



Darwen Healthcare

"Where your health matters"

Restore Mini & SBARD Communication Tool

A NHS Communication Tool for Carers to record and pass on details on behalf of someone who may not be able to speak directly on the phone with clinicians

This pathway of recording the current problems of someone who has a learning disability, is vulnerable, may be frail and elderly or is unable to communicate is recommended by the NHS

By using this method you will have the necessary information to speak with a clinician on someones behalf and explain:

- S**ituation - what has happen for you to call
- B**ackground - what is their normal and what has changed
- A**ssessment - What have you observed
- R**ecommendation - what the clinician may ask you to do
- D**ecision - What you have agreed with the clinician

By using this tool and recording the key points above you will have a clear understanding of what you need to do and any actions that need to be taken

Signs someone may be unwell and what should I do?

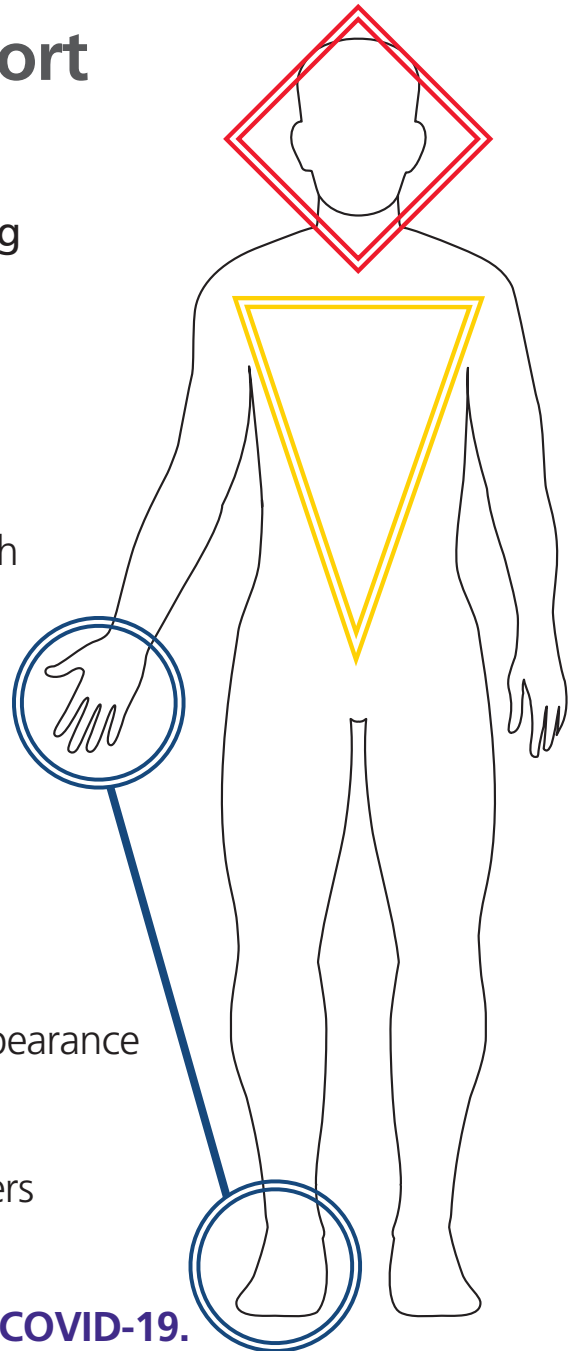
Ask the person you support – how are you?

Does the person show any of the following 'soft signs' of deterioration?

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

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

If purple signs are present, think possible COVID-19.



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

Get your message across

Person's name:

NHS No.

D.O.B.

Raise the alert. If you are a family carer or friend and are worried about the person you support talk to their nurse or GP. In an emergency you may need to call NHS 111 or 999. Support workers or home carers can also do this or consult a colleague or manager. **Try using the SBARD Structured Communication Tool** (below) to support reporting your concerns.



Situation e.g. what's happened? How are they?



Background e.g. what is their normal, how have they changed?



Assessment e.g. what have you observed / done?



Recommendation
'I need you to...'



Decision what have you agreed?

Key prompts / decisions

Name of person completing:

Signature:

Today's date:

If you are worried about the person, don't just think about it, seek advice.