

# Get your message across

Resident/  
patient name:  NHS No.  D.O.B.

**Raise the Alert** within your home e.g. to a senior carer, registered nurse or manager. If possible, **record the observations** using a **NEWS2** based system. **Report your concerns** to a health care professional e.g. Nurse/GP/ GP HUB/1111/999 **using the SBARD Structured Communication Tool.**

S	<b>Situation</b> e.g. what's happened? How are they? NEWS2 score if available	Key prompts / decisions
B	<b>Background</b> e.g. what is their normal, how have they changed?	
A	<b>Assessment</b> e.g. what have you observed / done?	
R	<b>Recommendation</b> 'I need you to...'	
D	<b>Decision</b> what have you agreed? (including any Treatment Escalation Plan & further observations)	

Name of person completing:  Signature:

Today's date:

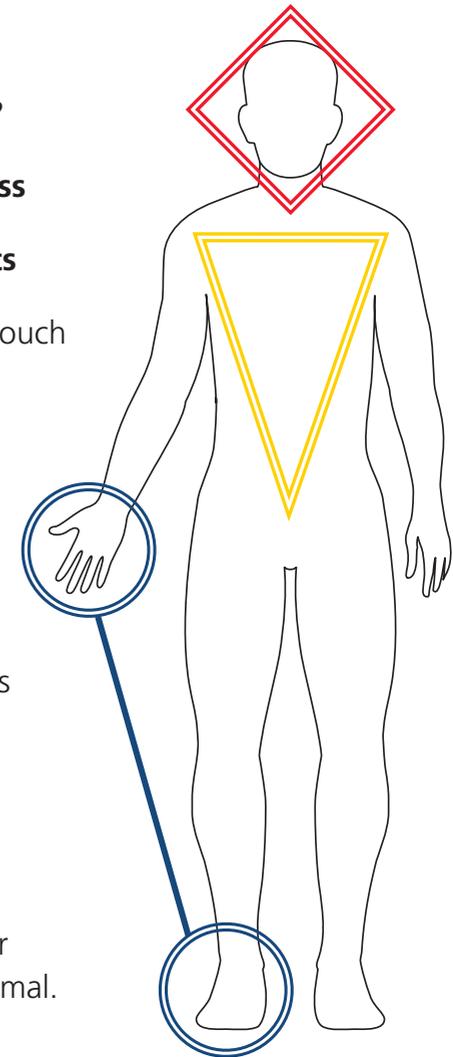
**Don't ignore your 'gut feeling' about what you know and see. Give any immediate care to keep the person safe and comfortable.**



## Ask your resident – how are you today?

Does your resident show any of the following **'soft signs'** of deterioration?

- = Increasing **breathlessness** or **chestiness**
- = Change in **usual drinking / diet habits**
- = A **shivery fever** – feel **hot or cold** to touch
- = Reduced mobility – **'off legs'** / less co-ordinated
- = New or increased confusion/ agitation / anxiety / pain
- = Changes to usual level of **alertness / consciousness / sleeping** more or less
- = **'Can't pee'** or **'no pee'**, change in pee appearance
- = **Diarrhoea, vomiting, dehydration**



Any **concerns** from the resident / family or carers that the person is not as well as normal.

**If YES to one or more of these triggers – take action!**