



RESTORE2™

Recognise Early Soft Signs, Take Observations, Respond, Escalate

A common language across healthcare:

using RESTORE2™ to identify physical deterioration in community settings

RESTORE2™ in practice

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

RESTORE2™ uses NEWS2 reproduced from the Royal College of Physicians. National Early Warning Score (NEWS) 2: Standardising the assessment of acute illness severity in the NHS. Updated report of a working party. London: RCP, 2017. The NEWS2 charts must be reproduced in full colour and high resolution only.

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Using RESTORE2™

Rissa had a normal
NEWS of 0



Use of the
reference box (what's
normal for the resident)
makes staff aware of
specific needs of the
person

Completing
monthly
observations means
the staff recognise
what is "normal" for
the person



Residential Home

Using RESTORE2™

Staff noticed a change in Rissa's general condition and 'soft signs' so they did vital signs.



increased
lethargy /
tiredness

off
food

not taking
fluid and
medications

low
temperature

alerted
GP using
NEWS and
SBARD

Residential Home - recognised change and escalated concerns - contacted GP

Using RESTORE2™

The GP reviewed and regular monitoring was maintained, with the addition of blood sugar readings due to Rissa's medical history



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good visual representation of Rissa's condition

TEP form in place to help with plan of care

clear, objective evidence of condition and deterioration

family kept informed and included in discussions

Residential Home - GP review

Using RESTORE2™

Rissa was reviewed, considered for end of life care and anticipatory medications put in place. Rissa was able to stay in the home and be cared for by a familiar team.

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Right place,
right time,
right care

'the incident has highlighted the importance of recognising soft signs and how a fully informed and followed process can populate an appropriate plan of care

'the home staff felt the RESTORE2™ tool complimented their clinical judgement resulting in timely review and avoidance of hospital admission



Residential Home - GP review - no hospital admission required



with thanks to



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