

COUNTY DURHAM & DARLINGTON FOUNDATION TRUST

CASE STUDY

SBAR (Situation Background Assessment Recommendation) Service

Problem

- Community nursing services under increasing pressure to deliver care to patients in care homes.
- Multiple visits to the same care home each day by different teams .
- No way to track incoming requests.
- Care homes default to calling 999 / 111 and ambulances are dispatched when they may not be needed.

Solution

- Digital assessment form for carer to complete with patient observations.
- Central triage of patients and their symptoms enables nurses to direct the right care to the right patient at the right time.
- Appropriate information is given to NHS responders.
- Patient electronic health record is updated with latest results from carers and triage team.

Outcomes

45%

Reduction in specialist nurse visits.

18%

Reduction in overall unplanned admissions.

13%

Reduction in out-of-hours unplanned admissions.

24%

Reduction in in-hours unplanned admissions.

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