

Recognising and Responding to Deterioration in residents

Vale of York CCG
Y&H Improvement Academy Patient
Safety Collaborative



- **Ground rules**
- **By the end of the session**
- **Recognition**
 - What that means
 - Use the structure of the tool to support your observations
 - Using the prompt tool
- **Responding**
 - How to
 - Who to
 - Essential information for communication
 - Stop and Watch and SBAR

What do we mean by Deterioration?

By recognising deterioration earlier, we can prevent harm & hospital admissions

The term **Deterioration** can be defined as when a client moves from their normal clinical state to a worse clinical state. This increases their risk of morbidity, organ failure, hospital admission, further disability and even sometimes death.

To reduce the chances of this happening we focus on 3 main areas:

1. Recognition – how do we spot early signs of deterioration?

2. Response – what should we do when we think someone has deteriorated?

3. **Communication** – Who should we communicate with and how?

Why do we need to avoid unnecessary Hospital admissions?

Often disruptive and upsetting for clients



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graph TD; A[Often disruptive and upsetting for clients] --> B[Significant demand on staff time and resources]; B --> C[Average cost per visit to hospital £ 1603  
(Improvement NHS Nov 18)]; C --> D[By recognising deterioration earlier we can prevent harm and hospital admissions];
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Significant demand on staff time and resources

Average cost per visit to hospital £ 1603
(Improvement NHS Nov 18)

By recognising deterioration earlier we can prevent harm and hospital admissions

Can carers spot the signs of deterioration?

Research suggests...

YES



One study in 2000 showed that carers spotted signs of illness by an average of 5 days before they were seen in the patients' observations.



The study found that carers were able to spot behavioural and functional status changes in clients

Understanding what is 'normal', is key to detecting changes.

On their own, some changes they may not look significant, however all play an important role in recognising deterioration.

Important signs can be spotted by everyone who comes into contact with the person



Know the person you care for!

- Good communication in the team is crucial for this, handover, accurate paperwork and up to date care plans all add value along with tools designed for this specific purpose e.g. 'This is me', Respect, advanced plans.

Remember all team members, families and visitors can spot differences in people . It is important everyone feels able to speak up and that they are listened to if they say they are worried or have noticed anything.

The Stop and Watch Tool



11 prompts
to help spot
signs of
deterioration

Supports
your 'Gut
Instinct'

Questions
based on
clinical
reasons

S	Seems different to usual
T	Talks or communicates less
O	Overall needs more help
P	Pain new or worsening; participating less in activities
A	Ate less
N	No bowel movement in 3 days; or diarrhoea
D	Drank less
W	Weight change
A	Agitated or more nervous than usual
T	Tired , weak , confused or drowsy
C	Change in skin colour or condition
H	Help with walking, transferring or toileting more than usual

Stop and Watch - Early Warning Tool

If you have identified a change while caring for or observing a resident, please tick the change and notify the person in charge with a copy of this tool.

Name of resident: Date of Birth:/...../..... Room Number:.....

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H Help with walking, transferring or toileting more than usual				
Carer name				
Reported to (senior)				
Senior Action /call GP / 999/ 111 / DN etc Resident monitored or other action				
Outcome / transferred to hospital/ visited by GP/ DN or phone advice given				

CIRCLE IF APPLICABLE

In line with preferred place of treatment Y N

In line with preferred place of death Y N

PLEASE TURN OVER AND USE THE SBAR COMMUNICATION

S seems different to usual

- However small the change, if **YOU** feel the client is different assess using Stop & Watch
- Often early signs of a problem show when a client is not 'quite right' or acting Out of Character – like a gut feeling.
- This may be changes in a client's daily routine, not joining in as much as usual.
- Are there any symptoms of Covid19



Talks or communicates less

- Whatever the client's usual way of communicating, are they doing this less often or less effectively?
- We focus on communication as this can be a sign a client is becoming more confused, depressed or tired.



