

Questions and answers

Q My resident has hypercapnic respiratory failure - How do we manage this?

A RESTORE2™ uses NEWS2 which has two scales to record oxygen saturations on. Scale 1 is for people who usually have normal levels of oxygen in their bloodstream – you should use this for the majority of residents. Scale 2 is used for people with hypercapnic respiratory failure to stop them over triggering NEWS2. Just because your resident has a chronic respiratory condition like COPD, this does not automatically mean that they need to be on Scale 2. Only ever use Scale 2 if instructed to do so by a suitably qualified respiratory doctor or nurse.

Q My resident has dementia and is always confused – can they ever be classed as being alert?

A Yes, the level of alertness is about how your resident responds to you. It is possible to be alert (spontaneously opening eyes, responsive, talking) but confused. NEWS2 measures new onset of confusion, not previously existing confusion.

Q NEWS uses systolic BP – but we record systolic, diastolic and mean in our organisation.

A That's fine. You can continue charting all the BP elements but systolic blood pressure is the only measurement you will need for calculating NEWS2.

Q How often should I do normal observations?

A As often as your organisation says you should but a minimum of monthly.

Q My patient has a DNACRP order or Treatment Escalation Plan (TEP) in place – should I use RESTORE2™?

A You need to be very clear what the DNACRP and TEP says. Many residents will not be for resuscitation if their heart stops, but they will be for active treatment if they become unwell from a condition that can be treated. In this case RESTORE2™ should be used. For patients with a TEP that states that they are not for hospital admission, RESTORE2™ should still be used to detect deterioration that could be managed in the community. Only if your resident is for no active treatment what-so-ever (determined by the resident, family and doctor and clearly documented) would doing observations not be appropriate although they can be helpful in identifying when your resident is reaching the end of their life to inform relatives etc.

RESTORE2™

Recognise Early Soft Signs, Take Observations, Respond, Escalate

right care, right time, right place, right outcome