

RESTORE2 Resource Pack for health and care stakeholders

To utilise when speaking with health professionals and care home staff

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What is RESTORE2?

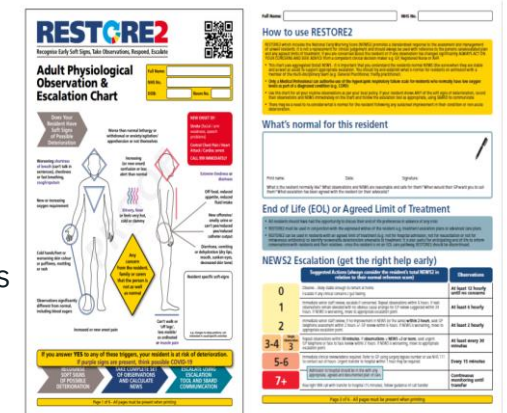
RESTORE2 is a physical deterioration and escalation tool for care/nursing homes based on nationally recognised methodologies. RESTORE2 combines three tools:

1. **Early recognition (Soft Signs)** - Soft signs of deterioration support carers to identify potentially unwell residents. The tool has a 'what's normal for this resident' reference box - to understand when there has been a change. Includes Treatment Escalation Plan
2. **National early warning score (NEWS2)** is a physical observation chart measuring respiration rate, oxygen saturation, systolic blood pressure, pulse rate, level of consciousness or new confusion, and temperature with scores allocated to each parameter so it can be measured. The scores are added to create an overall score and the greater the score, the increased level of observation and treatment required.
3. **Structured communications (SBARD)** is a concrete mechanism for framing any conversation regarding a resident's condition, especially those that require a clinician's immediate attention and action. It enables an easy and focused way to set expectations for what will be communicated. The tool user completes 5 key sections when deterioration occurs: Situation, Background, Assessment, Recommendation, Decision.

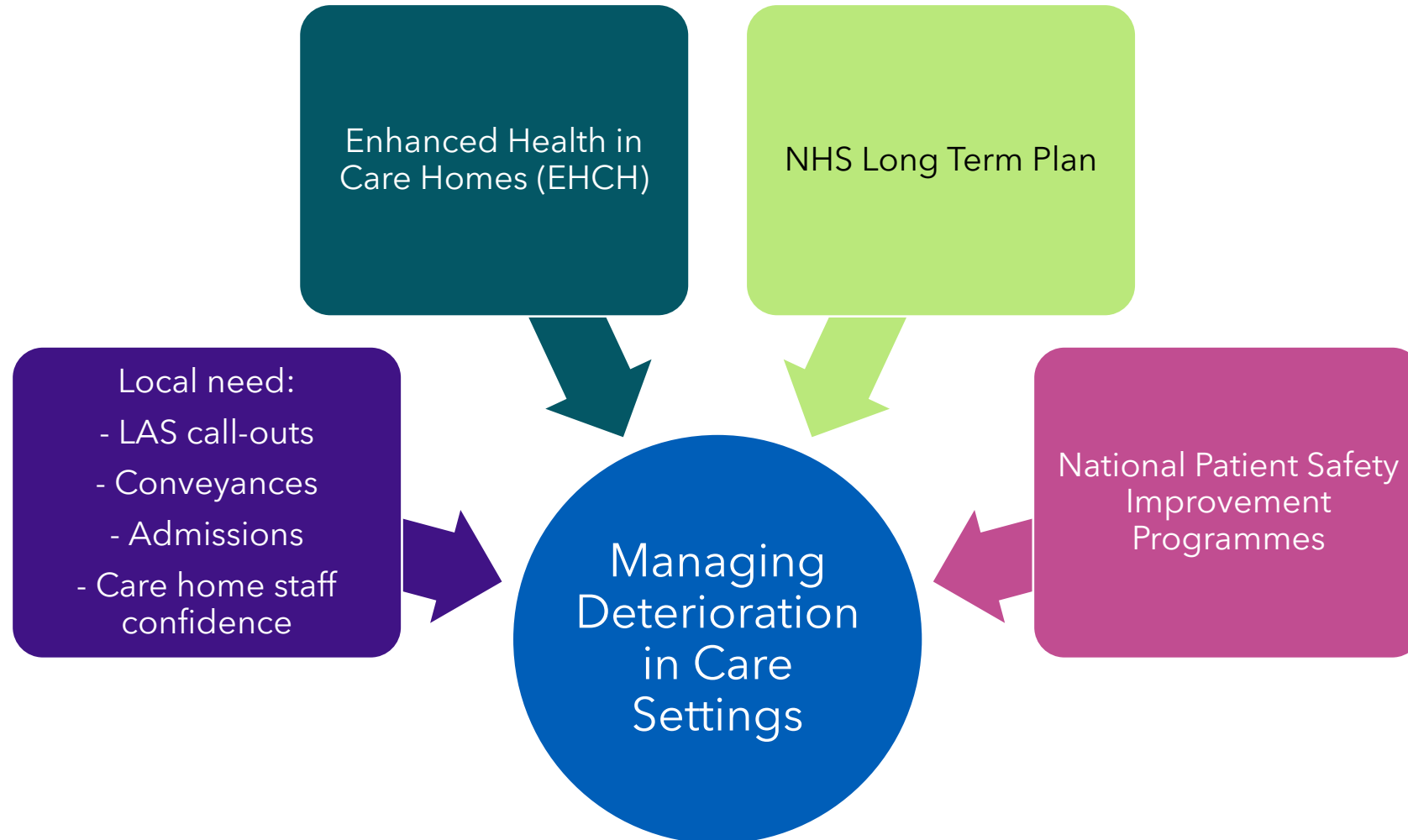
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It is designed to support homes and health professionals to:

