



Recognise Early Soft Signs, Take Observations, Respond, Escalate

A common language across healthcare:

using RESTORE2™ to identify physical deterioration in community settings

Soft signs

RESTORE2™ was created by NHS West Hampshire Clinical Commissioning Group with support from the Wessex Patient Safety Collaborative

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Session outcomes

LEARNING ABOUT
RESTORE2™

SOFT SIGNS

UNDERSTANDING
THE PERSON YOU
CARE FOR

VITAL SIGNS AND
NEWS

ESCALATION

STRUCTURED
COMMUNICATION

Understand what soft signs are and how they can support you to recognise sickness
Know when to call 999 for a life threatening emergency.



What are soft signs?

Soft signs are the early indicators that someone may not be as well as normal...



Exercise

Think about a time when you were unwell...

- how did you know you were becoming unwell?
- how could you tell when it was getting worse?

Exercise



Write down as many soft signs as you can think of...
last team standing wins

Soft signs



Soft signs - knowing your resident/person



12
13



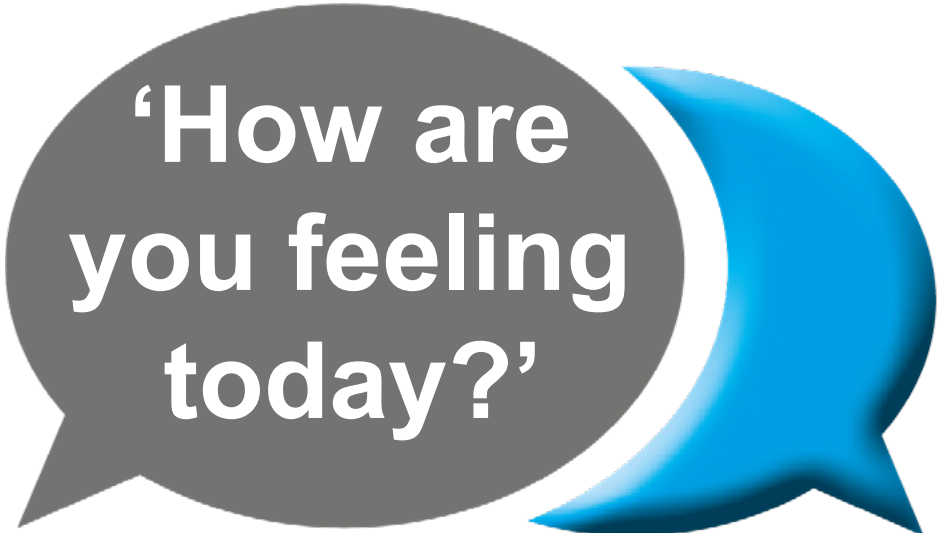
[Watch Soft signs of deterioration video](#)

[Watch Recognising deterioration in people with a learning disability](#)

- you do not need to be a health care professional to recognise soft signs
- as a carer you are ideally placed to recognise small changes in the person you care for
- family and friends often pick up on subtle changes...

**‘Family concerns should always be taken seriously,
even if you think the person you care for is fine’**

- remember to ask the person you care for about what’s normal for them and how they are



**‘How are
you feeling
today?’**

Using soft signs in practice

By learning about soft signs, you may be able to recognise deterioration early and act to protect a person from serious illness.

Exercise **Molly** is a fun and outgoing 78 year old. She mobilises with a zimmer frame and loves to socialise with other residents and staff in the lounge. When she's not talking she is an avid reader of romantic novels, you can often find her with her head in a book in the conservatory. Molly often jokes that she is too busy to sleep; she goes to bed late and tends to get up early, often having a cup of tea with the night staff before they go off duty.

