



Digital Care System

RESTORE2™

User Guide

Introduction

RESTORE2™ is a physical deterioration and escalation tool designed specifically for care/nursing homes based on nationally recognised methodologies including early recognition (Soft Signs), National Early Warning Scores (NEWS2), escalation of deterioration and structured communications (SBARD)

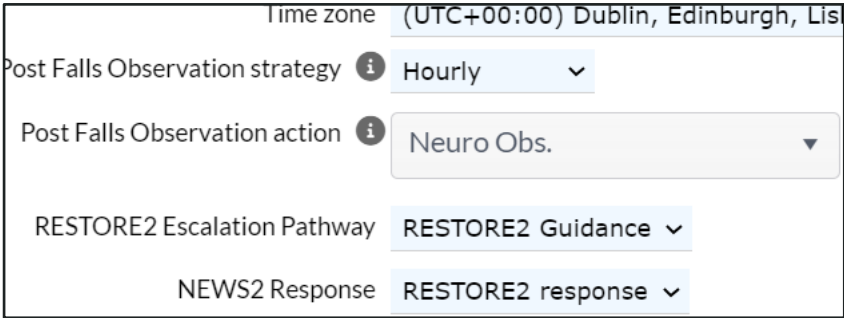
Utilising RESTORE2™ within Digital Care will enable providers to digitise the pathways of using the standard and evidence to regulators what escalation processes have been used.

We have the following features in Digital Care, to provide you with the digital RESTORE2™ functionality.

Set Up

For the RESTORE2™ functionality there is minimal setup required. However, there are two fields called **RESTORE2 Escalation Pathway** and **NEWS2 Response** that may need adjusting based on your organisation's requirements.

To access these settings, go to **Organisation details** and select a location under the **All Carer device locations** section.



The screenshot displays a configuration panel with the following settings:

- Time zone: (UTC+00:00) Dublin, Edinburgh, Lis
- Post Falls Observation strategy: Hourly (with an information icon and a dropdown arrow)
- Post Falls Observation action: Neuro Obs. (with an information icon and a dropdown arrow)
- RESTORE2 Escalation Pathway: RESTORE2 Guidance (with a dropdown arrow)
- NEWS2 Response: RESTORE2 response (with a dropdown arrow)

The **RESTORE2 Escalation Pathway** determines whether the NEWS2 care action is created as a planned action whenever NEWS2 observations are recorded. If this is set to **RESTORE2 Guidance**, a planned action will be automatically created at set intervals based on the NEWS2 score.

The NEWS2 planned action will get created at the following intervals:

- **Score of 0** - 12 hours
- **Score of 1** - 6 hours
- **Score of 2** - 2 hours
- **Score of 3-4** - 30 mins
- **Score of 5-6** - 15 mins
- **Score of 7** – will not create a planned action

If the recurrence of the planned action is no longer required, clicking on the action icon and selecting **note needed** will stop the next one being created.

Note: The default value of this field will be set to **None**, so no planned action would be created.

The **NEWS2 Response** field determines the type of help text that will be displayed when recording a NEWS2 care action. The default value will be set to **Ward response** and will retain the help text that is currently displayed on the care app.

NEWS score	Clinical Risk	Response
Aggregate score 0-4	Low	Ward-based response
Red score Score of 3 in any individual parameter	Low-medium	Urgent ward-based repsonse
Aggregate score 5-6	Medium	Key threshold for urgent response
Aggregate score 7 or more	High	Urgent or emergency response

If selecting **RESTORE2** Response, the text will be updated to the following.

Score	Suggested Actions (always consider the resident's total NEWS2 in relation to their normal reference score)
0	Observe – likely stable enough to remain at home. Escalate if any clinical concerns / gut feeling.
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.
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.
3-4	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.
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.
7+	Blue light 999 call with transfer to hospital (15 minutes), follow guidance of call handler.

Baseline Observations

To determine if there is a deterioration in a resident's condition, it is necessary to understand what is normal for that person. Baseline Observations allow for recording the normal ranges for several different observations. When anything is outside of their normal range, this will alert the user and display any guidance that has also been recorded.

To access the form select a Service User, go to **Add form** and click **Baseline observation**; this will open up a new form.

This form is used to record a persons baseline observations				
Name and designation of person completing the check Mrs Rebekah Doherty				
Date 10/01/2023 Time 15:03 PM				
Observation	Lower	Upper	Guidance if outside lower range	Guidance if outside upper range
Systolic BP(mmHg)				
Diastolic BP(mmHg)				
Pulse(bpm)				
Blood O2(%)				
Temperature(C)				
Blood Sugar(mmol)				
Blood INR				
Respiration(rpm)				

►Has there been a consultation with an appropriate Health Care Professional to use the SP02 Scale 2?
☐ Yes
☐ N/A

►Do you want to record a baseline NEWS2 score?
☐ Yes
☐ No

Needs future review
☐

Within this form, the lower and upper values for what is normal for an individual can be entered, along with any guidance if an observation is recorded outside of their typical range.

