

A prompt for deteriorating residents

Ask yourself...

‘is my resident well today?’

Do they show any of the following **‘soft signs’** of deterioration?

Increasing **breathlessness** or **chestiness**

Reduced or **no appetite**

A **shivery fever**-feel **hot or cold** to touch

Reduced mobility—**‘off legs’**

New or increased **confusion/agitation/anxiety/pain**

Changes to usual level of **alertness/consciousness/sleeping more**

Offensive **‘smelly’ urine/dark colour/‘cant pee’** or difficult to

Diarrhoea, vomiting, dehydration

If **yes** to one or more of these triggers - **take action!**

Actions to take

For a deteriorating resident

- **Raise the alert** within your home e.g. senior carer, manager
 - **Record observations** using the NEWS2/RESTORE2 chart
 - **Report to a health care professional**
eg. nurse/GP/GP HUB/111/999
- S** **Situation** e.g. what's happened? How are they? NEWS2 score
- B** **Background** e.g. What is their normal, how have they changed?
- A** **Assessment** what have you done?
- R** **Recommendation** 'I need you to....'
- D** **Decision** what have you agreed?

Don't forget your '**gut feeling**' about what you know and see.
Give any immediate care to keep the person safe and comfortable.

Repeat observations within 2 hours if still concerned.