



## **RESTORE2*mini* for Domiciliary / Home Care – An AHSN Briefing Note**

RESTORE2 is a physical deterioration and escalation tool for care/nursing homes co-produced by West Hampshire CCG (WHCCG) and Wessex Patient Safety Collaborative (WPSC) based on nationally recognised methodologies including: early recognition (Soft Signs); the national early warning score (NEWS2) and structured communications (SBARD).

RESTORE2*mini* was subsequently published, without the NEWS2 component, for care settings preferring to use a "Soft Signs" approach as a pre-diagnostic indicator of concern. The RESTORE2*mini domiciliary* version of the tool was developed for use specifically in the home care sector.

A project team consisting of members from WPSC, WHCCG and 4 home care provider organisations (which included 2 members of the regional professional body) ran a six week PDSA pilot of RESTORE2*mini domiciliary* in the participating care settings.

### **Project Aims**

1. To improve client outcomes relating to the recognition of, and response to, physical deterioration in the domiciliary care sector.
2. To improve staff confidence relating to the recognition of, and response to, physical deterioration in the domiciliary care sector.
3. To support the professional development of staff as well as the clinical management of clients.
4. To assess the value of the RESTORE2*mini* domiciliary tool in domiciliary settings
5. To reduce inappropriate referrals to healthcare services

### **Perceived Potential Benefits**

1. More appropriate care (i.e. in accordance with client's preferences) (Aims 1&4)
2. Improved local management / prevention of unnecessary hospital visit / admission (Aims 1,4&5)
3. Improved staff confidence regarding the awareness, and use, of Soft Signs / SBARD communication tool (Aims 2&4)
4. Improved staff confidence in recognising and responding appropriately to physical deterioration (Aims 3&4)
5. Greater engagement with clients, families and loved ones (Benefit identified during project)
6. Improved communication between Provider, Primary Care & Hospital staff (Benefit identified during project)



## Methodology

The Model for Improvement was used to support a Quality Improvement based, action orientated approach to learning based on the Plan-Do-Study-Act (PDSA) methodology.

A qualitative approach to the collection and analysis of the data was adopted in order to better understand the concepts, opinions, or experiences being observed. Of particular interest were the stories and experiences of the carers and clients involved in the pilot.

## Evaluation

13 uses of the RESTORE2*mini domiciliary* tool were documented and these were mapped to the Project Aims via the 4 identified potential benefits (1-4 in the table above). That analysis led to an additional 2 benefits being recognised (5 & 6 above)

The results of the evaluation indicated that the RESTORE2*mini domiciliary* tool:

- had, to varying degrees, helped realise of all the originally identified potential benefits
- had led to the identification of additional potential benefits
- is a relevant approach for Domiciliary / Home Care settings

## Recommendation

Following a comparison of observed benefits against Project Aims the project team recommended that the RESTORE2*mini domiciliary* tool has the potential to make a significant contribution to improving the management of deterioration in Domiciliary / Home Care settings.

## Outcomes

All four providers have embedded the RESTORE2*mini domiciliary* tool in their organisations and intend to use it going forward. Some reflections on their experiences are included below.

## Further Information

Further information about Wessex PSCs work supporting the Domiciliary Care sector can be seen on our website at: <http://wessexahsn.org.uk/Domiciliary-Care>

For further information about the results of this Quality Improvement Pilot or the RESTORE2 tools including RESTORE2*mini domiciliary* please contact Geoff Cooper – Programme Lead at Wessex PSC

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## Some reflections from the Project Team leads:

*Using the RESTORE2mini and SBARD tool has helped our staff, both experienced and new, to recognize the soft signs that flag that something is wrong. As a consequence medical intervention has helped to prevent infection escalating and avoid the potential for sepsis. Greater vigilance between team and family members has been evidenced as a consequence of recognising soft signs. These situations potentially avoided hospital admissions.*

*Feedback from using the tool and the introduction of the “wellbeing” activity has been positive from all staff and therefore we have taken the decision that this tool will be actively used and embedded going forward. (KT - Director)*

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*The SBARD tool is a deceptively simple approach which encourages the use of good communication skills. Good development for anyone including carers.*

*We are already using the RESTORE2mini as part of our normal process when we take on more complex clients. This practise will continue as part of our process when we step up new clients, it is a very valuable tool in supporting clients to remain at home, with their carers growing in effective communication professionalism and confidence. (LP - Director)*

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*Feedback from staff is that RESTORE2mini is clear, concise and easy to follow. It supports them to feel confident in explaining what is wrong and why they need medical intervention, or as a decision tool and feel confident not to call for medical support.*

*Having seen the benefits RESTORE2mini has for; staff confidence, service user outcomes and ensuring the appropriate medical care is sought, ACASA will be using rolling it out to all our services to use. (MC - Ops Mgr)*

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*“Homecare staff always have that gut feeling, they know something is not quite right with the client but can’t quite put their finger on it. RESTORE2mini helps prompt the Care Worker to look for those ‘soft signs’ of deterioration and to use the SBARD tool. Quick and simple to use, whilst giving staff the confidence in their discussions with other healthcare professionals!”*

*“We will definitely be rolling RESTORE2mini out across our organization” (MP - Director)*

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*What comes across most strongly for me is how the tool helps staff confidence to be an advocate for the service users and the improved communication they get from other HCPs which I am aware can be lacking. (SR – Nurse Facilitator)*

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*We are delighted to see how RESTORE2mini has encouraged staff to use “soft signs” to identify “unwellness”, and to adopt a human factors based approach to communicate their concerns. The feedback contained in this report clearly demonstrates numerous benefits arising to all involved, including carers and other healthcare professionals and ultimately to the clients themselves. (GC – Programme Lead)*