This form is used to record a persons baseline observations

Name and designation of person completing the check Mrs Rebekah Doherty
Date 10/01/2023 **Time** 15:15 PM

Observation	Lower	Upper	Guidance if outside lower range	Guidance if outside upper range
Systolic BP(mmHg)	120	128		
Diastolic BP(mmHg)	75	80		
Pulse(bpm)	85	93		
Blood O2(%)	95	97		
Temperature(C)	36.8	37.1		
Blood Sugar(mmol)	3.9	4.9	Give 4 to 5 jelly babies and check again in 10 minutes	
Blood INR	0.8	1.1		
Respiration(rpm)	18	23		

► Has there been a consultation with an appropriate Health Care Professional to use the SPO2 Scale 2?
☐ Yes
☐ N/A

► Do you want to record a baseline NEWS2 score?
☐ Yes
☐ No

Needs future review
☐

It is also possible to record whether they have been put on the SPO2 Scale 2 (if this is selected, a reason for being on SPO2 Scale 2 will be required) and to record a baseline NEWS2 score, if there is one.

Note: There can only be one version of this form at one time.

Once this has been saved, when entering observations via the Care Delivery app, if the recording is outside of a person's baselines, a message will appear below the text box. This will indicate if the value is lower or higher than their normal range, detail what their normal range is and display any guidance if it has been entered.

Care note 

No graph data

Blood glucose mmol/mol

Blood glucose level is lower than the specified range (between 3.9 mmol/mol and 4.9 mmol/mol) for Henry

Guidance: Give 4 to 5 jelly babies and check again in 10 minutes

Type or speak a short message

Don't forget, the recent care notes are kept so you don't have to type them over and over.

The care note text can not be more than 3000 characters

If no Baseline form has been completed or there is no entry for a specific observation, a message will display stating that there is no baseline available.

Care note 

No graph data

INR Number

No Blood INR range available for Henry. Please complete a Baseline Observation Ranges Form

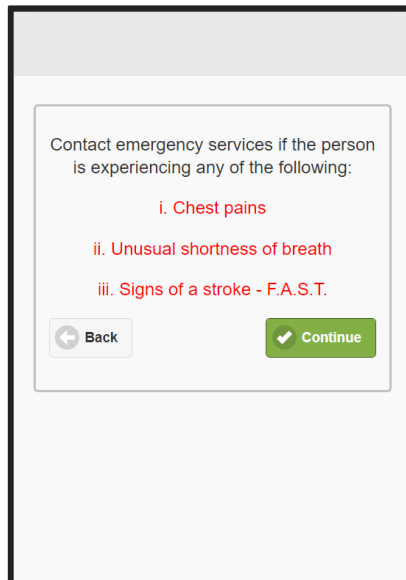
Type or speak a short message

Don't forget, the recent care notes are kept so you don't have to type them over and over.

The care note text can not be more than 3000 characters

Emergency Services Signposting & Soft Signs

When selecting to record Soft Signs or NEWS2 Observations, a prompt will be displayed to contact emergency services if the resident is experiencing chest pains, unusual shortness of breath or symptoms of a stroke (FAST). This ensures that the right action is taken based on their condition.

A screenshot of a mobile application interface. It features a light gray background with a white rectangular box in the center. Inside the box, the text reads: "Contact emergency services if the person is experiencing any of the following:". Below this, there is a list of three items, each preceded by a red Roman numeral: "i. Chest pains", "ii. Unusual shortness of breath", and "iii. Signs of a stroke - F.A.S.T.". At the bottom of the white box, there are two buttons: a gray "Back" button with a left-pointing arrow icon, and a green "Continue" button with a white checkmark icon.

Click **Continue** if you wish to progress with recording soft signs or NEWS2. If within the soft signs care action, when you fill out your care note and click **complete** an additional message will appear prompting whether NEWS2 observations need to be recorded.

PS* DNACPR Risk of Falls; . Med. allergie



Henry 05

Tap any of the slider icons to add the information to the care note without typing it.

Together with

Preferences: ✎

[Care note for Soft signs check](#)

Checked soft signs ✎ Change

Slider: Soft signs

 Concerns	 Breathless	 Dietary	 Fever	 Mobility
 Pain	 Confused	 Consciousness	 Sleep pattern	 Urine
 Diarrhoea	 Sickness	 Dehydrated	 Cold feet	 New Oxygen

confirm selection

Soft sign(s) have been recorded. Do you need to record NEWS2 Observations?

