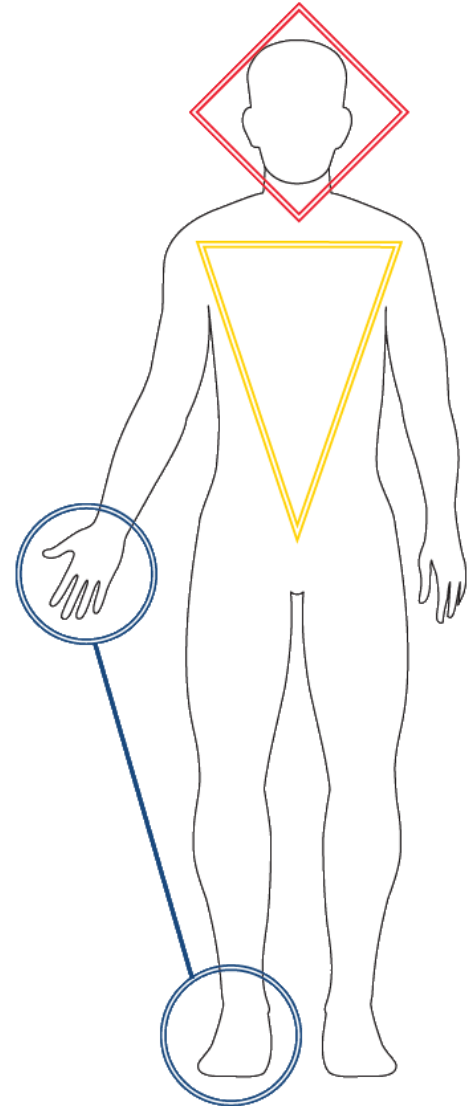


Resident Name:			
Date:		Time:	

Ask your resident - how are you today?

Does your resident show any of the following 'soft signs' of deterioration?

- = Increasing **breathlessness** or **chestiness**?
- = Change in **usual drinking/diet habits**?
- = A **shivery fever** - feel **hot** or **cold** to touch?
- = Reduced mobility - '**off legs**' / less co-ordinated?
- = New or increased confusion / agitation / anxiety / pain?
- = Changes to usual level of **alertness** / **consciousness** / **sleeping** more or less?
- = '**Can't pee**' or '**no pee**', change in pee appearance?
- = **Diarrhoea, vomiting, dehydration**?



Any **concerns** from the resident / family or carers that the person is not as well as normal?

If YES to one or more of these triggers - **take action!**

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Actions taken:	Name:			
	Reported to:			
	Date:		Time:	
Person in charge action taken:				
	Date:		Time:	
Outcome for resident:				

Before calling for help

- ◆ **Check Vital Signs (where possible):** e.g. temperature, pulse, etc.
- ◆ **Review Records:** recent care notes, medications, other plans of care
- ◆ **Have relevant information available when calling:** e.g. care plan, vital signs, advance care plans such as DNACPR and RESPECT, allergies, medication list

Get your message across

Resident Name:		Date of Birth:	
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Raise the alert within your home e.g. to a senior carer, registered nurse or manager. If possible, **record the observations** using a **NEWS2** based system. **Report your concerns** to a health care professional e.g. Immedicare Digital Hub / GP / 111 / 999 **using the SBARD Structured Communication Tool.**



Situation: e.g. what's happened. How are they?



Background: e.g. what is their normal, how have they changed? Any long term medical conditions e.g. COPD, heart failure, diabetes?



Assessment: e.g. what have you observed / done? Include signs you spotted from RESTORE2 Mini and any other vital signs if available e.g. temperature



Recommendation:
'I need you to...'



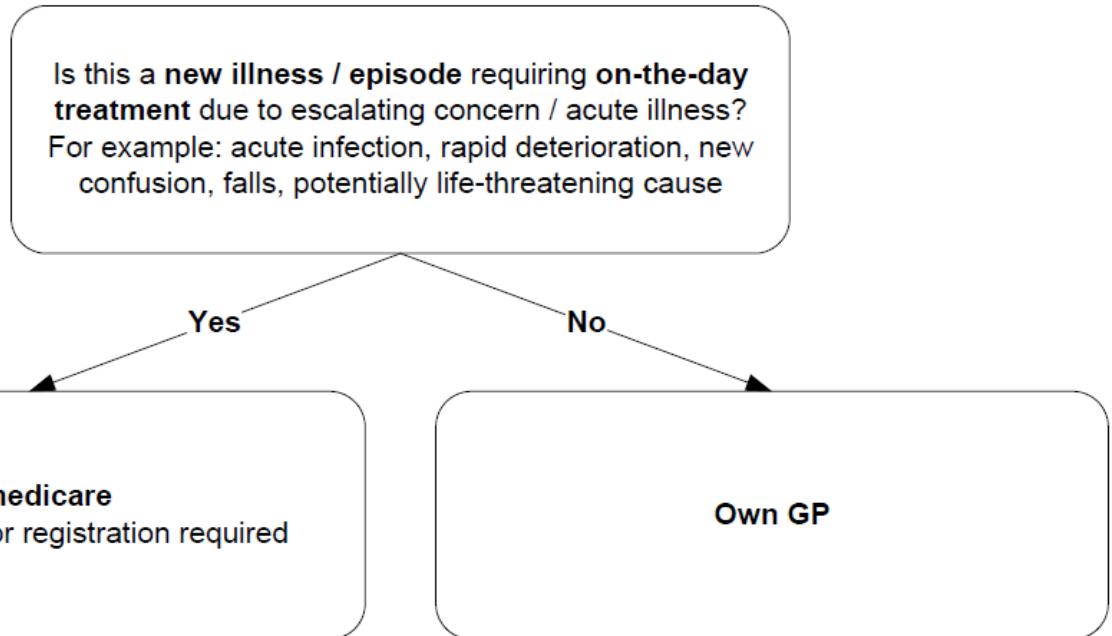
Decision: what have you agreed? (including any Treatment Escalation Plan and further

Key prompts/decisions

Name of person			
Service:		Today's date:	
Signature:		Time of call:	

Don't ignore your 'gut feeling' about what you know and see.
Give any immediate care to keep the person safe and comfortable.

Immedicare or own GP?



Examples of when to advise Immedicare *

- Acute infection needing on-the-day treatment due to escalating need
- Deteriorating patient where immediate decision is required by assessing clinician
- Fall requiring review
- New symptoms requiring immediate advice.

Examples of when a call can be handled by the GP surgery *

- Simple prescription requests e.g. food supplements, aperients, emollients
- Ongoing long term condition management
- Ongoing treatment of current illness requiring tweaking of medication or clarity on treatment plan
- Routine medication requests

* Please note these are not exhaustive examples.

- If the patient is displaying a deterioration that requires on-the-day treatment and advice, the home should contact Immedicare.
- Any ongoing episodes of care or prescription tweaks should be reviewed by the patient's own GP.
- Immedicare does not replace responsibility of the surgery for care home patients between the hours of 8am-6pm.

Immedicare or own GP?

Version control

Version	Date	Editor	Summary of changes
0.1	17/07/2020	Anna Smith	Copy of Sam Fickes original
1.0	21/07/2020	Anna Smith	Amended title, added logos
1.1	22/07/2020	Anna Smith	Include no requirement to pre-register patient

Intended audience	Staff in care homes and primary care	
Reviewed by	Sara Humphrey	Date: 22/07/2020
Reviewed by		Date:
Reviewed by		Date:
Reviewed by		Date: