

## Ask your resident – how are you today?

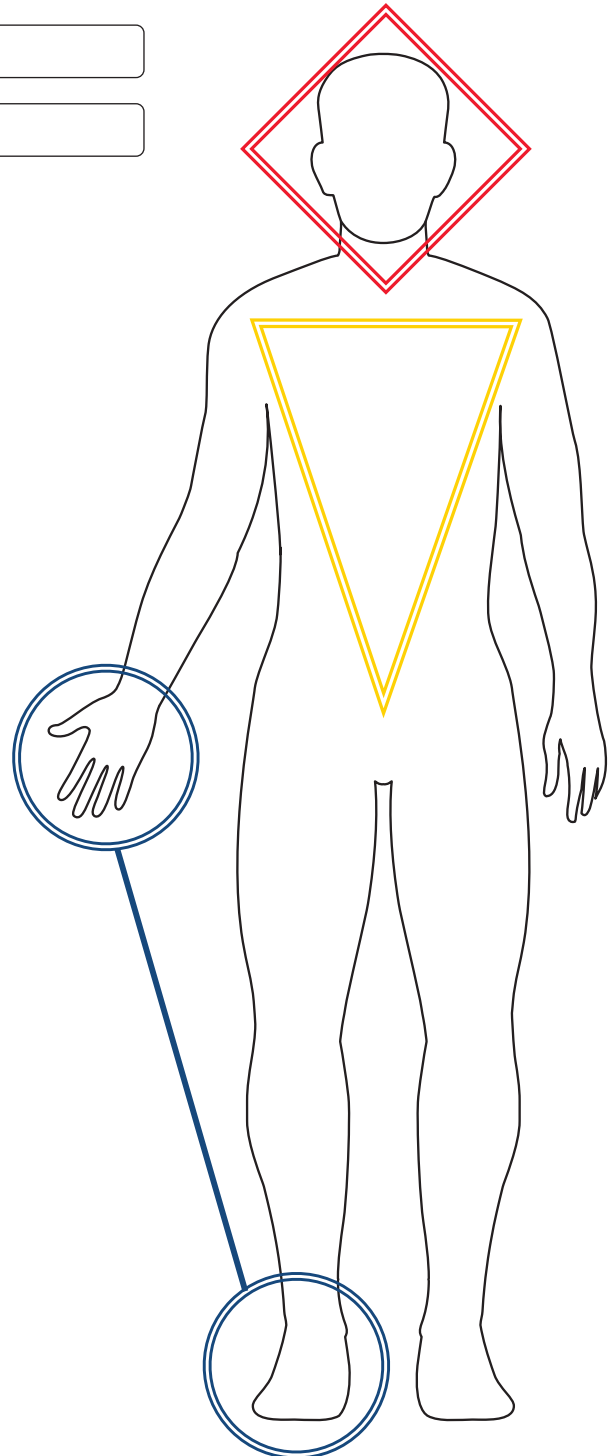
Resident/  
patient name:

NHS No.  D.O.B.

Does your resident show any of the following '**soft signs**' of deterioration?

- = Increasing **breathlessness** or **chestiness**
- = Change in **usual drinking / diet habits**
- = A **shivery fever** – feel **hot or cold** to touch
- = Reduced mobility – '**off legs**' / less co-ordinated
- = New or increased confusion/ agitation / anxiety / pain
- = Changes to usual level of **alertness / consciousness / sleeping** more or less
- = '**Can't pee**' or '**no pee**', change in pee appearance
- = **Diarrhoea, vomiting, dehydration**

Any **concerns** from the resident / family or carers that the person is not as well as normal.



**If YES to one or more of these triggers – take action!**

# Get your message across

**Raise the Alert** within your home e.g. to a senior carer, registered nurse or manager. If possible, **record the observations** using a **NEWS2** based system. **Report your concerns** to a health care professional e.g. Nurse/GP/GP HUB/111/999 **using the SBARD Structured Communication Tool.**

**Notes**

Date,  
Time,  
Who

S	<p><b>Situation</b> (briefly describe the current situation and give a clear, concise overview of relevant issues) (Provide address, direct line contact number) I am... from... (say if you are a registered professional) I am calling about resident... (Name, DOB) <b>The residents TOTAL NEWS SCORE is...</b> <b>Their normal NEWS/condition is...</b> I am calling because I am concerned that... (e.g. BP is low, pulse is XX, temp is XX, patient is more confused or drowsy)</p>		
B	<p><b>Background</b> (briefly state the relevant history and what got you to this point) Resident XX has the following medical conditions... The resident does/does not have a care plan or DNACPR form / agreed care plan with a limit on treatment/hospital admission They have had... (GP review/investigation/medication e.g. antibiotics recently) Resident XX's condition has changed in the last XX hours The last set of observations was... Their normal condition is... The resident is on the following medications...</p>		
A	<p><b>Assessment</b> (summarise the facts and give your best assessment on what is happening) I think the problem is XX And I have... (e.g. given pain relief, medication, sat the patient up etc.) <b>OR</b> I am not sure what the problem is but the resident is deteriorating <b>OR</b> I don't know what's wrong but I am really worried</p>		
R - D	<p><b>Recommendation</b> (what actions are you asking for? What do you want to happen next?) I need you to... Come and see the resident in the next XX hours <b>AND</b> Is there anything I need to do in the meantime? (e.g. repeat observations, give analgesia, escalate to emergency services) <b>Decision</b> (what have you agreed) 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.</p>	<p><b>Actions I have been asked to take</b> (initial &amp; time when actions completed)</p>	<p>Initials</p>

Name of person completing:

Signature:

Today's date:

**Don't ignore your 'gut feeling' about what you know and see.  
Give any immediate care to keep the person safe and comfortable.**