O

verall needs more help



Lower energy levels can point to infection or deterioration in the clients medical condition.

More dependent, asking for help, needing more staff to help transfers, needing more help for activities of daily living.

P

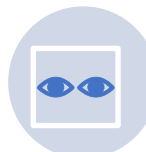
ain, new or worsening/ participating less in activities



Not all clients can tell you they are in pain. You may need to observe for nonverbal clues.



Pain is often a symptom of something not being right e.g., pressure damage, bowel problems, angina.



Look for nonverbal cues; looking uncomfortable, fidgety, agitated or not wanting to move



Think about where the pain is – is it specific to one area or general aches and pains



Does the pain respond to pain relief



Use of a pain scale to assess

Are you in pain?



0
very happy,
no pain



1-2
hurts just
a little bit



3-4
hurts a
little more



5-6
hurts even
more



7-8
hurts a
whole lot



9-10
hurts as much
as possible

Ate Less

You may notice the clients normal eating pattern has altered, eating less, avoiding certain foods.

Lack of appetite can be a sign of lots of medical conditions

Lack of nutrition can lead to malnutrition with its potentially serious consequences.

Many studies have found a direct relation between malnutrition and increased length of hospital stay, treatment costs, return to usual life.

Does the resident need help with feeding ?



No bowel movement in days or diarrhoea



Monitoring of bowels is an important indicator of ill health. As well as frequency it is useful to also note the colour of stools:

Black - Often a sign of internal bleeding

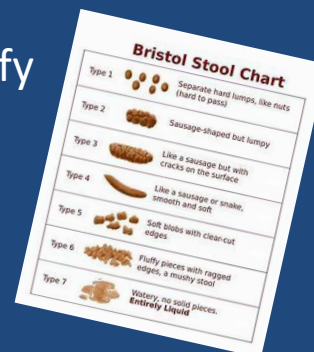
Red - Red signifies blood and bleeding

Pale - indicates an underlying problem in the liver, gallbladder, or pancreas; all of which contribute to the digestive system

Green - may also be caused by consuming leafy vegetables, iron supplements, or be due to an intestinal condition or infection.

Watery - Disturbances of the digestive tract, as seen with various bacterial and viral infections.

Use the Bristol stool scale or other to identify



Drank Less

Hydration in all residents is important

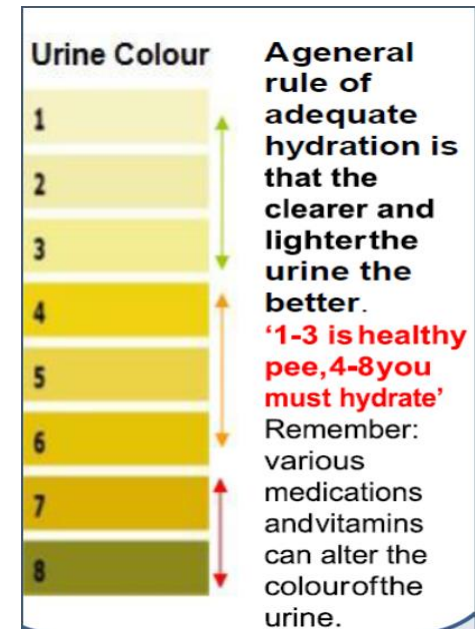


- Sometimes difficult to spot until the resident becomes dehydrated which can have serious health consequences.
- Key is monitoring, using a simple hydration chart. Also observe the colour of urine.
- Other signs of dehydration include dry skin, dry mouth/tongue, worsening / new confusion.

