

Managing deterioration in care home residents: Support for the use of NEWS2, Is my resident Unwell and deterioration measurement tools

Tuesday 9th June 2020, 1.00-2.30pm

#WCCHNENC

Dave Belshaw

**Health Programme Manager
AHSN NENC**

House Keeping

- Please ensure microphones are muted
- If you have any questions throughout the session then please use the chat facility. We will attempt to address questions, if we can't then we will follow up after the event.
- Speaker presentations will be circulated following the event
- The event will be recorded and shared
- Join the conversation, #WCCHNENC

Meet our speakers....



Dave Belshaw
Health Programme Manager
AHSN NENC



Tony Roberts
Patient Safety Collaborative
Programme Lead
AHSN NENC



Karen Hampshire
Clinical Educator
North Tees and Hartlepool NHS Foundation Trust

Programme

13:00	Welcome, Introduction and Housekeeping
13:05	Context: <ul style="list-style-type: none">• Progress to date In the North East and North Cumbria• Challenges across the North East and North Cumbria• Agreed Locality partnership approach to support training and awareness• Introduction to 'Is my resident unwell?'
13:25	Soft signs and why they are important
13:45	Managing deterioration using NEWS2 video
13:50	Introduction to SBAR and why it is important
14:10	Structured communications and escalation video
14:15	Why is oximetry important?
14:30	Introduction to suite of videos
14:40	Questions, answers and next steps
15:00	Close

Introduction and Context

Progress to date In the North East and North Cumbria:

- Well Connected Care Home Project across the NENC area and development of Regional tool 'Is my Resident Unwell'
- Exemplar sites across our region for care home use of NEWS2
- Where successful implementation has taken place, it has been in a partnership and with support from local community infrastructures such as those community nursing teams who interface with care homes.
- 100% coverage of Acute Trusts using NEWS2
- 100% coverage of Ambulance Trusts using NEWS2
- AHSN survey suggests 40-50% primary care teams (GPs) using NEWS2 in a variety of patient appointments

Progress to date:

- AHSN Regional Scoping Report of digital capacity across NENC in response to COVID 19 and recommendations
- Pilot sites established to use NEWS2 measurements on care home staff at the beginning of each shift and evaluation underway
- Commitment from Health and Social Care community to work together to further progress and set new ways of working for the future
- Part of a national network discussion and agreement of 3 broad principles – soft signs, NEWS2 and SBAR
- Suite of training resources developed and AHSN hosted locally developed training webinars agreed

Challenges across the North East and North Cumbria region:

- 7 CCG groups across the NENC ICS footprint and over 800 of care homes
- Agreeing funding models which could include initial capital investment and subsequent asset cost management by LAs or other organisations
- Locality variation in digital systems currently adopted
- NEWS2 information not always communicated across organisational boundaries at patient transfer points
- Staff training in community and care home settings in the use of digital equipment and deterioration measurement tools, NEWS2, 'Is my resident unwell'
- COVID-19 has given us some unprecedented challenges

Agreed Locality partnership approach to support training and awareness:

- Agreed partnership approach
- Series of AHSN hosted locally developed webinars and support links
- Suite of nationally agreed training materials
- Locality delivered with local expertise, skills and knowledge.

Is my resident unwell?

- Six month development process
- Reviewed all available tools
- Developed in partnership with community nursing and care homes
- Originally launched February 2020

Is my resident unwell?

If you feel the situation is a life-threatening emergency, ring 999













1. This is a tool to ensure that communication is clear and purposeful. It can be adapted to any situation. This is a guide to help you give relevant information. In all cases the health professional contacted is responsible for determining what action is required and for the diagnosis of the problem.
2. The checklist can be used to help with describing symptoms. It is not exhaustive and if you notice other symptoms not listed or have other information please include this as well.
3. Not every question will be relevant to every person.
4. Write it down before you make contact! This helps you put the information together in a logical way, provides a written record and a record for other members of staff to follow if necessary.
5. The information on the completed form is confidential. Remember to keep it where it can only be accessed by the people who require the information.

