

SBAR Communication Tool

Gathering information for support



The Hertfordshire SBAR tool can be utilised to support your service and staff to assess a situation and contact the right health service.

Call 999 IMMEDIATELY for:

- Chest Pain
- No Pulse
- Loss of Consciousness
- Not Breathing
- FAST (Stroke)

S	SITUATION <ul style="list-style-type: none"> • Your name and Care Home / provider name • Name of patient, age, DOB • What is the concern, what has happened? Describe symptoms which are different than normal. Does the person have capacity to tell you what is wrong? 	Examples of symptoms you might describe: <ul style="list-style-type: none"> • Falls – are there injuries? • Confused, disorientated, dizzy, unsteady • Drowsy or hard to rouse • Hot / flushed /sweating. Cold / clammy / shivering / pale • Breathing harder or faster, slower or shallower • Complaining of pain, grimacing, posture indicating pain if unable to communicate - describe where pain is • Weakness in legs or arms / facial differences • Coughing / bringing up phlegm / wheezing • Vomiting / nausea - how long for? • Change in urinary continence / smelly urine, blocked or problem with catheter • Change in bowel habit / diarrhoea • Not eating or drinking / loss of appetite • Bleeding from what area?
B	BACKGROUND <ul style="list-style-type: none"> • How long have symptoms been present? • Did they come on suddenly? • Does the person have any other long term illness? • Have they already been seen by the GP for this change? If so, were any medications started? What instructions were given to the home? • Have you got a list of their current medication? • Has the person recently been into hospital? If so what for? • Does the person have a current DNAR in place? If yes, be clear why you are ringing 	
A	ASSESSMENT <ul style="list-style-type: none"> • What actions have you already taken? Is the person in a safe place? • Has the person lost consciousness? Be very clear; is it a true loss of consciousness? If yes, how long for in minutes? • Are there any obvious signs of injury or bleeding? 	Examples of assessment actions you might describe: <ul style="list-style-type: none"> • First aid options used / recovery position • Pressure on bleeding area • BP, pulse, respiration rate, temperature, urine analysis - give results
R	RECOMMENDATION <ul style="list-style-type: none"> • Explain what you need - be specific about the request and time-frame • Make suggestions i.e.. ECP or Dr or advice only • Clarify expectations <p>Note: an ambulance can take from 9 – 60 minutes depending on urgency</p>	Examples of recommendations you might describe: <ul style="list-style-type: none"> • Review by GP urgently • Ambulance • Call back from Clinical Advisor • Clarify what is happening as a result of call – when you can expect a visit or ambulance

Is this situation **life threatening** – could you call the ECP, 111 or a GP, or do you need to phone 999?

BE CLEAR WHAT YOU NEED. THIS CAN SAVE TIME AND HAVE A BETTER OUTCOME FOR THE PERSON

Not every question will be relevant to every person. The checklist will help with describing symptoms (not exhaustive). Remember to document the outcome in the records. Write some answers down before you ring so you don't forget and can give relevant information.

If an ambulance is sent, these are suggestions of what do whilst waiting for the ambulance to arrive:

Reassure the person and stay with them, continue to monitor for signs of deterioration which may mean a further call to the service.

Ask another staff member to follow the check list:

- Do you need an escort?
- Do you need to ask senior management to attend the home?

In no particular order:

1. Inform relatives
2. Photocopy medication charts and bag all medication. Is there any in the fridge, bedroom or cupboards?
3. Photocopy main care plan details or grab sheet making sure the details are up to date.
 - Especially where you have allergies or special instructions around other medical conditions.
 - Include copy of DNAR form.
 - Is there any special information which may help staff to communicate or deliver care for the person, (i.e. strategies to adopt when the patient is anxious especially for those living with dementia)?
 - Are there any triggers which are not recorded?
4. Prepare an overnight bag for the person. Remember to take items that may offer reassurance. Maintaining the persons' dignity is paramount so having their own belongings may help.