Tips for care home and nursing homes

*Improving quality is evaluating and measuring the impact of change.*

*(Health Foundation 2013)*

**TOP TIPS FOR USING RESTORE2**

The following are tips that may well help your home implement and sustain **RESTORE2**

- Start using **RESTORE2** as soon as you have had the training
- Agree to the guidelines of the **RESTORE2** Social Contract
- Keep a record of the issues and concerns eg:
  - GP/ out of hours were not supportive of **RESTORE2**
  - Paramedic not aware that **RESTORE2** was being used in the home
  - 111/999 not responding to the **RESTORE2** score
- Identify a **RESTORE2** champion, allocate them the time to check that the tool is being used correctly
- Ensure that staff sign, date and initial the observation chart
- Ensure staff do what the escalation chart tells them to do
- Emphasise that contemporaneous notes are a must, staff need to record the care given or omitted, and the rationale for these decisions
- Remind staff that a **NEWS2** score that’s above the residents normal does not mean that staff need to call 999 - What are the resident’s wishes? What is recorded on their **ReSPECT** tool or care plan?
- **Remember **NEWS2** is a common language across healthcare supporting residents receiving the right care at the right time in the right place**
- **RESTORE2** gives staff the confidence to talk to another professional
- **RESTORE2** assists decision making/confirmation of clinical judgement
- **RESTORE2** helps staff who may not know the resident
Top Tips for rolling out RESTORE2

✓ Remember to contact the Nurse Facilitator to alert them to any concerns or if you need support. It is easier to sort out a concern sooner than later

✓ Send a photocopy of the observation chart and the action tracker when escalating to the Ambulance Service or the Acute Hospital. This helps the next team caring for the resident; it stops the assumptions of what the resident is normally like or what has been happening to the resident prior to conveyance

✓ Tell agency staff that the home uses RESTORE2

✓ Share with the Nurse Facilitator when you have had a good outcome when using RESTORE2. We can spread the NEWS!

✓ Continue to complete the monitoring tool after the tool has been embedded (After the 3rd measure)

✓ Use RESTORE2 as part of your handover, remember if observations are required within a certain timeframe, it is your responsibility to ensure they are recorded correctly. Staff will be accountable if they are not completed as per the guide

✓ Involve the whole team, as a manager you cannot oversee everything in the home

✓ Mention RESTORE2 at staff meetings, this gives staff a chance to express what’s going well or not so well

✓ Report any feedback to your Nurse Facilitator to ensure learning is shared