


**Adapted SBAR communication tool for Care Homes**

**To Be Used in Non-Life Threatening Cases, Please call 999 in an emergency**

**S**  
Situation

# **hello** my name is...  
  
 I am a nurse/carer at ..... care home (which is nursing/non nursing)  
 I am calling about Mr/Mrs .....  
 I am calling because I am concerned that / I am unsure about / the resident needs / I need advice

**B**  
Background

Mr/Mrs ..... has been a resident here for.....  
 Their normal condition is .....  
 (e.g. alert / drowsy / confused / self-caring)  
 Their relevant history includes .....  
 (e.g. asthma, dementia, ischaemic heart disease)  
 'Do Not Attempt Cardio Pulmonary Resuscitation' form is / is not in place. If Yes, it is signed and in date.  
 They do / do not have an Advance Care Plan in place.  
 If yes, this includes .....

**A**  
Assessment

I have found that he / she is .....  
 (e.g. struggling to breathe / walk / has pain / has injured / confused)  
 Vital signs are .....  
 (e.g. blood sugar, temperature, BP, pulse)  
 I think the problem is / may be .....  
**OR** I don't know what's wrong but I'm really worried

**R**  
Recommendation  
 See guidance / notes below

I now need your assistance  
 I would like you to visit the resident (when?)  
 I would like your advice as to what to next / in the meantime

**Ask receiver to repeat key information to ensure understanding**

GP – IN HOURS	GP – OUT OF HOURS	999 This is rarely appropriate
Call GP Surgery to request visit or call back  Discuss with GP to agree how to manage this patient	Can it wait until the resident's own GP practice opens?  If YES, call when surgery opens If NO, call 111 to discuss with GP	Consider all other options before this in a non-life threatening scenario