- Recognise when a resident may be deteriorating or at risk of physical deterioration.
- Act appropriately according to the residents care plan to protect and manage the resident.
- Obtain a complete set of physical observations to inform escalation and conversations with health professionals
- Communicate with the most appropriate health professional in a timely way to get the right support.
- Provide a concise escalation history to health professionals to support their professional decision making.



Key Drivers



Benefits to stakeholders



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Benefits to residents

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Improved experience
of health and care

Considers residents
wishes for their care

Less avoidable /
inappropriate visits to
hospital

Receiving the right
care, in the right place,
at the right time, from
the right healthcare
professional

Benefits to care setting staff



Improved skill and increased confidence in care provision



Increased confidence to recognise when a resident is becoming unwell sooner, and respond appropriately



Increased confidence to raise and communicate concerns



Upskilling staff with transferrable skills

Benefits to care setting staff

Care Home Manager (West of England)

"I cannot say how much I would recommend investing in this training. Staff will feel upskilled, more competent and I truly believe our use of RESTORE2 saved lives. I absolutely, 100% believe in RESTORE2 for all staff, residential and nursing".

Care Home Team Lead (West of England)

"We also have a better relationship with our GP now we use RESTORE2. We can now speak a common language with the clinicians; we are now able to clearly communicate our observations and concerns when we ask for a GP home visit".

To illustrate how RESTORE2 has improved patient outcomes and healthcare staff confidence in communicating at the handovers of care, a series of [in our words' case studies](#) have been collated. These illustrate the positive personal impact training has had on care staff, their patients and teams.

Care Home Manager (Kent, Surrey & Sussex)

"As a manager, it's giving me more confidence knowing that my staff are empowered and are thinking more, reacting better, and can escalate situations rather than having to come to me every five minutes if they're not sure when someone is unwell."

Care Home Manager (Kent, Surrey & Sussex)

"I think it's really sped up the outcomes for our residents. Once we're through to the GP practice we've got the information that they need to hand. Since there are guidelines on how often to repeat observations, staff feel confident to monitor residents until GP examination."

