

Deterioration, including Sepsis, is often recognised late, sometimes too late, and can have life changing consequences.

*But what if we could identify it sooner?*



or in the  
Care Home



at the GPs



in the  
Ambulance



in the Emergency  
Department



in hospital

*and what if we all spoke the same language and could communicate our concerns better?*

## Soft Signs

(early indications of  
“unwellness”)

## SBARD

(Situation - Background  
Recommendation - Decision)

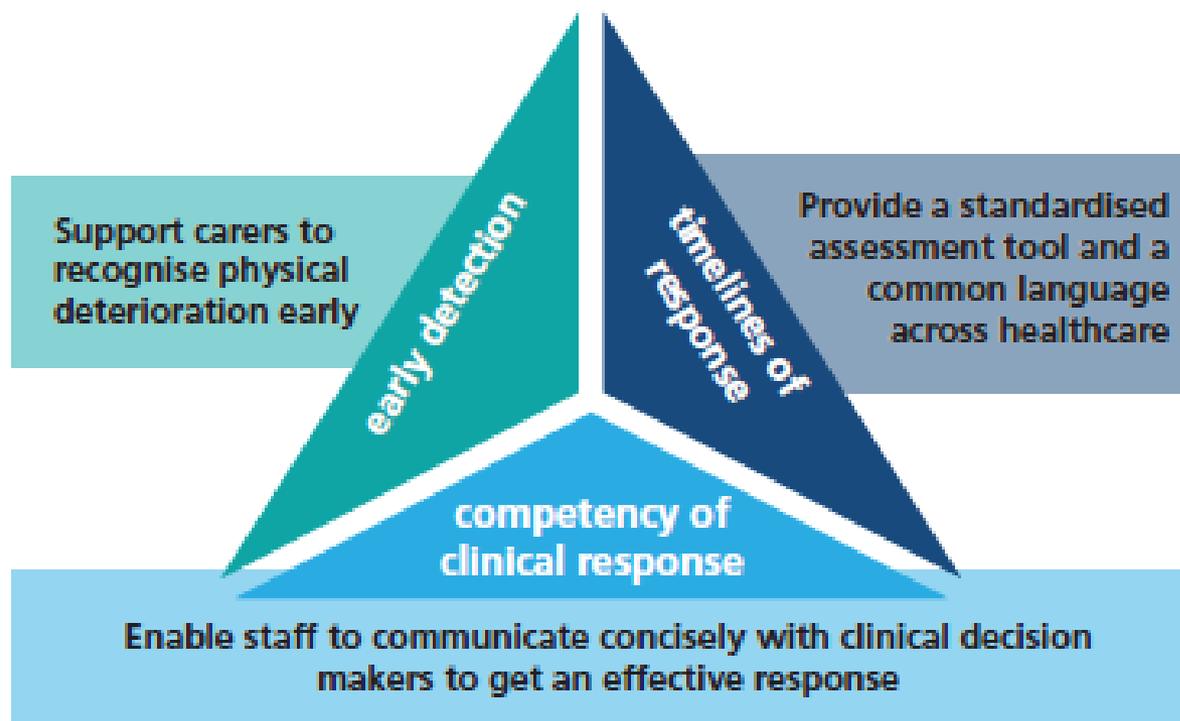
## Getting the best outcome for residents

If any one of us was unwell, we would want the following things to be in place to give us the best chance of a good outcome:

- Someone to recognise our deterioration early
- Healthcare services to get to us as quickly as is required
- A clinical response that meets our needs.

These three things are the triad of clinical outcomes. They are critical in preventing worsening deterioration and giving your resident the best chance of being treated successfully. Ideally, this means managing them in the community in their own place of residence but it could mean having the shortest possible admission to hospital or supporting a dignified and managed death.

## Triad of Clinical outcomes



RESTORE2™ is not an admission avoidance tool – it is a right care, right time, right place tool, right outcome tool.

# What do we mean by ‘Deterioration’?

**Deterioration** : ‘when a resident moves from their **normal** clinical state to a worse clinical state. This increases their risk of morbidity, organ failure, hospital admission, further disability and even sometimes death.’

To reduce the chances of a poor outcome for the resident we focus on:

1. **Recognition** – how do we spot early signs that residents are deteriorating?
2. **Response** – what actions do we take when we think a resident has deteriorated?
3. **Communication** – How do we ensure residents are part of any decision we make and how do we ask for help from other healthcare staff (e.g. GPs, Ambulance, district nurses)?

## Why do we need to spot deterioration early?

- › **By recognising deterioration earlier we can prevent harm**
- › **Acting early increases the chances of successful treatment and being able to follow residents wishes**
- › **We can avoid some hospital admissions which can be upsetting for residents**

# Care home reference group

- > Reviewed national and local tools - which tool would be best for us?
- > Best way to implement it to include engagement, training etc. (i.e. zoom /workbook approach/both)
- > How can we incorporate 'how to take and report observations' training into the toolkit
- > We agree to implement Restore2 mini (easy format, no copyright, electronic versions)



A Patient Safety Initiative co-produced by  
West Hampshire CCG & Wessex Patient Safety Collaborative

Ask your resident – how are you today?