← Back ✓ Continue

If you click **Continue**, you will be taken straight through to the NEWS2 care action to fill out the observations and provide an updated NEWS2 score.

Selecting **Back** will save the Soft Signs care note and return you to the Care Delivery home page.

NEWS2 Scoring and SPO2 Scale

When recording a NEWS2 care note each observation will contribute to the final NEWS2 score.

Care note

Respiration (bpm)

☐ Unrecordable

Blood O2 (%)
SpO2 Scale 2

☐ Unrecordable

Air/Oxygen*
Select...

Blood pressure (mmHg)
sys
dia
☐ Unrecordable

Pulse (bpm)

☐ Unrecordable

Consciousness
Select...

Temperature (°C)

☐ Unrecordable

Score : 0*

If a service user is using SPO2 Scale 2, it will be mandatory to select either 'air' or 'oxygen' from the dropdown when completing the observations, as this will be used to calculate their score.

If some of the observations have not been filled out a notification will be displayed advising that the NEWS2 score has been completed from an incomplete set of observations.

Consciousness
Select...

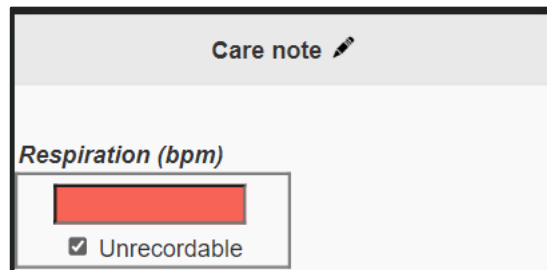
Temperature (°C)

☐ Unrecordable

Score : 0*

* score is calculated from an incomplete set of observations

Work down the form to capture the relevant information, if a particular observation cannot be recorded, there is an tick box for **unrecordable** which can be selected.

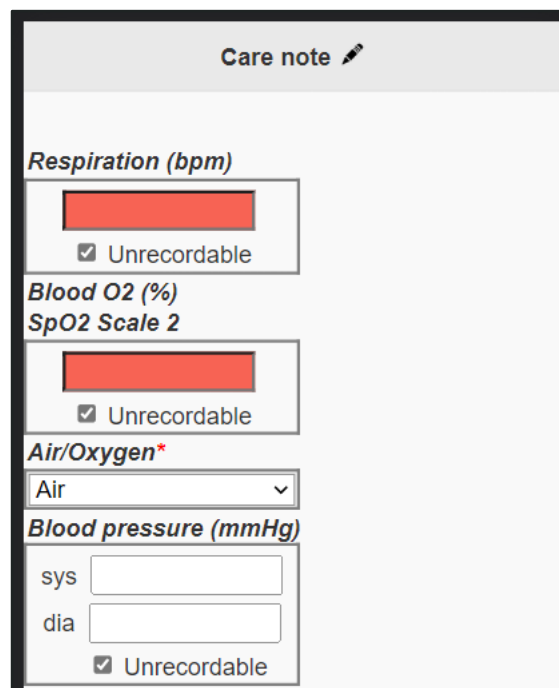


Care note 

Respiration (bpm)

☒ Unrecordable

It is important to select this option, as it will ensure that each unrecordable observation will automatically add a score of 3 up to a maximum of 6. If this is selected, the text box will turn red to indicate that this observation is contributing to the NEWS2 score. Any that have been selected as unrecordable but surpass the maximum score of 6, will remain in white.



Care note 

Respiration (bpm)

☒ Unrecordable

Blood O2 (%)
SpO2 Scale 2

☒ Unrecordable

*Air/Oxygen**

Air 

Blood pressure (mmHg)

sys

dia

☒ Unrecordable

When recording the observations, it will also indicate if the NEWS2 score is different from the baseline score if one was entered within the baseline observations form.

Set of observations

i * Each selection of 'Unrecordable' will add 3 to the NEWS2 score, with a maximum of 6 that can be added. The 'Unrecordable' fields contributing to the total score will have a red background.

⚠ The NEWS2 Score differs from the baseline NEWS2 Score for Henry of 2

It is also possible to view historical observations recorded that were outside of the person's baselines. To do so, click on the button **Show observations outside of baselines**.