24 Hour Hydration Chart

Resident's name: _____
 Date: _____
 Reason for using chart: _____

	Drinks consumed, please cross off each drink consumed.		Please cross off each time resident passed urine - wet pad/emptied catheter bag.	
If resident has NOT consumed all drinks before red time line please review hydration needs with your team leader. Please note this is the minimum number of drinks required each day.	AM			
	PM			
Use this chart for residents who you are worried may become dehydrated. Signs/symptoms include:			Average cup = 200 ml Include hidden fluids e.g:	
<ul style="list-style-type: none"> • Seems different to usual • Slow confused, drowsy, tired weak (not remembering to drink) • Overall needing more help • Not eating & drinking well • Diarrhoea/vomiting or constipated • Change in skin colour or condition (Dry) • Dark/timely urine (add image) • Passing urine less than normal 			<ul style="list-style-type: none"> Average portion jelly = 1 cup Average yogurt = 1/2 cup Average custard = 1 cup Average soup = 1 cup Porridge compact = 1 cup Sip feed = variable 	



W

Weight Change

- You may notice the client has lost weight, either through weekly monitoring or you may notice other signs like poorly fitting clothes, jewellery, drawn face.
- Causes of weight loss include stress, decreased intake due to ageing or can be a result of other changes in the body such as depression, infections and cancers.



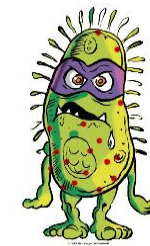
A

Agitated or more nervous than usual

- You may notice the client fidgeting, trying to get out of their chair/bed, looking scared or anxious. Clients may become more active and aggressive, or nervous, withdrawn and tearful.
- This can be an important sign of a developing infection, pain, lack of oxygen or problems with medication.



Tired, weak, confused,
drowsy



You may notice the client appears to have less energy or has new or increased confusion. This could be a sign of delirium

Delirium is an acute confusional state compared to normal that is not progressive, but is reversible. It is often worse at night. Delirium can mean the client has less energy (withdrawn, quiet, sleepy) or more energy (restless, agitated, aggressive).

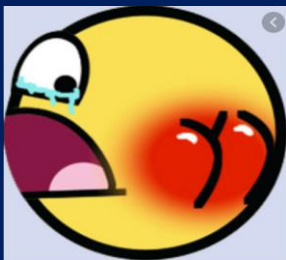


	Cause
D	DRUGS – new medications, medication side effects, interactions, withdrawal.
E	ELECTROLYTE DISTURBANCES – acute kidney disease, sodium or potassium imbalance
L	LOW OXYGEN - due to COPD, heart failure, heart attack, pulmonary embolism
I	INFECTION – UTI, chest infection, cellulitis
R	RETENTION – of urine or constipation
I	INJURY / PAIN / STRESS – fracture, head injury, pain from internal problem, lack of sleep / mental health problems
U	UNDER-HYDRATION / UNDER-NUTRITION – dehydration or malnutrition, weight loss
M	METABOLIC – high or low blood sugar, diabetes, pancreatic problems.

C hange in skin colour or condition

Increasingly dry skin is a sign of dehydration. Other changes may be increasing bronzing of the skin (problem with iron), a yellowing of the skin and whites of eyes (liver failure). Poor circulation or inadequate oxygen levels in blood can also cause your skin to turn bluish (Hypoxic).

- A rash that does not respond to treatment, and is accompanied by other symptoms — such as fever, joint pain and muscle aches — could be a sign of an internal problem or infection
- Think pressure areas & React 2 Red information
- If residents become unwell and are not mobilising as usual or are confined to chair / bed / room



H elp with walking, transferring or toileting more than usual

You may notice the client has “Gone off legs”. This usually refers to older people who were previously mobile and active, having a sudden deterioration in their mobility.

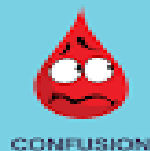
It may be a sign of acute illness such as UTI, dehydration, malnutrition, chest infection.



