



Karen Hampshire Clinical Educator

North Tees and Hartlepool NHS Trust





North Tees and Hartlepool Education Alliance

- **Digital NEWS in care homes -**
 - **49 (100%)** homes across Stockton-On-Tees and Hartlepool now have digital NEWS. This has been rolled out over 3 years. All homes use NEWS regularly.
 - Community Matrons, Rapid Response teams, Clinical Triage nurses and Hospital@home nurses all have access to Whzan website. Clinicians accessing Whzan regularly.
 - NEWS is requested on all referrals going into ISPA Clinical Triage from Care Homes.



Number of NEWS Instances February 2019 – February 2020					
Number of Homes Using NEWS	Number of Residents on Whzan Site	NEWS Instances Q1 – Feb-Apr 19	NEWS Instances Q2 – May-July 19	NEWS Instances Q3 – Aug-Oct 19	NEWS Instances Q4 Nov 19-Jan 20
49	5180	2686	3697	3761	4549

Comments from care homes:

*“We have countless occasions for preventing admissions to hospital. It is an invaluable tool to our home and we use it all of the time to give clinical information to medical professionals.” **Wellburn House Stockton***

*“We had a resident who didn’t seem too poorly just out of sorts. When we did the NEWS their baselines had raised dramatically, on contacting 111 they sent an ambulance and they were admitted to hospital with underlying infection/sepsis” **Elwick Grange Hartlepool***



'Is my resident unwell?'













Referrals from care homes –

- Refer into ISPA (Integrated Single Point of Access), 111 or 999.
- Referrals can be vague, minimal information eg 'Chesty' or 'not well'.
- The staff who do the referral aren't always available to speak with the clinician when they phone back for more information.

Pilot of 'Is my resident unwell?' referral tool.

1. Acknowledgment of Soft Signs.
2. NEWS measurements.
3. SBARD

➔ Step 1: Recognise and record the changes

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.



Pilot homes who have used tool (2 homes over 2 weeks)

Positive Feedback:

- Recently devised their own as they could see a need for this – felt this was a better tool and will use it.
- Liked the Step 1 pictures and tick box idea, as simple prompts.
- ‘Doesn't need to be the same person filling out all steps. Could be junior carer who initially has concerns and identifies soft signs, passes to senior carer who does NEWS and referral’.
- ‘It is a good aide-memoire to look at when referring and when someone asks for further information.’



Negative feedback:

- Staff find it repetitive. They complete a SPA referral form when they have concerns and repeat the information on the referral tool.
- Wider services who they refer to aren't aware of tool.
- Refer via email, and scanning the referral tool can be an extra chore. (Also not all homes are nhs.net).

Looking ahead...

NTHEA will continue to deliver education sessions within the care homes:

- **End of Life Care** – Provided by Alice House Hospice.
 - **Dementia and Delirium Awareness** - Provided by Tees, Esk & Wear Valley NHS Trust.
 - **Falls awareness** - Provided by Fall Prevention Services, Stockton BC & Hartlepool BC.
 - **Hydration & Nutrition incl. MUST** – Provided by North Tees & Hartlepool NHS Trust.
 - **‘Is my resident unwell?’ incl. Sepsis** – Provided by North Tees & Hartlepool NHS Trust.
 - **Respiratory training** – Provided by North Tees and Hartlepool NHS Trust
 - **Oral Health Training** – Provided by North Tees and Hartlepool NHS Trust
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- **Plus pilot the ‘Is my resident unwell?’ tool into all care homes in Stockton and Hartlepool over the next year.**

Step 1 – Soft signs – these are all covered in the above sessions.

Step 2 – they already use NEWS, which we will continue to support, change to NEWS2 in next couple of months.

Step 3 – SBARD will be included in the ‘Is My resident well?’ session.

Wherever possible we aim to increase the digital access eg, MUST, Falls assessments, Abbey pain score etc.



Expected benefits from using referral tool.....

- Improve referral information.
- Improve communication between home staff and clinicians.
- Increase care staff knowledge of 'soft signs' of deterioration.
- Increase confidence of care staff to; keep residents well, recognize deterioration early, collect relevant information and refer to appropriate clinician.



Thank you for listening.