Karen Hampshire

**Clinical Educator
North Tees and Hartlepool NHS Foundation Trust**

➔ **Step 1: Recognise and record the changes**

Resident name: _____ **Date of birth:** _____

Am I worried enough to want a review?		YES	NO	Am I worried enough to want a review?		YES	NO
	Are they becoming restless or agitated?				Are they more confused or drowsy?		
	Are they flushed, sweating hot or cold, or clammy?				Do they have cold hands or feet?		
	Are they more or less mobile than usual, or unsteady?				Are they feeling sick, or being sick?		
	Is there new, or worrying, pain?				Are they off their food or drinking less fluid?		
	Are there changes in skin colour or condition?				Any changes in urine colour or smell?		
	Are they short of breath or breathing harder than usual?				Any changes in bowel habits?		

What does the resident say about how they feel?
If the resident is able to express how they feel please tell us what they say.

Name: _____ **Date:** _____ **Time:** _____ **Signature:** _____

➔ **Step 2: Take a set of observations**

Resident name: **Date of birth:**

NEWS2. Please record

Temperature	Pulse	Respiration	Blood pressure	Air or oxygen	SpO2-1	SpO2-2	Consciousness (see key below)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Consciousness ACVPUI Key:
A = ALERT - awake and responding, eyes open
C = CONFUSION - new onset of confusion (do not score if chronic)
V = VERBAL - moves eyes / limbs or makes sounds to voice
P = PAIN - responds only to painful stimuli
U = UNRESPONSIVE - unconscious

Residents NEWS score is...

Does your resident have an end of life plan, anticipatory care plan or Emergency Health Care Plan? **yes / no**

Does your resident have a DNACPR (Do Not Attempt Cardio-pulmonary Resuscitation) **yes / no**





How concerned are you? (tick appropriate box)

0	1	2	3	4	5
No concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely concerned

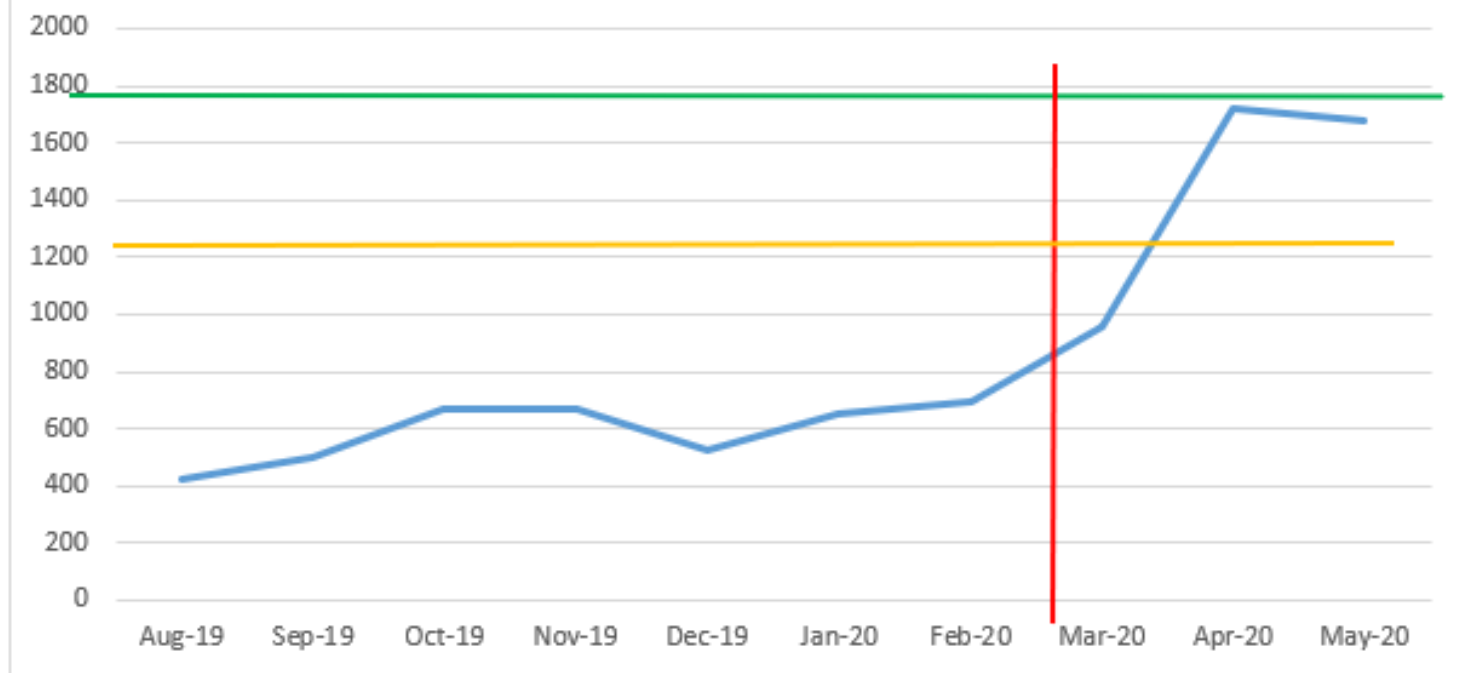
**Any extra information you think might be important?
i.e. fluid chart, medication changes etc.**