Sepsis can be especially hard to spot in:
babies and young children
people with dementia
people with a learning disability
people who have difficulty communicating

SEPSIS

KNOW THE SIGNS OF SEPSIS



- Sepsis is a life-threatening reaction to an infection.
- It happens when your immune system overreacts to an infection and starts to damage your body's own tissues and organs.
- You cannot catch sepsis from another person.
- Sepsis is sometimes called septicaemia or blood poisoning.
- 50,000 people die of sepsis every year in the UK (more than bowel and breast cancer together)



Response

If you are concerned about anyone that you are caring for, the most important thing is to:

Tell Someone!

If a resident seems different to usual

Next steps....



Complete prompt
tool



Talk to senior
Discuss action



Gather all info
Use SBAR for
communication with
other health & care
services



Document handover
to team

Stop and Watch - Early Warning Tool *EXAMPLE OF USE*

If you have identified a change while caring for or observing a resident, please tick the change and notify the person in charge with a copy of this tool.

Name of resident: ...Mrs A Resident..... Date of Birth: ...1.../.....1.../...31... Room Number:.....365.....

	Date /time	2/2/19 9am	2/2/19 12am	2/2/19 2pm	Additional information
S Seems different to usual		✓	✓	✓	9 am Not feeling well , 12 am still not well but Mrs A not sure why
T Talks or communicates less			✓	✓	12 am Very quite all morning
O Overall needs more help		✓	✓	✓	9am needed help to wash & dress 12am needed help to go to toilet
P Pain new or worsening; participating less in activities			✓	✓	12am complaining of new pain all over body in muscles & joints
A Ate less		✓	✓	✓	Only wanted toast 12 am only had soup at lunch had to be encouraged
N No bowel movement in 3 days; or diarrhoea					
D Drank less		✓	✓	✓	Only taking small sips of tea and juice
W Weight change					
A Agitated or more nervous than usual			✓	✓	12 am not comfortable & fidgeting in seat & agitated & not settling
T Tired , weak , confused or drowsy		✓	✓	✓	9am very tired, poor nights sleep 12 am still tired & not sure what time of day it is
C Change in skin colour or condition			✓	✓	Face looks tired & slightly grey in colour
H Help with walking, transferring or toileting more than usual		✓	✓	✓	Needs help with getting out of bed & taking to toilet in morning & lunch
Carer name - describe the change you noticed		AB	EF	EF	9am General not well with aches & pains, not drinking or eating as much 12am Quite but more agitated at lunch time , feels tired 2pm Feeling much worse, seems confused, pale clammy skin, still in pain
Reported to (senior)		CD	CD	CD	Seen and agree with EF & AB to monitor 2pm agree changes continue with fluids and carers observe
Senior Action /call GP / 999/ 111 / DN etc Resident monitored or other action		9am – encourage fluids & small food take temp (normal) 12am – condition worse temp normal paracetamol given as MARS 2pm – condition worse temp raised still has pain although regular paracetamol given , GP Called & visit requested			
Outcome / transferred to hospital/ visited by GP/ DN or phone advice given		2pm GP called will visit today 5.30 pm Dr Gee visited antibiotics given, to push fluids , send urine specimen tomorrow			

