

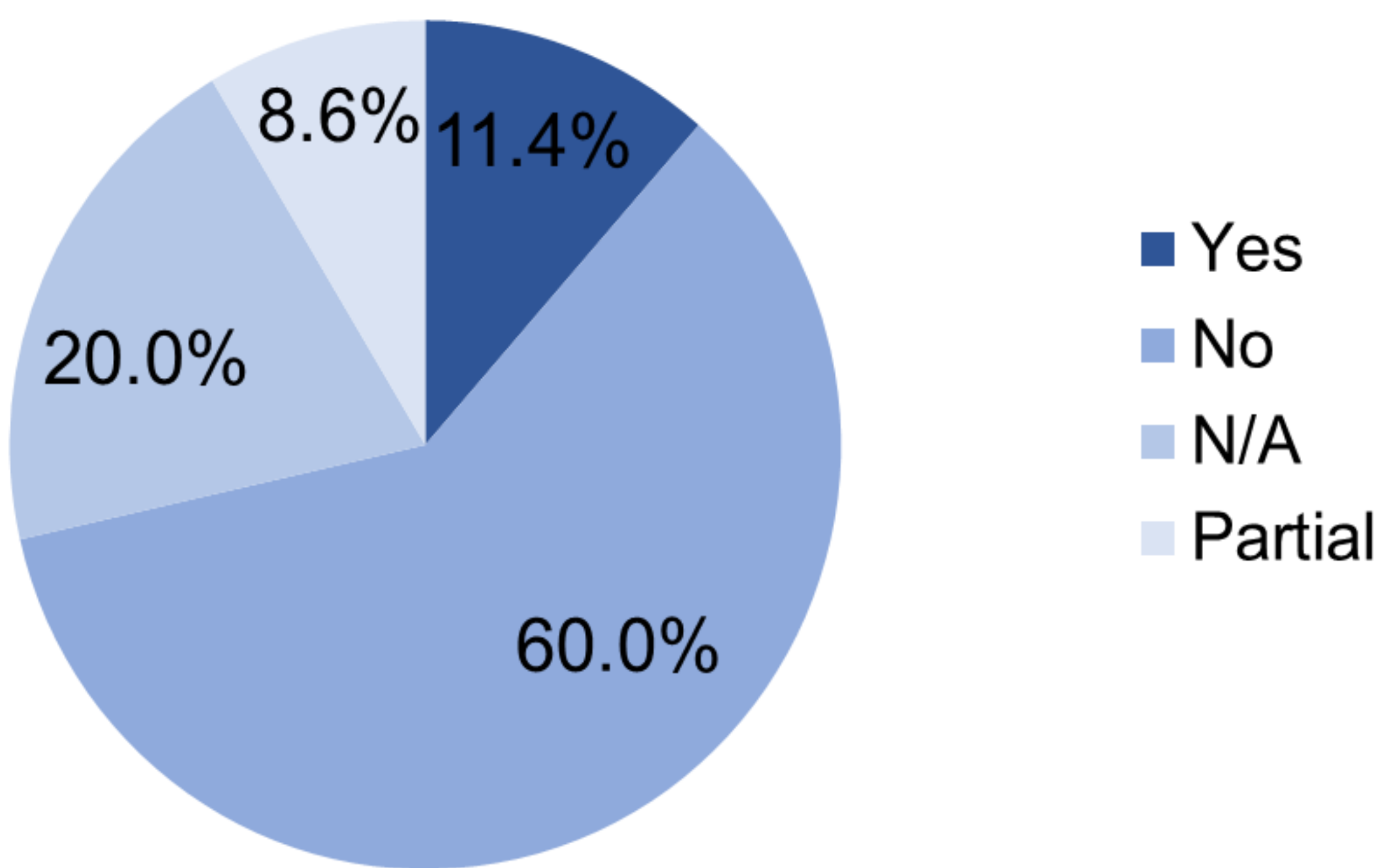
Background

- Service users with **severe mental illness have a decreased life expectancy** and **increased prevalence of heart conditions and respiratory diseases** (*GMMH Physical Health & Wellbeing Policy 2020*).
- Given the increased comorbidity, and mortality rates among psychiatric inpatients with severe and enduring mental illness, **timely triage, assessment and referral to acute trusts where appropriate is required**.
- Trust guidance states that a **National Early Warning Score 2 (NEWS2)** (*Royal College of Physicians 2017*) may give an early indication of deterioration and advises a **safe handover of information** be given using **Situation Background Assessment Recommendations (SBAR)** as a standardised way of communicating (*NHS Improvement 2018*).
- We therefore aimed to identify **whether guidelines were being adhered** to regarding the recording and scoring of physical observations in **accordance with the NEWS2** standardised scoring system and whether a standardised handover of concerns, in the **SBAR format**, was being given to the Hospital at Night team at the Edenfield Centre.
- The Edenfield site provides adult forensic medium secure services for both males and females and low secure services (for males only) within the Greater Manchester area.

