



Provided by Somerset CCG dated June 2020

General Practice Information Leaflet - RESTORE2 Tool and NEWS2 Score

BACKGROUND

It is important for General Practitioners and Primary Care staff to know about the nationally recognised RESTORE2ⁱ and NEWS2 training being provided carers working in Nursing, Residential and Learning Disability Homes. This training has been brought to the forefront in light of the recent COVID-19 pandemic; the impact of the virus within residential/learning disability and nursing homes and the speed at which solutions were needed to support this vital area of healthcare.

RESTORE2 training was provided prior to the COVID-19 pandemic, but training provision has been accelerated across Somerset and, since May 2020, accessible training has been provided on-line using Microsoft Teams.

PATIENT SAFETY AND RESPONSIVE SERVICES

It is important for Healthcare Providers, including Primary Care Services, to know that nursing and residential homes in Somerset are increasingly using RESTORE2 and NEWS2 (National Early Warning Score) to recognise deterioration and seek timely interventions for their residents.

IDENTIFYING DETERIORATING WELL-BEING

When raising concerns about their residents they may refer to **SOFT SIGNSⁱⁱ** or **NEWS2ⁱⁱⁱ SCORE**. When local GPs, support services e.g. NHS 111, GP Out of Hours and the Ambulance Trust know about NEWS2 and RESTORE2, communication improves. Recognising the significance of Soft Signs and NEWS2 scores helps carers and healthcare providers speak a common language. Using SBARD^{iv} clear information is provided which supports decision making and helps to get the right help at the right time.

Early and timely interventions reduce emergency calls and admissions. Resident safety is increased when medical help is responsive to needs and this can avoid further deterioration or complications.

GP TRAINING: RESTORE2 training available for Primary Care Networks in the PowerPoint presentation attached with this Leaflet via the SGPET Update dated 17th August 2020.

ⁱ RESTORE2 Resources and information: <https://wessexahsn.org.uk/projects/329/restore2>

ⁱⁱ SOFT SIGNS: Mental, Physical and Behaviour changes noticed.

ⁱⁱⁱ NEWS2

^{iv} SBARD: Communication Tool informing of the Situation, Background, Assessment, Recommendation, Decision

RESOURCES AND REFERENCES

Soft Signs

<https://www.bing.com/videos/search?q=YOU+Tube+nhs+soft+signs&docid=608010950640339721&mid=A79DA48F1B356BA3B13AA79DA48F1B356BA3B13A&view=detail&FORM=VIRE>

https://www.youtube.com/watch?v=vSWCPza8dCU&feature=emb_rel_pause

NEWS2 On-Line Training for General Practice <https://news.ocbmedia.com/> (free to NHS emails)

SBARD <https://www.youtube.com/watch?v=Ki0BX61xhdw>