

Is My Resident Unwell?

Getting the right service at the right time

Think!

- What's changed?
- Has my resident got a RESPECT form to follow?
- Is my resident OK to stay?

	Suggested Actions (always consider the resident's total NEWS2 in relation to their normal reference score)	Observations		
NEWS2 Escalation (get the right help early)	0	Observe - likely stable enough to remain at home Escalate if any clinical concerns / gut feeling	At least 12 hourly until no concerns	Resident can remain in the home
	1	Immediate senior staff review, escalate if concerned. Repeat observations within 6 hours. If next observations remain elevated with no obvious cause arrange for GP review suggested within 24 hours. If NEWS is worsening, move to appropriate escalation point.	At least 6 hourly	
	2	Immediate senior staff review, if no improvement in NEWS (or the same) within 2 hours, seek GP telephone assessment within 2 hours +/- GP review within 6 hours. If NEWS is worsening, move to appropriate escalation point.	At least 2 hourly	Escalate via local pathways of care - does this person require assessment within 2 hours to prevent admission? Consider urgent community response pathways via 111
	3-4 <small>Single observation</small> 3	Repeat observations within 30 minutes. If observations = NEWS +3 or more, seek urgent GP telephone or face to face review within 2 hours. If NEWS is worsening, move to appropriate escalation point.	At least every 30 minutes	
	5-6	Immediate clinical review/advice required. Refer to GP using surgery bypass number or use NHS 111 to contact out of hours. Urgent transfer to hospital within 1 hour may be required.	Every 15 minutes	
	7+	Blue light 999 call with transfer to hospital (15 minutes), follow guidance of call handler.	Continuous monitoring until transfer	Call 999

NEWS2 is a guide to aid early recognition of deterioration. Please note, this does NOT replace clinical decision making and if the residents presentation indicates the need for escalation this must still be undertaken even if not identified by the NEWS2 tool.

If your resident has a RESPECT form ensure that all advanced care planning needs are considered and followed as part of the resident care plan.

When it's an Emergency

There are some occasions when the early signs of deterioration may be a medical emergency. Such situations include:

Chest pain or a suspected heart attack (not all six signs need to be present for a resident to be having a heart attack):

- 1**
Pain or discomfort in chest
- 2**
Lightheadedness, nausea, or vomiting
- 3**
Jaw, neck or back pain
- 4**
Discomfort or pain in arms or shoulder
- 4**
Shortness of breath
- 6**
Sweating and clamminess, grey colour

Prolonged seizure where the patient does not have a care plan in place to manage it or their breathing is compromised

Where the individual is displaying signs consistent with having a stroke:

Act **FAST** and call 999.



Where the resident has sustained a significant injury - e.g. a fracture, head injury

When is it Urgent Care? (111)

When there's a non-emergency change in health need that needs a rapid response from a healthcare team to keep the patient at home and prevent further deterioration.