

Questions and answers

Q Why is my organisation trialling RESTORE2™?

A RESTORE2™ assists staff to identify residents who are becoming unwell and helps them to get the right treatment.

Q When should I use RESTORE2™?

A All residents should have their soft signs of deterioration and what is normal for them documented on RESTORE2™. You should start observations whenever something suggests your resident may be becoming unwell. This may be based on your knowledge of your resident, the fact that they are 'not themselves today', or when there is something more obviously wrong.

Q In our organisation, the Care Assistants do most of the 'hands on' care. Can they start a resident on RESTORE2™ and how will they know when to do this?

A Care Assistants are ideally placed to spot the deteriorating resident. As above, if the Care Assistant thinks that the resident is not as well as normal, even if they can't 'put their finger' on why, they should escalate this to a senior member of staff and use RESTORE2™.

Q What is NEWS2?

A RESTORE2™ includes National Early Warning Scores (NEWS2), a system developed by the Royal College of Physicians that uses six easy to measure physical observations to predict the risk of serious illness in people. Each observation is scored between 0 and 3. The higher the total score, the sicker the person is likely to be. All ambulance services and hospitals already use NEWS2 which is part of RESTORE2™ along with many GP's and Out of Hours services – creating a common language across healthcare systems.

Q NEWS2 is made up of six observations – do I need to do them all?

A YES, without all six, NEWS2 will not accurately predict the risk of resident deterioration so they all need to be done consistently.

Q Will the Care Quality Commission support non-registered staff to do patients observations?

A Yes, provided the person has received appropriate training. RESTORE2™ uses NEWS2; because NEWS2 interprets the observations, the only responsibility on the person doing the observations is to escalate them appropriately using the escalation framework.

RESTORE2™

Recognise Early Soft Signs, Take Observations, Respond, Escalate

right care, right time, right place, right outcome