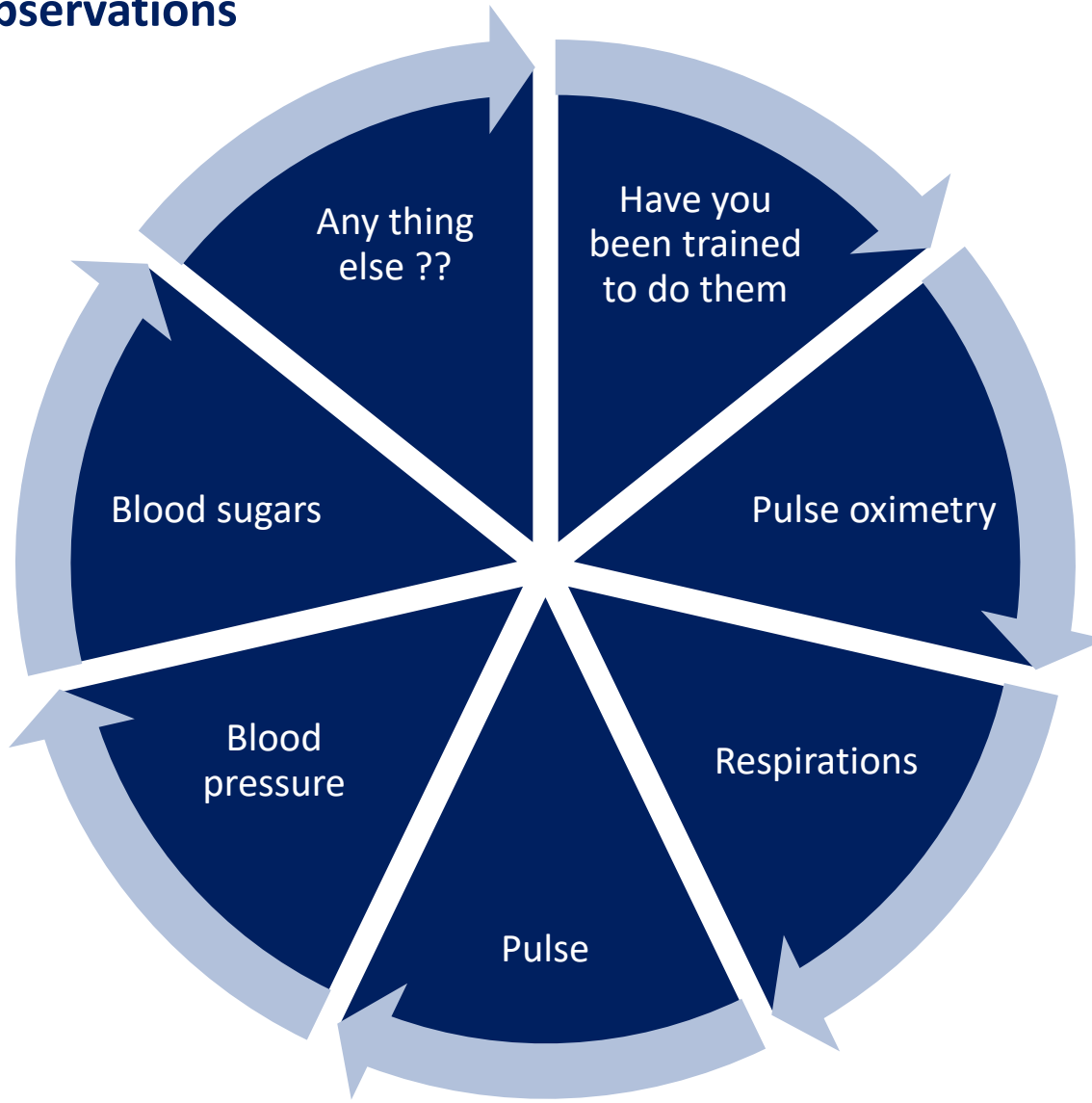
CIRCLE IF APPLICABLE

In line with preferred place of treatment Y N
In line with preferred place of death Y N

PLEASE TURN OVER AND USE THE SBAR COMMUNICATION

- **Situation** – Who are you calling about? How long have you been concerned and why?
- **Background** – Important medical history (e.g. heart failure, diabetes). Do they have a DNACPR or Advanced Care Plan?
- **Assessment** – Identify changes from Stop and Watch tool. Observations if available.
- **Recommendation** – what would you like the responder to do? Are there any other actions you should take?

Observations



Follow instructions for use, maintenance and cleaning

EXAMPLE OF USE**Before calling for help****Evaluate the resident:** Complete relevant: aspects of the SBAR form below**Review Record:** Recent progress notes, medications, other orders**Have Relevant Information Available when Reporting**

(i.e. medical record, advance directives such as DNACPR and other care limiting orders, allergies, medication list)

SITUATION - Date & Time 2/2/19 2pmI am calling because I am worried about:.....Mrs A resident.....Date of Birth:1...../.....1...../.....31....This started on today at 9am
...../...../.....

