

A common  
language across  
healthcare

# What to do...

# when a care home calls

## Information for receptionists

**NEWS** is a scoring system that shows how unwell a resident is. The higher the number, the sicker the person is likely to be.

Score	Suggested actions to alert clinician	Suggested response times
<b>0-1</b>	non-urgent enquiry, will require clinical triage within 24 hours - add to duty list for the day	<b>24</b>
<b>2</b>	target for clinical review (telephone or face to face) within 6 hours – add to telephone appointments (same morning/same afternoon)	<b>6hrs</b>
<b>3-4</b>	target of clinical review (telephone or face to face) within 2 hours – appropriate to be notified as priority request to duty clinician.	<b>2hrs</b>
<b>5-6</b>	priority review indicated – appropriate to speak with duty clinician directly with request to contact home at next consultation slot.	<b>15mins</b>
<b>7</b>	immediate clinical review indicated – appropriate to transfer call directly to clinician	<b>!NOW!</b>