

How to get the right clinical support for your residents

First: Review advance care plan & follow any relevant guidance

Emergency

New onset central chest pain/heart attack/cardiac arrest, stroke (face/arm weakness, speech problems), or sudden onset severe pain **Call 999**

Urgent - unwell resident

Call UCR first

Urgent Community Response

- **Fall** – With no apparent serious injury or loss on consciousness
- **Mobility** – Can't walk or 'off legs' / less mobile / less coordinated
- **Pain** - increased or new onset of mild/moderate pain
- **Breathing** - Worsening shortness of breath, can't talk in sentences, chestiness or fast breathing
- **Behaviour** - More sleepy / lethargic, withdrawn or anxious / agitated, increasing or new confusion, less alert or just not themselves
- **Skin** - Cold hands / feet; worsening skin colour, puffiness / swelling, mottling or rash, dry skin / lips
- **Observations** - significantly different from normal, including blood sugar
- **Fever** - Shivery, fever or feels hot, cold or clammy
- **Appetite** - Suddenly off food, reduced appetite, reduced food intake, vomiting
- **Elimination** - New offensive smelly urine / can't pass urine/ reduced catheter output, diarrhoea

Call Urgent Community
Response:

**Care community Hub: 01625
663322**

8am – 8pm 7 days a week

Complete the "SBAR" before phoning, and document everything in the care plan

- **SITUATION** - brief description of resident's current condition; "I am concerned because"
- **BACKGROUND** - residents USUAL status; past medical history; DNACPR status; advance care plans; current medications; any recent treatment; clinical observations including baseline if available; calculate NEWS score if able
- **ASSESSMENT** - summarise what is happening as far as you are able, "I think the problem is....." or "I don't know what is wrong but they are not themselves"
- **RECOMMENDATION** - What actions are you asking for? What do you want to happen next? Ask the clinician what actions need to be taken, agree what to do if there is a deterioration in condition and in what timeframe. **In an emergency do not wait - dial 999**

Stable resident with general health concern

eg. medication review, skin condition, chronic pain review, general deterioration in health, weight loss.

Add the resident to the next GP weekly home round. No need to complete SBAR tool.