

NEWS2 Escalation Guidance for Care Homes - Enfield

Please note **NEWS2 should not be used alone to determine a clinical response**. It can be used to support further assessment of residents who staff are concerned about (such as those showing soft signs of deterioration) along with aiding decision making and effective clinical handover.

When deciding next steps always consider:

- 1) The resident's baseline NEWS2 score (*is this normal for them or a change in NEWS2?*)
- 2) Their care plan and long term conditions (including any advanced care plan)
- 3) Your intuitive feeling

NEWS2 SCORE	SUGGESTED ACTIONS (always consider the resident's normal NEWS2 score and compare their current score to this)	OBSERVATIONS
0	Observe - likely stable enough to remain at home Escalate if any concerns/gut feeling/soft signs of deterioration	At least 12 hourly until no concerns
1	Immediate senior staff review, escalate if concerned. Repeat observations within 6 hours. If next observations remain elevated with no obvious cause, arrange for GP/Rapid Response review within 24 hours If NEWS2 worsening, move to appropriate escalation point	At least 6 hourly
2	Immediate senior staff review. If no improvement in NEWS2 (or the same) within 2 hours seek GP/Rapid Response/CHAT/111*6 telephone advice within 2 hours +/- review within 6 hours. If NEWS2 is worsening, move to appropriate escalation point	At least 2 hourly

3 – 4 or Single observation 3	Repeat observations within 30 minutes If repeat observations = NEWS2 score 3 or more , seek urgent GP/Rapid Response/CHAT/111*6 telephone advice or face to face review within 2 hours. If NEWS2 is worsening, move to appropriate escalation point	At least every 30 minutes
5 - 6	Immediate clinical review/advice required. Refer to GP/CHAT/111*6. Urgent transfer to hospital may be needed – be prepared <div style="border: 1px solid black; background-color: #ADD8E6; padding: 5px; margin: 10px auto; width: fit-content;"> Admission to hospital should be in line with any appropriate, agreed and documented plan care plan </div>	Every 15 minutes
7+	<div style="border: 1px solid black; background-color: #ADD8E6; padding: 5px; margin: 10px auto; width: fit-content;"> Admission to hospital should be in line with any appropriate, agreed and documented plan care plan </div> Blue light 999 call with transfer to hospital, follow guidance of call handler	Continuous monitoring until transfer

Adapted from RESTORE2. NCL CCG, March 2021, review March 2022

Contact details if escalation/support for enacting advanced care plan required

Service	How to contact	Operating hours/days
Rapid Response	07436 027 882	8am-10pm, 7 days a week
CHAT (Care Homes Assessment Team – for older adult care homes)	020 8702 6221	8am-8pm, 7 days a week
111*6 (111 dedicated care homes phone line)	Dial 111 Press 9 when prompted followed by *6	24hrs a day, 7 days a week
Palliative care (First Contact Centre – North London Hospice)	020 8343 8841	24hrs a day, 7 days a week

Insert GP/s details here (name of practice/s, phone number/s, opening hours)