

Blue Book

Second Edition March 2018 © NSCP

Residential Home Support Team, Contact Tel: 07768 460102

CARE HOME GUIDANCE



First published in the UK by North Somerset Community Partnership (NSCP) CIC, 2016.

This edition first published by NSCP CIC 2018
Castlewood, Tickenham Rd, Clevedon, BS21 6FW.

www.nscphealth.co.uk
© 2016-2018 NSCP

All rights reserved. No parts of this publication may be reproduced, stored, in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior permission in writing by North Somerset Community Partnership (NSCP) Community Interest Company (CIC), or as expressly permitted by law, or under terms agreed with the appropriate reprographics organisation. Enquiries concerning reproduction outside of the scope of the above should be sent to the Communications Department, NSCP, at the above address.

You must not circulate this book in any other binding or cover and you must impose the same condition on any acquirer.

The right of NSCP CIC to be identified as the author of the work has been asserted in accordance with the Copyright, Designs and Patents Act 1988.

Items reproduced within this book which have been created by other organisations are listed in the acknowledgements section.

A catalogue record of this book is available at the British Library.

ISBN 978-1-5272-2041-6

Printed and bound in Clevedon, Somerset, UK, by Pace Print Ltd.

Contents

- Introduction / How to use this resource
- Information required by a professional when referring a resident
- Sepsis tool
- Checklist for admission into hospital

1. Frailty 9

The Edmonton Frail Scale	10
Frailty leaflet 1	11
Frailty leaflet 2	13

2. Falls 15

Post Falls Guidance	16
Advice Following Head Injury	17
Falls Procedure: Checklist	19
Guidance for Care Homes:	
Medication and Falls	20
Falls Safety Cross	23

3. Skin 25

Pressure Ulcers: Are you at risk?	26
Inspecting Your Skin	28
Pressure Ulcer Categorisation	30
Waterlow	31
Tissue Viability Green	32
Tissue Viability Amber	33
Tissue Viability Red	34
Wound Classification	35
Trigger Tool to Support Prevention of Pressure Ulcers	36
Medi Derma-S Barrier Cream	37

4. Bladder and Bowel 39

Suspected Urinary Tract Infection	40
Older Patients: Suspected UTI	41
National Early Warning Score	42
Catheter Problems	44
Frequency Volume Chart 2 (Drinks in, Urine out)	45
Suspected Constipation	46
The Bristol Stool Form Scale	47
Correct Position for Opening Your Bowels	48
Constipation Pathway	49

5. Medication 51

Homely Remedy Protocol	52
Medication Administration	54
Reducing Harm from Omitted and Delayed Medicine Doses in Care Homes	55
Anticoagulants	56
Creams	57
Medication Patches	59
Medication Effects	62
Reducing Harm From Omitted and Delayed Medicine Doses	63

6. Diet and Hydration 65

Why is Your Resident Not Eating?	66
Weight Loss Flow Chart	67
Weight Loss Chart	68
How to Fortify Food and Drink	69
100 Calorie Boosters	72
Finger Foods	73
Hydration Boosters	74
Nourishing Drinks	75
Dehydration	78
MUST	79

7. Mental Health 85

Mental Capacity Act 2005 - Five Principles	86
Capacity Assessment	87
Best Interests	90
Delirium	93
PINCH ME	94
Fluctuating Change	95
Daytime Presentation Chart	96
Night Time Presentation Chart	97
Challenging Behaviour	98
Environment	99

8. Pain	101	11. Mouth	127
Pain flow chart	102	Mouth Matters	128
Numerical Pain Assessment Tool	103	Caring for Older People's Teeth	131
Pain Assessment for People Unable to Communicate (PAINAD)	104	Denture Care	132
PAINAD Item Definitions (Warden et al., 2003)	105		
9. Diabetes	107	12. Hearing	135
15 Healthcare Essentials	108	Troubleshoot Your Hearing Aid	136
Cardiopulmonary Resuscitation (CPR) for Diabetic Feet	109		
Healthy Feet	110	13. Learning Disabilities	137
Lucozade	112	Traffic Light Form	138
Blood Glucose Levels	113		
Management of Hypoglycaemia Guidance	114	14. End of Life Care	143
		End of Life Check List	144
10. Infection Control	115		
Your Five Moments for Hand Hygiene	116	15. Resource Information	145
How to Hand Rub / Handwash	118	Helpful Contacts	146
Clostridium Difficile (CDIFF) Leaflet	119	Acknowledgements	148
Meticillin-resistant Staphylococcus aureus. (MRSA) Leaflet	121	Notes	150
Norovirus Leaflet	123		
Bare Below the Elbows	125		

Introduction

I am really proud to introduce you to NSCP's Blue Book.

The book is the result of a great deal of focussed work undertaken by our Care Home Support Team in order to develop a resource for our colleagues in residential care homes. The aim is to support the provision of the highest possible quality of care for residents. The team have worked with care home managers and staff in developing the book and I hope you will find it informative and user friendly.

The book includes a number of tools, diagrams and flowcharts which cover a wide range of medical conditions. It aims to support you to provide the right care at the right time and to help with decision making.



Do use the book as a reference when caring for your residents. However, if there is any doubt about appropriate treatment or a medical emergency contact a GP, Community Nursing team, or NHS 111, or, in an emergency, 999. We have had extremely positive feedback from those who have used the Blue Book and would welcome any feedback or comments about what should be included in future editions.

