Recognising deterioration in a Care Home

Ask yourself...

‘is my resident well today?’

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

Increasing breathlessness or chestiness
Change in usual drinking / diet habits
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 / can’t pee or difficult to
Diarrhoea, vomiting, dehydration

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

Responding to deterioration in a Care Home

Raise the Alert within your home e.g. to senior carer, registered Nurse or manager

Record the observations using NEWS2 or a NEWS2 based system e.g. RESTORE2

Report your concerns to a health care professional e.g. Nurse / GP / GP HUB / 111 / 999 using SBARD

S Situation e.g. what’s happened? How are they? With NEWS2 score if available.
B Background e.g. what is their normal, how have they changed?
A Assessment e.g. what have you observed / done?
R Recommendation ‘I need you to…’
D Decision what have you agreed? (taking account of any Treatment Escalation or Advance Care Plan)

Repeat observations as per logical guidelines or as instructed by a health care professional.

Don’t ignore your ‘gut feeling’ about what you know and see. Give any immediate care to keep the person safe and comfortable.