What might Molly's soft signs be if she was becoming unwell?

physical presentation

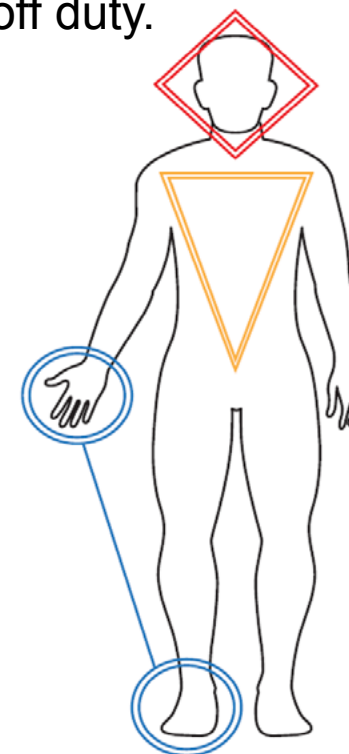
-
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mental state

-
-

behaviour and ability

-
-



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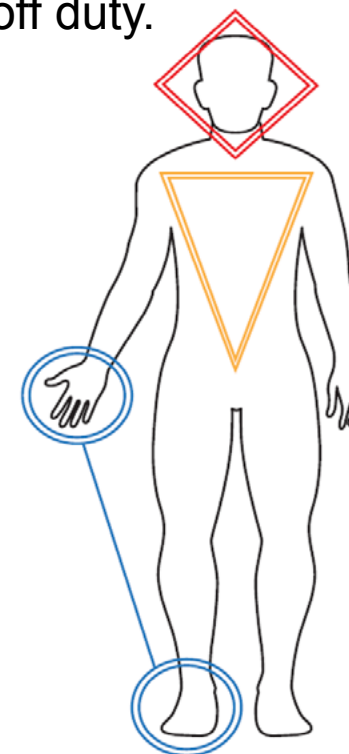
- reduced mobility
- decreased fluid intake

mental state

- withdrawal / less sociaable
- reduced concentration /ability to read

behaviour and ability

- more tired / sleepy
- spending more time in bed





Life threatening emergencies

Sometimes, the early soft signs of deterioration may be a medical emergency. Do not delay -



- Chest pain or suspected heart attack (not all six signs need to be present)

	Pain or discomfort in chest		Lightheadedness, nausea, or vomiting		Jaw, neck or back pain
	Discomfort or pain in arms or shoulder		Shortness of breath		Sweating and clamminess, grey colour

- Signs consistent with having a stroke

Facial weakness	Arm weakness	Speech problems	Time to call 999

- Prolonged or new seizure
- A significant injury – e.g. a fracture or head injury

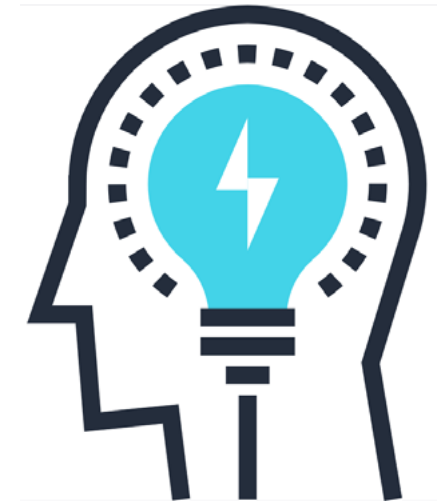
It may be appropriate to monitor the person's vital signs once you have contacted the emergency services.

Soft signs: summary

Soft signs are the early indicators that someone might be becoming unwell.

Soft signs can be related to many things including the person's:

- physical presentation
- mental state or
- behaviour and ability.



As a carer you are ideally placed to recognise small changes in the person you care for

It is good practice to ask the people you care for, 'how are you feeling today'?

By getting to know the person you care for, speaking with their family, friends and carers, you can build up a picture of soft signs that are significant to each particular person. You should encourage friends and family to tell you if they notice any soft signs.

If a person has chest pain, a suspected heart attack or stroke –





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<https://westhampshireccg.nhs.uk/restore2/>