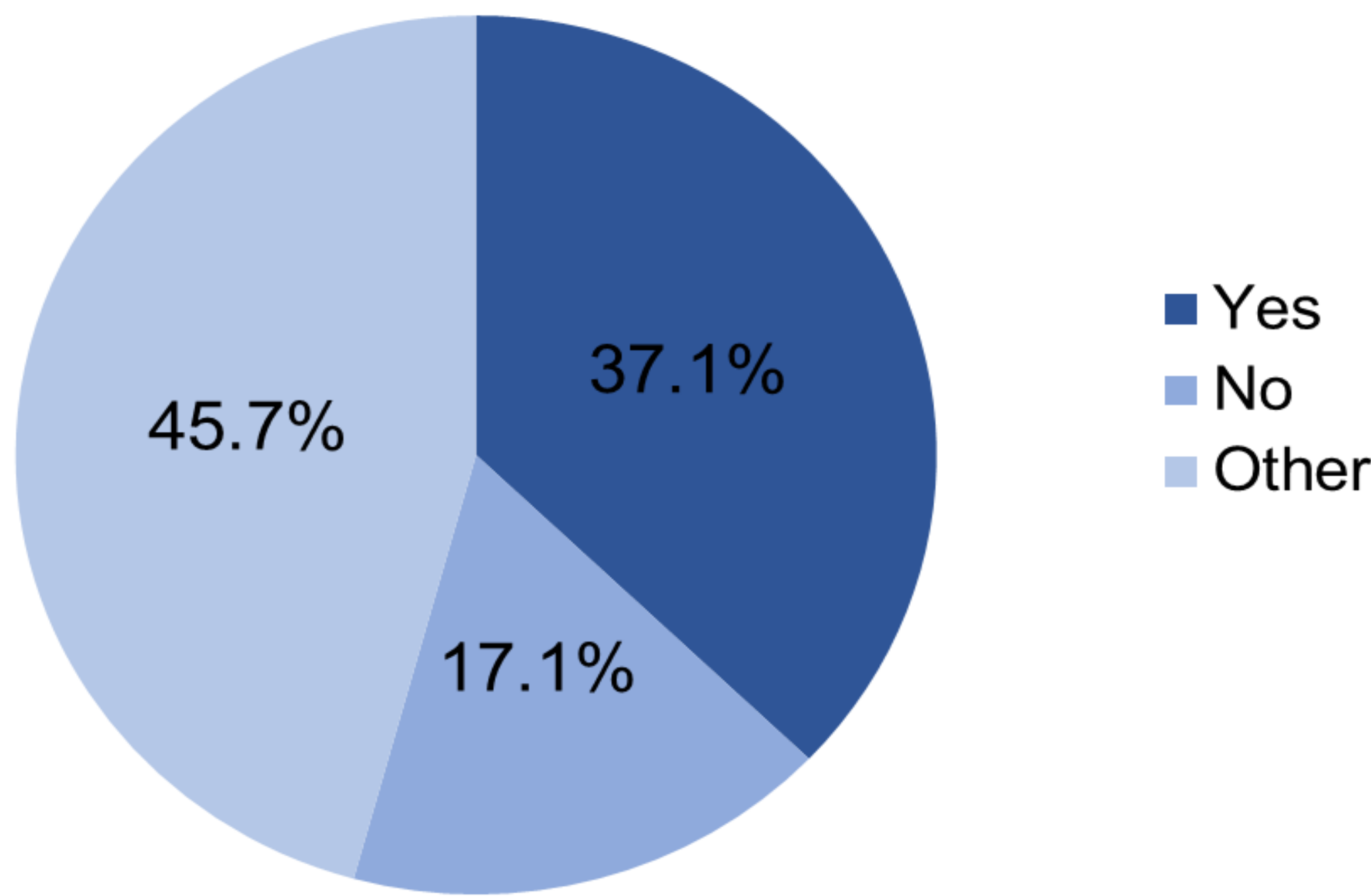
Methods

- We conducted an **audit over a two week period** during which all **calls to the Acute Forensic Service Hospital at Night team** were reviewed.
- Patient electronic medical records **“PARIS” was reviewed** to determine whether an **SBAR type handover** was documented, or **information essential to calculate an SBAR**.
- It was also noted whether a **NEWS2 score was recorded** and had been given to the hospital at night team to allow for **safe and effective triage**.
- In the event that **no NEWS2 score** was recorded **PARIS was reviewed** to see if the **hospital at night team**, when reviewing the patient, had **calculated a NEWS2 score**.

Percentage of Hospital at Night Contacts with NEWS2 Score Provided



Percentage of Hospital at Night contacts with SBAR Handover Provided



Results

- Of **35 identified contacts** the SBAR format was documented as having been used **37.1% (n=13)** of the time.
- For **45.7% (16) of these contacts**, SBAR was used partially or could be deduced from the recorded documentation.
- **NEWS2** was provided to the Hospital at Night team on only **11.4% (4) of contacts**.
- In **60% (21) of these contacts**, **no NEWS2** was provided.
- Of the patients discussed with the **Hospital at Night team**, **34.3% (12)** had had their NEWS2 recorded on that day.
- **57.1% (20)** of patients had **not had their NEWS2** recorded on the day of contact.

Conclusion and Recommendations:

- This audit demonstrates that **NEWS2 and SBAR are not being used** in the **majority of contacts with the HAN team**.
- Therefore, this audit demonstrates that **expected standards are not being met** with regards safe and effective handover during out of hours working.
- We therefore recommend the **use of posters within ward environments** which outline **the SBAR structure** and highlight the **importance of providing a NEWS2 score** when handing over to HAN or on-call medical staff.
- A second recommendation would be **further staff training** in the form of **teaching** and/or **refresher sessions** for nursing staff, on-call medical staff and the HAN team in order to highlight the importance of both SBAR and NEWS2 in safe and effective handover.
- The **current online handover tile could be adapted into an SBAR format** to encourage communication of information in this structure to ensure clarity of handover.