

RESTORE2

Recognise early soft-signs, Take observations, Respond, Escalate

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

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- ✓ 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