Since this started it has got Worse.....Better.....Stayed the same.....since this morning

BACKGROUND

Medical Condition (or this may be known by residents own GP) - GP knows resident & history of urine infections

Other medical history (e.g. Medical diagnosis of CHF,DM,COPD)

DNACPR Y/N Advanced care plan Y/N

ASSESSMENT

Identify the change/s from the stop and watch tool

Not feeling well since 9am this morning , has been very quite and not wanting to eat as usual, has also only drank small amounts, has needed more help generally in washing and dressing and mobilising, since 10 am complained of general aches and pains in muscles and joints, we have given paracetamol but this has not eased the pain temp taking was normal but at 2pm was raised to 38c. She is now feeling much worse and is more tired and confused than earlier in the day . we have been encouraging fluids.

Consciousness: Alert?..... New Confusion? ...Yes..... Responsive to voice? Pain? ...yes , general aches in muscles and joints
Unconscious?**CIRCLE IF APPLICABLE**

In line with preferred place of treatment Y N

In line with preferred place of death Y N

RECOMMENDATION

Responding Service Notified:GPDate.....2../.....2../..19..... Time(am/pm).....2pm

Actions you were advised to take : keep giving paracetamol and push fluids until Gp comes

THIS IS AN EXAMPLE OF USING THE SBAR WITH INFORMATION FROM THE STOP and WATCH ON PREVIOUS SLIDE

NHS 111

- For advice and guidance if unsure
- For clinical advisor support
- To contact a GP
- For a medication query
- For general health information
- An expected death when no one can verify the person has died
- For UCP support

999 for urgent assistance

- If someone is choking
- If someone has stopped breathing and this is unexpected
- If someone is having a possible heart attack or stroke
- If someone has suffered a major injury / trauma



Joseph

- A care package was put into place two years ago when his wife died because he wasn't managing at home. His daughter visits once a week.
- He has a past medical history of bowel cancer and he had an operation in his 60's to remove part of his bowel, leaving him with a stoma which he can manage himself.
- He was diagnosed with prostate cancer 5 years ago, which has spread to his hip bone and can cause him some pain on walking. He walks with one stick, but can mobilise
- He is sometimes a little forgetful but does not have a diagnosis of dementia



He struggles with practical tasks such as washing, dressing and food preparation.

He can mobilise slowly with his stick.

He is normally an early riser and enjoys a large breakfast to start the day.

During the day he watches TV, reads the paper and socialises with staff and other residents. He likes to talk about his days in the navy.

He also likes to sit out in the garden on a sunny day and watch the birds.

He enjoys his life in the home and gets on well with all staff.



Monday

- Joseph gets up at his usual time but comments to carers that he feels a bit 'groggy' and that he didn't sleep well.
- He sits in his chair and watches TV and doesn't chat to staff like he usually would.
- He dozes off a few times during the day, which isn't like Joe but staff leave him to sleep because he has had a disturbed night's sleep.
- He has not had much stoma output today, but he doesn't mention this to carers.
- Joe does not mobilise as much as usual during the day.

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CIRCLE IF APPLICABLE

In line with preferred place of treatment Y N

In line with preferred place of death Y N

PLEASE TURN OVER AND USE THE SBAR COMMUNICATION

Tuesday

lets redo the Stop
and Watch to see
how his condition
has changed

- Joseph had another disturbed night with back pain. He is short-tempered with staff when they ask why he hasn't eaten all of his breakfast.
- He sits in his chair watching TV again. It is a lovely sunny day but Joe shows no interest in sitting in the garden today.
- When walking to the toilet staff notices he seemed a little unsteady on his feet and needed help with his trousers.
- When offered a cup of tea he declines, asking for juice because his mouth is dry.
- Joe finds that he doesn't really fancy the cottage pie for evening meal. He usually looks forward to this on a Tuesday. He has some soup instead.