Do contact us at:
nscp.communications@nhs.net



Judith Brown
Chief Executive
North Somerset Community Partnership

How to use this resource

I am confident you will find that this book is a useful resource covering a number of different medical / healthcare needs your patients/ residents may have.

The Blue Book should be used as a reference tool rather than read cover to cover. By selecting the appropriate section for the need your resident is presenting with, you can ensure they receive the best possible care.

A key advantage of the Blue Book is you can refer to it at any point ensuring you only call in Community Nurses, GPs or indeed the ambulance service when you really need to. This ensures you can help give each of your residents the care they require as soon as an issue is identified and prevent deterioration or discomfort for them.



The book contains a select set of information based around the needs care homes have identified to NSCP staff over our time working with them. By including details around these key areas, we hope to provide you with the necessary information to help with the medical healthcare issues it is most likely your residents will face. The flow charts, tools and diagrams are specifically designed to assist you in delivering quality care around the likely health and medical needs of your residents.

We do hope you find it a useful resource to help you keep your residents well and we look forward to continuing to work with you.



Mary Lewis
Director of Nursing and Therapies
North Somerset Community Partnership

Information required by a professional when referring a resident

S (Situation)

- **Who are you?** (Position)
- **Where you are calling from?** (Name of care home)
- **Who you are calling about?** (Name of resident)
- **What you are concerned about?** (Reason for referral)

B (Background)

- **What is the concern?**
- **When was the resident last seen?**
- **Any previous investigations?**
 - Bloods
 - Urine / sputum samples
 - Resident's medical history
 - How they normally are: alert; confused; mobile; self caring.

A (Assessment)

- **On assessment what you have found?**
 - Resident not usual self: confused; drowsy; reduced mobility; pain.
 - Wound looks different: red; inflamed; skin hot to touch; area painful.
 - Catheter not draining.
- **Have you sent off a urine / sputum sample?**

R (Recommendation)

- **What do you need the professional to do?**
 - See the resident (what time scale?)
 - Advise you what to do.

Sepsis tool

Community Carers Sepsis Screening and Action Tool

To be applied to all non-pregnant adults and young people 12 years and over with fever (or recent fever) symptoms



1. Are you worried your patient is sick?
e.g.

High or low temperature	Tick ☐
Sudden deterioration	☐
Unusually drowsy, confused or delirious	☐

2. Are there any new signs of infection?

Yes, patient has a fever, low temp or feels very cold	Tick ☐
Chesty cough/ breathing sounds rattly	☐
Urine cloudy or smelly, or painful to pass urine	☐
Abdomen very painful or swollen	☐
Skin, joints or wounds swollen, red or pus visible	☐
Cannula or catheter painful	☐

3. Is **ONE Red Flag present?**

Patient much more confused than normal	Tick ☐
Patient has collapsed or can't wake patient	☐
Unable to feel a pulse at the wrist	☐
Breathing very fast (more than one breath every 2 seconds)	☐
Has blue lips	☐
Has new red or purple rash all over, or mottled skin	☐
Hasn't passed urine in last 18 hours	☐
Recent chemotherapy (within last 6 weeks)	☐

4. Is there cause for concern?

Relatives worried about mental state/ behaviour	Tick ☐
Patient not able to do what they normally can	☐
Patient takes steroid tablets (e.g. prednisolone)	☐
Has had injury or been in hospital in last 6 weeks	☐
Breathing harder work than normal	☐
Hasn't passed urine in last 12-18 hours	☐
Feels very cold to touch	☐
Skin, joints or wounds swollen, red or pus visible	☐

Low risk of sepsis. Consider other diagnoses. Use standard protocols, review routinely/ if condition changes. If in doubt call NHS 111 for advice.

At risk of sepsis

1. Contact the NHS via 111
2. Clearly state that the person might have sepsis
3. Ensure same day assessment by medical professional
4. May require hospital referral or assessment by GP (follow usual protocol)

Red Flag Sepsis! This is a time critical condition, immediate action is required.

1. If appropriate* dial 999, state patient has 'Red Flag Sepsis'
2. Inform Next of Kin
3. Get an up-to-date list of patient's medication and allergies to give to ambulance crew

*Consider individual's advanced plan

Sepsis Six and Red Flag Sepsis are copyright to and intellectual property of the UK Sepsis Trust, registered charity no. 1158843. sepsistrust.org

Checklist for admission into hospital (information to go with resident)

Number	To accompany to hospital	Yes / No
1	Resident's personal details, ie address of residential home, Next of Kin, past medical history	
2	Current Medication Administration Record (MAR'S) chart	
3	Medication	
4	Do Not Attempt Cardiopulmonary Resuscitation / Treatment Escalation Plan (DNACPR / TEP) form	
5	Information about reason for admission	
6	This is Me / traffic light form	
7	Spectacles (if appropriate)	
8	Dentures (if appropriate)	
9	Toiletries	
10	Hearing aid (if appropriate)	
11	Clothing / night wear	
12	Inform next of Kin	

Care staff to visit resident, two days after admission to discuss what goals need to be achieved? ie. able to climb stairs, able to get on and off stair lift prior to discharge.