# What is Restore2 ?



RESTORE2 is a physical deterioration tool designed to support care homes and health colleagues to recognise when a patient may be deteriorating or may be at risk of physical deterioration by focusing on 5 key areas:

- > The **soft signs of deterioration** which support carers to identify potentially unwell residents
- > A focus on **'what's normal for this resident'** so people understand when a residents condition has changed and what plans have been put in place to manage this.
- > **National Early Warning Score** physical observation chart that provides a standardised assessment of risk and sickness
- > An escalation pathway to ensure you **'get the right help'**
- > A structured communication tool to help you **'get your message across'**

Further information regarding RESTORE2 can be found here:

<https://wessexahsn.org.uk/projects/329/restore2>

## Care@Home in collaboration with West Yorkshire and Humber Patient Safety Collaborative Training Support Offer:

- Train the Trainer Approach
- Blending learning face to face training, workbooks, case studies
- Restore2Mini
- Vital signs monitoring
- SBARD – Structured communication tools
- Restore2 and News2

# Module 1: RESTORE2 Mini

This tool consists of 8 prompts to help spot early signs of deterioration.

The tool is designed to support your '*Gut Instinct*' and help you explain to colleagues why you are worried so better care decisions can be made.

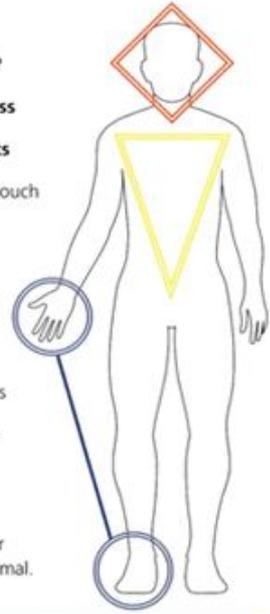
Date/Time: .....Resident Name: .....



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!**

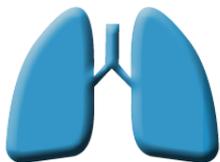
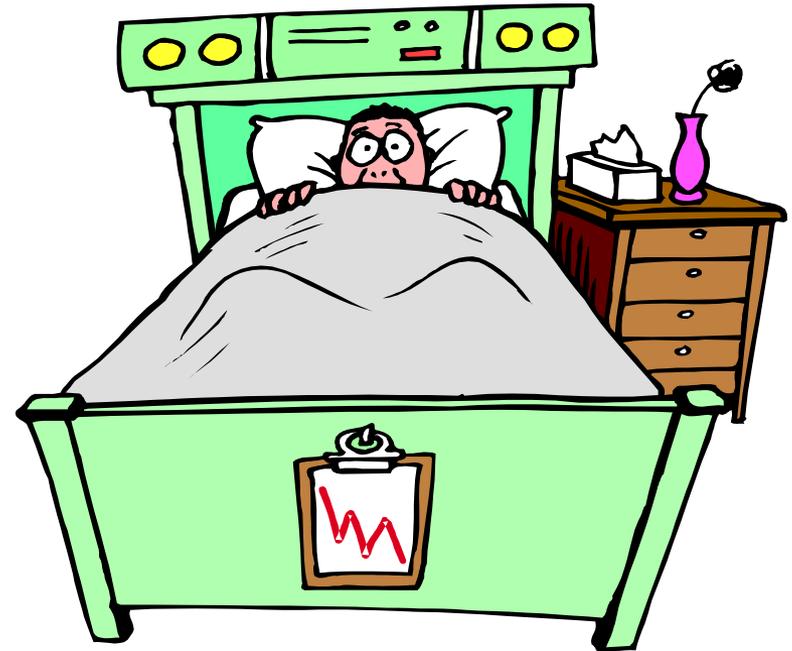
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**Actions Taken:**  
Your Name ..... Reported to .....  
Date.....Time.....AM/PM  
Person in charge action taken: .....  
Date..... Time .....AM/PM Outcome for resident: .....

# Module 2 Vital Signs Monitoring and recording observations

Monitoring equipment sent out to those providers that identified a need

Training for residential homes and other care staff on the use of monitoring equipment (pulse oximeter, temperatures respiratory rate etc.) and how to record/report it



- Be confident to measure a complete set of physical vital signs (observations) to inform escalation and conversations with health professionals.

# Module 3 Communication tools to get your message across



This tool consists of prompts to get your message across using structured communication tools

- Raising the Alert
- Reporting vital signs
- Reporting Concerns / Using SBARD
- Common language

## Get your message across

**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. Nurse/GP/GP HUB/111/999 **using the SBARD Structured Communication Tool.**

<b>S</b>	<b>Situation</b> e.g. what's happened? How are they? NEWS2 score if available	Key prompts / decisions
<b>B</b>	<b>Background</b> e.g. what is their normal, how have they changed?	
<b>A</b>	<b>Assessment</b> e.g. what have you observed / done?	
<b>R</b>	<b>Recommendation</b> 'I need you to...'	
<b>D</b>	<b>Decision</b> what have you agreed? (including any Treatment Escalation Plan & further observations)	

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

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## Our Ask of You

- › **Raise awareness with your staff teams/colleagues**
- › **Identify champions in your organisation that will be able to attend training with a view to training the rest of the staff team**
- › **Look out for training dates throughout July, August and September**
- › **We will talk to GPs, District Nurses and Immedicare staff about Restore Mini to ensure that the tool is recognised and consistently used across organisations**



**THANK  
YOU**

for

**LISTENING  
ANY QUESTIONS?**