Wednesday

- Joe is really not feeling himself today. He is tired and doesn't have the energy to eat or drink much.
- He decides to mention his low stoma output to carers, and when they ask about his waterworks he realises it has been darker and more smelly than usual.
- Carers dip his urine which is all clear.
- Joe asks for extra paracetamol during the day and before bed for his backache. Embarrassingly, he forgets the name of several carers and domestic staff during the day. He goes to bed early.

Thursday

- Joe's daughter Maggie is visiting today. He always looks forward to the weekly visits, but today he seems to have forgotten, because the carers have to remind him this morning.
- He is eating and drinking less, and Maggie notices that his mouth and skin seem dry and his clothes appear loser than normal
- He falls asleep during her visit, which is troubling for Maggie. She talks to carers.
- Carers inform her of Joe's sluggish bowels and say they think it is because of the increase in pain medication at night. They reassure Maggie that they are giving him laxatives and keeping an eye on things.

Friday

- This morning, carers find Joseph in the bathroom in a mess. His stoma has started working and is passing loose watery stool.
- He has obviously tried to change the bag, but has not managed this and has soiled his clothes and the bathroom. He seems muddled and upset as to what he should be doing.
- Carers let him rest in his chair today and bring food to him at meal times. He picks at his food and leaves drinks unfinished.
- He is put to bed early because he is falling asleep in his chair throughout the day.

Saturday morning

- Joe has significantly deteriorated overnight. He mobilised to the bathroom during the night without his stick and fell for the first time. Luckily, he does not seem to have significantly injured himself, and denies hitting his head. Staff helped him back to bed. He seemed disorientated and unsteady on his feet.
- Carers note that his skin is dry and he appears pale.
- This morning, Joe was unable to get out of bed. He has had an accident and wet himself overnight. He is complaining of back and tummy ache. He is confused, asking for his wife Barbara.

Saturday afternoon

Clear, accurate information is crucial to help clinical decisions be made

Carer / Nurse / senior - calls GP or other responder for advice about Joe:

Situation – I am calling about one of our clients, Joseph. He is 81. He started to be unwell on Monday and has since deteriorated

Background – He has a past medical history of bowel cancer and prostate cancer which has spread to his bones. He does have a DNACPR / does Joe have an advanced care plan in place and preferred place of care / treatment?.

Assessment – Joe is more tired and confused than normal, and the pain is new. He is not eating and drinking much. He seems dehydrated. He has a stoma and has been constipated. He can usually get out of bed on his own but can't today and he fell last night for the first time.

Recommendation – I think Joe needs to be seen urgently by a doctor. He may even need to go to hospital. Is there anything else I need to be doing at this stage?

**Saturday
evening**

Joe is taken by ambulance to
hospital

**THINK WHAT WOULD HAPPEN
IF JOE NEED HOSPITALISATION
DURING THE CURRENT
SITUATION !**

**THIS COULD HAVE BEEN
AVOIDED AND SAVED JOE
DISTRESS AND SAVED A
HOSPITAL BED**

He is transferred to an
elderly medical ward where
he is found to have high
calcium. This has probably
been caused by his prostate
cancer affecting his bones.

High calcium causes
dehydration, constipation,
confusion and bony aches. It
can be fatal if not treated
quickly.

Joseph had a prolonged hospital stay because of the severity of his symptoms. He was very dehydrated and he also needed lots of laxatives to get his bowels working again.

Joe's hospital stay may have been shorter if a GP Team had seen Joe earlier to assess and diagnose the problem.

On day 6, he developed a chest infection which set his recovery back another few days.

Community treatment may have prevented a hospital admission altogether.

Two weeks later

THINK HOW
DIFFERENT THIS
MIGHT BE IF JOE
HAD TO SPEND TIME
IN HOSPITAL RIGHT
NOW

Thank you,
Any questions?