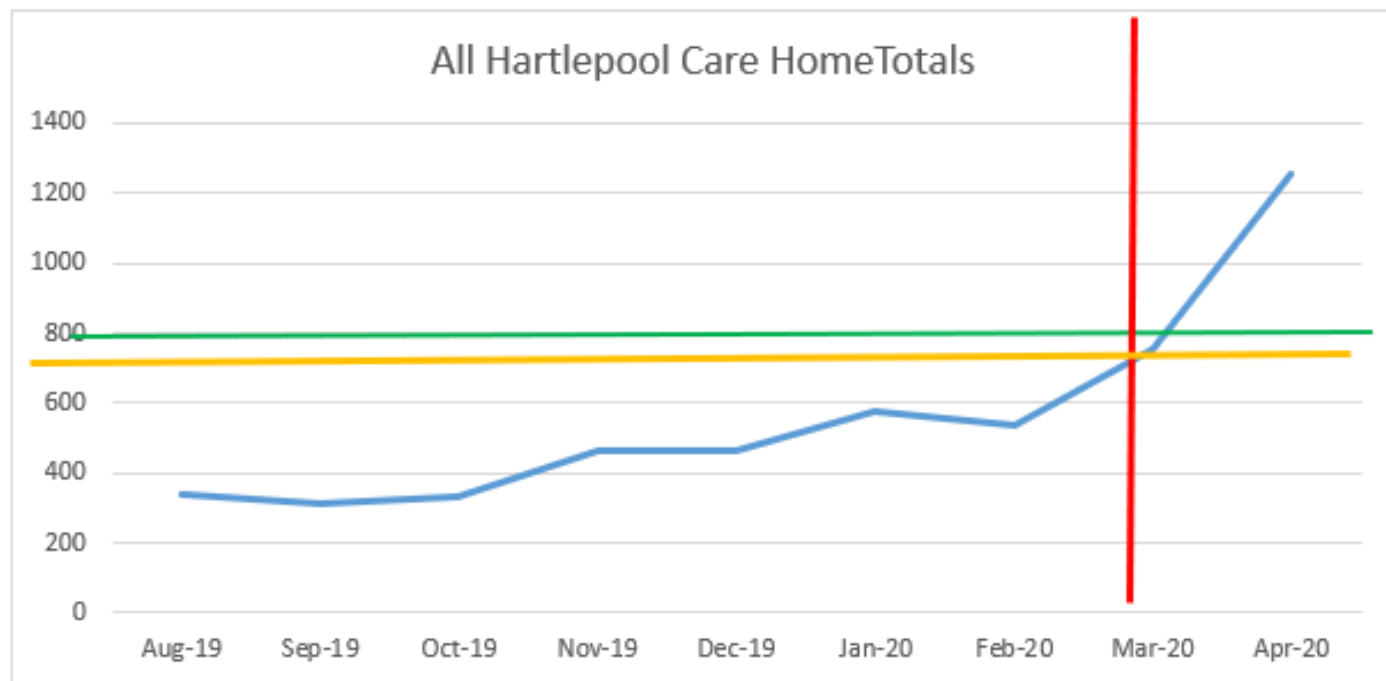
Name: Date: Time: Signature:

NEWS usage across Stockton and Hartlepool Care Homes

KEY	
NEWS Usage	
Corona Virus Lockdown	
Number of beds in Home	
Number of beds (monthly average)	