Show observations outside of baselines

Hide observations outside of baselines

i

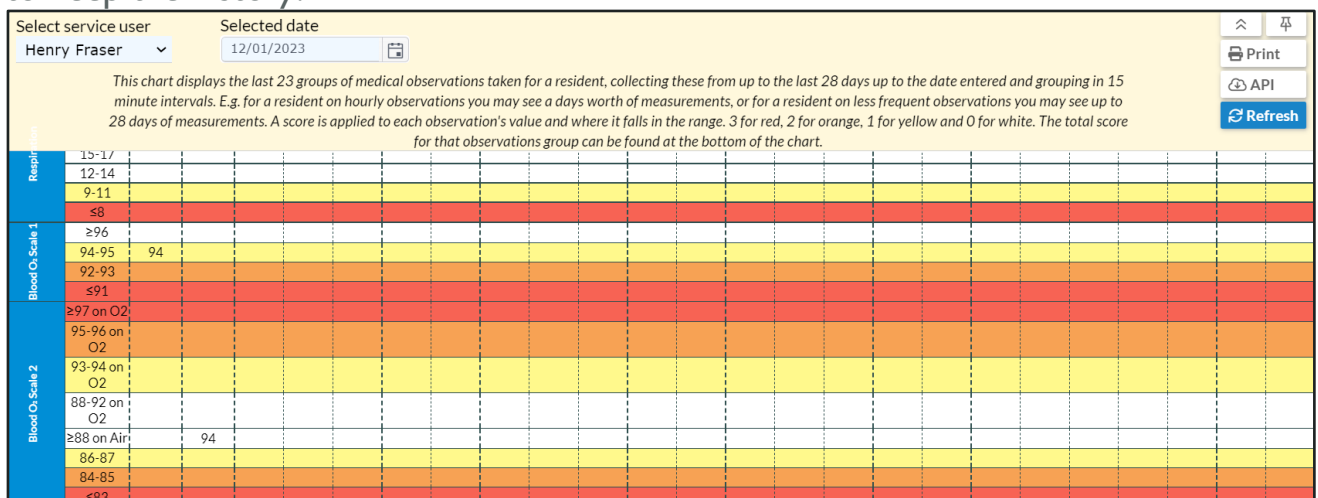
Blood O2 is lower than the specified range (between 95 % and 97 %) for Henry

Blood Pressure (systolic) is lower than the specified range (between 120 mmHg and 128 mmHg) for Henry

Pulse is lower than the specified range (between 85 bpm and 93 bpm) for Henry

Temperature is lower than the specified range (between 36.8 °C and 37.1 °C) for Henry

Note: When reviewing the NEWS2 chart, if a resident has moved from SPO2 scale 1 to scale 2, this will be reflected and each score will be shown individually to keep the history.



SBARD Form

The SBARD form allows you to record the important details about a resident's condition, ensuring that you have focus and a structure to the vital information that needs to be relayed. The SBARD form captures the Situation, Background, Assessment, Recommendations and Decisions pertaining to the resident and their deterioration.

► Situation <i>(What's happened? How are they? What raised concerns? NEWS2 score?)</i>
► Background <i>(What is normal for them? How have they changed? Are there any pre-existing conditions?)</i>
► Assessment <i>(What have you observed? What have you done?)</i>
► Recommendations <i>('I need you to review them in x minutes/hours.' What can be done in the meantime?)</i>
► Decision <i>(What has been agreed? Is there a Treatment Escalation Plan and further observations?)</i>

In addition to recording the above information, the form also includes a list of any Soft Signs that have been recorded in the last 48 hours and the latest NEWS2 chart to give greater insight to the symptoms the resident is experiencing.

(What has been agreed? Is there a Treatment Escalation Plan and further observations?)

Concerns being raised - 11:11 10/06/22
Breathlessness - 11:11 10/06/22
Feverish symptoms - 11:11 10/06/22

Henry Fraser

[illegible]

The baseline observation information as well as the NEWS2 guidance will also be displayed to help support decision making without having to exit the page.

Baseline NEWS2 Score: 2

Score	Suggested Actions (always consider the resident's total NEWS2 in relation to their normal reference score)
0	Observe - likely stable enough to remain at home. Escalate if any clinical concerns / gut feeling.
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.
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.
3-4	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.
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.
7+	Blue light 999 call with transfer to hospital (15 minutes), follow guidance of call handler.

▼ Baseline observations

Observation	Lower	Upper	Guidance if outside lower range	Guidance if outside upper range
Systolic BP(mmHg)	120.00	128.00		
Diastolic BP(mmHg)	75.00	80.00		
Pulse(bpm)	85.00	93.00		
Blood O2(%)	95.00	97.00		
Temperature(C)	36.80	37.10		
Blood Sugar(mmol)	3.90	4.90	Give 4 to 5 jelly babies and check again in 10 minutes	
Blood INR	0.80	1.10		
Respiration(rpm)	18.00	23.00		

Need support?

Create a support request in Monitor
or start a Tech Chat