

## Rolling out RESTORE2Mini training in Bolton

**Southlands Residential Home is family run home in Bolton, Greater Manchester with 21 beds that was established 35 years ago and run by the same family ever since.**

**Many of the senior staff have been at the home for more than 10 years and therefore bring with them a wealth of experience and they have good relationships with their local district nursing team. Historically, these relationships and experience have underpinned their approach to managing deterioration as staff have been able to spot when a resident is not themselves and escalate to the district nursing team. Adopting RESTORE2 Mini however, has formalised this practice.**

### Case study



Senior Care Manager Nicola Gwinnett described how RESTORE2 Mini fits in with what they already do: "A lot of our staff are full time and they do regular shifts so you get to know the little things about the residents that are normal and things that aren't normal and that's when the red flag is waved".

Once Nicola and her mum (who manages the home) were trained by a local Quality Improvement nurse, they printed out all the resources they had been provided with and were able to cascade to the rest of the staff. Nicola found that staff can feel daunted when learning a new tool:

*"What we would do is start with the senior carers to say 'Look, this is what we do every day anyway, if [a resident] is not well, you pass it on, you tell us what we're looking into and what it could be. This is just a tool that will help us.*

*...it's just giving us a bit more help... a visual reminder of what we should be asking and things we should be looking for..."*

At Southlands, when a staff member has any concerns about a resident they record them on the RESTORE2 Mini and then are able to hand this information over to the next shift or escalate their concerns to a senior carer. After discussing the reported concerns, reviewing the resident's medical history and carrying out some basic observations (the home were given observation equipment during the pandemic and have since received some training from their GP practice), the senior carer will escalate to the GP either directly on the phone or via a MDT meeting which takes place once a week with the GP practice. The RESTORE2 Mini tool helps with this process.

Nicola described how regularly using the tool to note concerns has helped staff to learn the typical soft signs of deterioration for individual residents and when filed into resident records, provides evidence to support their decision making in a busy working environment.

*"I think it's a good tool to have because everyone forgets. So you can forget things and then you look back and it's there in black and white. You've got your evidence.*

*"It makes you feel so much more confident, especially when you're on the phone to health professionals and to use words that perhaps we wouldn't use... and that's what we really like about it," says Nicola.*

Even though RESTORE2 Mini is designed specifically for use by care staff, Nicola would sometimes adapt some of the language for some staff. For example, explaining that 'soft signs of deterioration' simply refers to noticing when someone is not themselves.

One area where RESTORE2 Mini has been of particular help has been handovers between night and day staff.

*"I've got really good night staff. They've been here for years. They know this place inside and out. But... they only do nights or they only know the residents from a night time perspective. And so it's been good for them because they can jot things down through the night like 'hard to rouse' or 'frequently using the bathroom'."*

When it comes to recommending RESTORE2 Mini to other homes, Nicola's advice is simple: "I would definitely say do it!

*"I will definitely look at doing the full RESTORE2 tool because it has been really it's been a positive change for us."*