

RESTORE2Mini training in Cheadle Manor Care Home

Cheadle Manor is a 68 bedded care home that opened two years ago. It is part of the New Care Care Homes company who have ten homes across the North West, Nottingham, Chester and Leeds. It is divided into three floors, residential, residential dementia and a general nursing floor. Cheadle Manor care staff attended four virtual RESTORE2 Mini training sessions provided by Health Innovation Manchester. Deterioration in residents is now being identified quicker, hospital admissions have decreased, and carers feel more empowered.

Case study



We found out about the RESTORE2 Mini training offered by HInM and decided to tap into it to train our staff. In a care home managing deterioration is not all about clinical observations it is about the changes prior to that so we decided to take the opportunity to train our carers in the use of RESTORE2 Mini and the SBARD tool that we have now embedded into practice. As a result, deterioration has been spotted quicker and hospital admissions have decreased.

HInM delivered four training sessions and we have now taken them over and deliver them for new starters. Because of my NHS background I found the training useful. The care staff also found it useful, they had probably noticed these signs before but had not realized it was a sign of deterioration.

*When we first implemented R 2 Mini the staff were initially resistant as they thought it would be extra paper work but then they started to realize what the benefits were. **Our complaints have reduced, safeguarding's have disappeared and less residents are being taken to hospital.***

The training has helped to empower our carers. They are our eyes and ears and are now very confident in raising concerns when a resident does not seem quite right. They understand that even if it is just that they are slightly drowsier than normal then that is something they need to report. We have also introduced a 'safety huddle', each day at two o'clock where care staff now report if they think someone has not been quite right when they have washed them.

After we completed the training, we did not implement it immediately and started to introduce it slowly into daily practice. However, if I did it again, I would implement it straight away.

It has had a really positive effect on our home by empowering all our staff. We started by using a paper version of the tool, but it has now been embedded in PCS our care planning system. Because it worked so well here it is now being rolled out to all the New Care Care Homes. We are also doing our own mini study and collating information to see if we are reducing hospital admissions in our care homes.

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