Stockton Care Home Totals





Dave Belshaw

**Health Programme
AHSN NENC**

→ Step 3: Pass on your concerns

Resident name: _____ Date of birth: _____

SBARD Escalation and Communication Tool and action tracker

		Notes (including date and time of escalation)
S	<p>SITUATION Briefly describe the current situation and give a clear, concise overview of relevant issues.</p> <ul style="list-style-type: none"> • (Provide address, direct line contact number) • I am... from... (say if you are a registered professional) • I am calling about resident... (Name, DOB) • The resident's present NEWS score is... Reference/baseline NEWS score is... • I am calling because I am concerned that... (think about the signs you ticked on page 2 or the part of the NEWS score which is concerning you) 	
B	<p>BACKGROUND Briefly state the relevant history and what got you to this point.</p> <ul style="list-style-type: none"> • Resident XX has the following medical conditions... • The resident does/does not have a DNACPR or ReSPECT form / agreed care plan with a limit on treatment/hospital admission. • If the person is approaching End of Life and they are on a palliative care register, Do they wish to be treated at home. • They have had... (GP/other health professional involved recently, eg review, investigation, medication) • Resident XX's condition has changed in the last XX hours. • The last set of observations was... (date and time) • Their normal condition is... 	
A	<p>ASSESSMENT Summarise the facts and give your best assessment on what is happening.</p> <ul style="list-style-type: none"> • I think the problem is... • And I have... (e.g. given pain relief, medication, sat the patient up etc.) OR • I am not sure what the problem is, but the resident is deteriorating OR • I don't know what's wrong, but I am really worried. 	
		Actions I have been asked to take (initial & time when actions completed)
R	<p>RECOMMENDATION What actions are you asking for? What do you want to happen next?</p> <ul style="list-style-type: none"> • I need you to... • Come and see the resident in the next XX hours AND • Is there anything I need to do in the meantime? (e.g. repeat observations, give analgesia, escalate to emergency services) 	
D	<p>DECISION What have you agreed?</p> <ul style="list-style-type: none"> • We have agreed you will visit/call in the next XX hours, and in the meantime, I will do XX. If there is no improvement within XX, I will take XX action. 	

Name: _____ Date: _____ Time: _____ Signature: _____

Tony Roberts

Patient Safety Collaborative Programme Lead
AHSN NENC

NHS Home Virtual Ward and Pulse Oximetry

- National proposal to create 'virtual wards' for patients at risk of deterioration. This included asking patients (with support from carers) to keep a tds diary of pulse oximetry, temperature and symptoms
- 15 or so 'pilots' across the country sharing learning between them and with all others using obs
- Primary care in care homes during COVID-19 webinar-
<https://www.ahsnnetwork.com/primary-care-in-care-homes-during-covid-19>

Dave Belshaw

**Health Programme Manager
AHSN NENC**

Here is a link to a whole suite of videos

1. Introduction to sepsis and serious illness
2. Preventing the spread of infection
3. Soft signs and deterioration
4. NEWS - What is it?
5. Measuring the respiratory rate
6. Measuring oxygen saturation
7. Measuring blood pressure
8. Measuring heart rate
9. Measuring the level of alertness
10. How to measure temperature
11. Calculating and recording a NEWS score
12. Structured communication and escalation
13. Treatment escalation plans and resuscitation
14. Recognising deterioration in people with learning disabilities

Meet the panel....



Dave Belshaw
Health Programme Manager
AHSN NENC



Tony Roberts
Patient Safety Collaborative
Programme Lead
AHSN NENC



Oliver James
AHSN NENC



Karen Hampshire
Clinical Educator
North Tees and Hartlepool NHS
Foundation Trust



Catherine McShane
Specialist Dietitian
County Durham and
Darlington NHS
Foundation Trust

Questions, Answers and Next Steps

- Copy of presentation will be shared
- Link to this recorded webinar to be circulated to all participants for future use
- We want you to start using this tool, discuss locally, integrate into your processes and pathways
- The AHSN NENC is here to support

Thank you for joining us, we hope you enjoyed the session.

If you have any questions please contact
anne.richardson@ahsn-nenc.org.uk