

IS YOUR RESIDENT BECOMING UNWELL?



1

CHECK FOR SOFT SIGNS OF DETERIORATION

Soft signs are early indicators that someone is becoming unwell. Are you seeing any changes in your resident's usual physical, mental health and behaviour?

2

TAKE ACTION AND ESCALATE

Once you recognise a change, escalate your concerns following your organisations policy and procedures. Discuss with a senior member of staff and agree a plan.

3

TAKE PHYSIOLOGICAL OBSERVATIONS

If you are trained, take and record your residents, pulse, blood pressure, respiratory rate, oxygen level, temperature and conscious level using Whzan. If these are different from usual escalate your concerns.

4

CALCULATE A NEWS2 SCORE

Calculate the NEWS2 score (National Early Warning Score) using Whzan. This score will help to determine how unwell your resident is and help health professionals make clinical decisions.

5

COMMUNICATE YOUR CONCERNS

Use SBAR (Situation, Background, Assessment, Recommendation) to explain the nature of your concern to other health professionals and the urgency of the response required.