

Tips for care home and nursing homes

Improving quality is evaluating and measuring the impact of change.

(Health Foundation 2013)

The following are tips that will help your home implement and sustain RESTORE2™

- ✓ Agree to the guidelines of the RESTORE2™ social agreement
- ✓ Engage with people around you about your use of RESTORE2™ e.g. your GP surgery, local frailty or outreach team, your community nursing team
- ✓ Identify a RESTORE2™ champion to promote adoption and allocate them the time to check that the tool is being used correctly
- ✓ Create lots of positive messages about RESTORE2™ for staff
 - ✓ NEWS2 is a common language across healthcare supporting residents receiving the right care at the right time in the right place
 - ✓ RESTORE2™ supports staff with the confidence to raise concerns with another professional
 - ✓ RESTORE2™ assists decision making/confirmation of clinical judgement
 - ✓ RESTORE2™ helps staff who may not know the resident
- ✓ Start using RESTORE2™ as soon as you have had the training
- ✓ Use RESTORE2™ and SBARD as part of your handover
- ✓ Tell agency staff that the home uses RESTORE2™
- ✓ Involve the whole team, as a manager you cannot oversee everything in the home
- ✓ Mention RESTORE2™ at staff meetings, this gives staff a chance to express what's going well or not so well

Recognise Early Soft Signs, Take Observations, Respond, Escalate

- ✓ Keep a record of any issues or concerns e.g.:
 - GP/ out of hours were not supportive of RESTORE2™
 - Paramedic not aware that RESTORE2™ was being used in the home
 - 111/999 not responding to the NEWS2s
- ✓ Ensure that staff sign, date and initial the observation chart
- ✓ Ensure staff do what the escalation chart tells them to do
- ✓ Emphasise that contemporaneous notes are a must, staff need to record the care given or omitted, and the rationale for these decisions
- ✓ Remember if observations are required within a certain timeframe, it is your responsibility to ensure they are recorded correctly. Staff will be accountable if they are not completed as per the guide
- ✓ Remind staff that a NEWS2 score that's above the residents normal does not automatically mean that staff need to call 999 - What are the resident's wishes? What is recorded on their Treatment Escalation Plan?
- ✓ Send a photocopy of the observation chart and the action tracker when escalating to the Ambulance Service or the Acute Hospital. This helps the next team caring for the resident; it stops the assumptions of what the resident is normally like or what has been happening to the resident prior to conveyance
- ✓ Share with the sponsor when you have had a good outcome when using RESTORE2™. We can spread the NEWS!
- ✓ Remember to contact the sponsor to alert them to any concerns or if you need support. It is easier to sort out a concern sooner than later
- ✓ Continue to complete the monitoring tool after the tool has been embedded (After the 3rd measure)
- ✓ Report any feedback to your sponsor to ensure learning is shared
- ✓ Celebrate success and share case studies with staff.