

Trainer tips

Below are some tips that may help you when you are supporting a home to implement RESTORE2™.

In our experience most homes will only be able to support staff for an hour to an hour and half for training. It can be difficult to get all the messages across in this short time. Below are the key issues we found when auditing RESTORE2™ as well as some points that you may want to consider before you deliver your training session.

Training

Not all homes will have a training room; your training may take place in the lounge a bedroom, dining room. Be prepared for:

- Residents interrupting. By walking into the lounge, sitting in the lounge or sleeping in the lounge
- Staff turning up late to the session, leaving the session to answer a phone call or being asked to return to the floor or to pick up children
- Staff may bring their children to the session, this can distract everyone including you
- You were told to expect 10 staff don't be surprised if 2 or 20 staff turn up

The manager needs to attend the training and lead on the implementing RESTORE2™; otherwise staff will struggle to embed the tool

Try to emphasise during the training:

- The home needs to start using RESTORE2™ as soon as they have had the training (Otherwise staff will forget how to use RESTORE2™ and could misplace the charts)
- The home needs to keep a record of the issues and concerns and contact you as soon as possible so that you can address concerns. Some issues that have been highlighted:
 - GPs comments were not supportive of RESTORE2™
 - Paramedic not aware that RESTORE2™ was being used in homes
 - 111/999 not receptive to being told a NEWS2 score



Recognise Early Soft Signs, Take Observations, Respond, Escalate

Most homes don't have an observation policy; NHS West Hampshire CCG has developed some guidance that can be shared.

The home needs to understand that the learning starts once they start using RESTORE2™; it's difficult to cover every eventuality. A RESTORE2™ champion should be allocated and given time to complete a pre audit to establish if RESTORE2™ is being used correctly, this is helpful to both the home and the auditor.

Emphasise that the home needs to recognise that RESTORE2™ supports residents receiving the right care at the right time in the right place. Remind staff to document on the SBARD (Some staff are familiar with the SBARD but don't necessarily use it) and the action tracker as this gives a written account of what the home has done to ensure that the resident has received the right care.

Talk about documentation. The NMC Code 2015 (10.4) states

"Attribute any entries you make in any paper or electronic records to yourself, making sure they are clearly written, dated and timed, and do not include unnecessary abbreviations, jargon or speculation"

Reinforce that RESTORE2™ / NEWS2 will become a common language across healthcare and they are part of healthcare and they need to support the spread.

Acknowledge that staff may come across pockets of professionals who may not be aware of RESTORE2™ but they should not get despondent.

RESTORE2™ should give staff the confidence to talk to another professional and will assist decision making/confirmation of clinical judgement.

A reliable NEWS2 score for the resident helps agency staff or new staff who may not know the resident; this could stop a resident being conveyed to hospital.

Keep reaffirming that staff need do what the escalation chart tells them to do, that staff need to keep contemporaneous notes, record the care given or omitted and the rationale for these decisions.

A NEWS2 score that's above reference does not necessarily mean that you automatically need to call 999 – consult the Treatment Escalation Plan to see the resident's wishes

Tell staff that they should discuss the residents NEWS2 score with every professional who has contact with the resident. RESTORE2™ should not be used in isolation.

Top Tips for rolling out RESTORE2™



Recognise Early Soft Signs, Take Observations, Respond, Escalate

Remind staff to send a photocopy of the observation chart and the action tracker. 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

Homes need to include agency staff when using RESTORE2™

Don't forget to tell the sponsor when a home has a good outcome when using RESTORE2. We can spread the RESTORE2™ news!

Once all three measures have been completed and met the criteria (at 4 weeks, 12 weeks and 24weeks) it then becomes the homes responsibility to carry on completing the RESTORE2™ audits as part of their internal governance. It's the homes safety net to ensure that staff are using the tool correctly.

Reinforce that RESTORE2™ needs to be part of handover.

Remind the manager that RESTORE2™ should be discussed at staff meetings; this gives staff a chance to express what's going well or not so well. It also maintains momentum.

Remind the manager if they are leaving the home to let you know as you will need to arrange a visit with the new manager to discuss RESTORE2™.

Sounds like a conflicting message. Encourage staff to use their clinical judgement (Nursing Home) and their gut feeling in a care homes. The NEWS2 score may not be above reference but the resident is clearly unwell.