Benefits to care providers

Increased resident welfare and safety

Improved quality of care

Consistent approach to managing deterioration within care setting

Increased staff confidence and communication skills

Standard record of management and communication documented

Build/maintain better communication and relationships between partner organisations

Benefits to health and care partners

- More appropriate use of NHS111*6 and 999 calls
- Improved:
 - relationships with primary care and extended MDT
 - communication to support clinical decision making
 - clinical record keeping
 - access to longitudinal health data
 - use of urgent care calls
 - use of primary care and emergency services
 - appropriate conveyance and hospital attendance
- Please access case studies [here](#)

GP

"I can clearly see how RESTORE2 would benefit patients through the earlier identification of deterioration and treatment commencing earlier. When I am triaging home visits, having a NEWS2 score and soft signs of deterioration available allows me to ensure that a visit is prioritised within an appropriate timescale, and would avoid unnecessary visits where the most appropriate response is an emergency ambulance".

Liaison Nurse

"Carers reported feeling empowered and confident in recognising deteriorating patients and felt better equipped to communicate their concerns to healthcare professionals to ensure that their residents got timely medical care".

Endorsements, Evidence and Impact



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RESTORE2 Endorsements

- The British Geriatric Society - [Covid-19: Managing the Covid-19 pandemic in care homes](#)
- In guidance for CQC, NHSE and PHE: [Admission and care of residents in a care home during Covid-19](#)
- The Learning Disabilities Mortality Review Programme: [2019 Annual report of the English Learning Disabilities Mortality Review \(LeDeR\) programme \(LeDeR 16/7/20\)](#) and the [Action from Learning Report 2019/2020 \(LeDeR July 2020\)](#)
- Scottish Government - [National Clinical and Practice Guidance for Adult Care Homes in Scotland during the COVID-19 Pandemic](#)

RESTORE2 has been referenced in:

- The British Geriatrics Society – 17th August 2021 position statement, [Right time, right place: Urgent community-based care for older people](#)

RESTORE2 Awards:

- Parliamentary Award for Excellence - [July 2019](#)
- HSJ 'Deteriorating Patients & Rapid Response Systems' Patient Safety Award - [November 2020](#)

RESTORE2 Evidence and Impact

Type of home	% change in the number of 999 calls by homes using RESTORE2	% change in the number of 999 calls by homes NOT using RESTORE2
Nursing homes	8.4% reduction	1.5% increase
Residential homes	31.1% reduction	14.1% reduction

- 68% RESTORE2 **supported decision making** and helped identify an individual's deterioration
- 100% RESTORE2 **helped assessment** and achieving earlier escalation of concerns
- 100% RESTORE2 helped to **achieve earlier intervention** from GP's, Out of Hours or Ambulance Service
- 93% RESTORE2 **gives confidence** when communicating with other healthcare professionals

Reference: <https://solutions.hsj.co.uk/story.aspx?storyCode=7020603&preview=1&hash=00956B733B9D44B2770B48AB9BD77902>

Training Resources



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Training Resources

1. **Wessex Patient Safety Collaborative** have recorded training sessions for RESTORE2 and RESTORE2mini which can be delivered virtually to support the implementation of these tools in your care setting. The video presentations can be viewed on the Wessex AHSN YouTube channel at:

- [RESTORE2 Training Presentation Video](#)
- [RESTORE2mini Training Presentation Video](#)

2. **Blue Stream Academy** have a RESTORE2mini eLearning module to help carers improve communication between their own setting and other health and social care providers by presenting case studies and video sequences to ensure the correct usage of SBARD.

- This eLearning module is available free of charge for every carer throughout the UK - whether caring for residents in a home, or in their own home.
- [Register for free access](#)

Please note - embedding visits are recommended and should be conducted to ensure that training methods have been successful and learning outcomes are identifiable. Further training session arrangements should be made if further needs are identified.

Training Providers



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Training Providers

- **St Christopher's Hospice**

St Christopher's Centre for Awareness & Response to End of life

T +44 (0)208 768 4659

Education@StChristophers.org.uk

<https://www.stchristophers.org.uk/>

- **Immedicare:**

<https://immedicare.co.uk/>

- **Central London Community Healthcare (CLCH Academy):**

<https://clch.nhs.uk/academy>

- **Your local training hub:**



South West London			South East London		
Croydon	Merton	Kingston	Bexley	Bromley	Greenwich
Richmond	Sutton	Wandsworth	Lambeth	Lewisham	Southwark



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