



LLR County Falls Recovery Service

Details for accessing the LLR County Falls Recovery Service (Pilot)

- The objective of this service is to ensure that individuals who have fallen and still on the ground are clinically triaged, safely raised and holistically assessed to facilitate them remaining at home and do not have to unnecessarily be admitted to and/or attend hospital
- Operational 7 days a week
 - Clinician-led service (typically an advanced paramedic practitioner or nurse accompanied by a driver/HCA)
- Referrals currently accepted between 8am and 8pm every day
 - Referral criteria include the patient not having serious injury/fracture, no LOC and not on anticoagulants and not in a public place
- Target response time of 2 hours from time of clinical triage determining that a home visit is required
 - although on occasions this can be up to 3 hours when the service is at capacity
- The current service will continue until at least 31st May 2022
- Direct contact with the DHU Health Care Professional line removes the need to contact EMAS
 - **HCP Contact number 0300 323 0672**
- Contact at DHU:
 - Gary Bonser – Clinical Service Manager Gary.Bonser@DHUHealthCare.nhs.uk

Case Study

Referral

84yo Male found by carers on the floor having slipped off the edge of the bed

Call originally to 999

Referred by EMAS to DHU Falls Team

Third fall in 7 Days

Response

DHU Falls team arrived within 33 minutes of the referral being made.

Outcome: First assessment undertaken to ensure patient was safe to be supported off the floor. Assisted from floor using Mangar Elk lifting cushion

Full holistic assessment carried out to identify any care needs, injuries or clinical concerns causing the fall.

Blood pressure found to be slightly low and medications reviewed.

Outcome

- Remained at home
- Full Clinical assessment completed
- Referral into Falls Prevention services to reduce future falls risk.
- Medication optimisation
- Learning – feedback provided back to community staff re: Falls Response rather than 999