



North West Ambulance Service **NHS**
NHS Trust

East Lancashire Hospitals **NHS**
NHS Trust

Falls Response Service

A step in the right direction for Pennine Lancashire

Sue Tracey – Clinical Specialist OT for Older People
Gail Smith – Paramedic with NWS



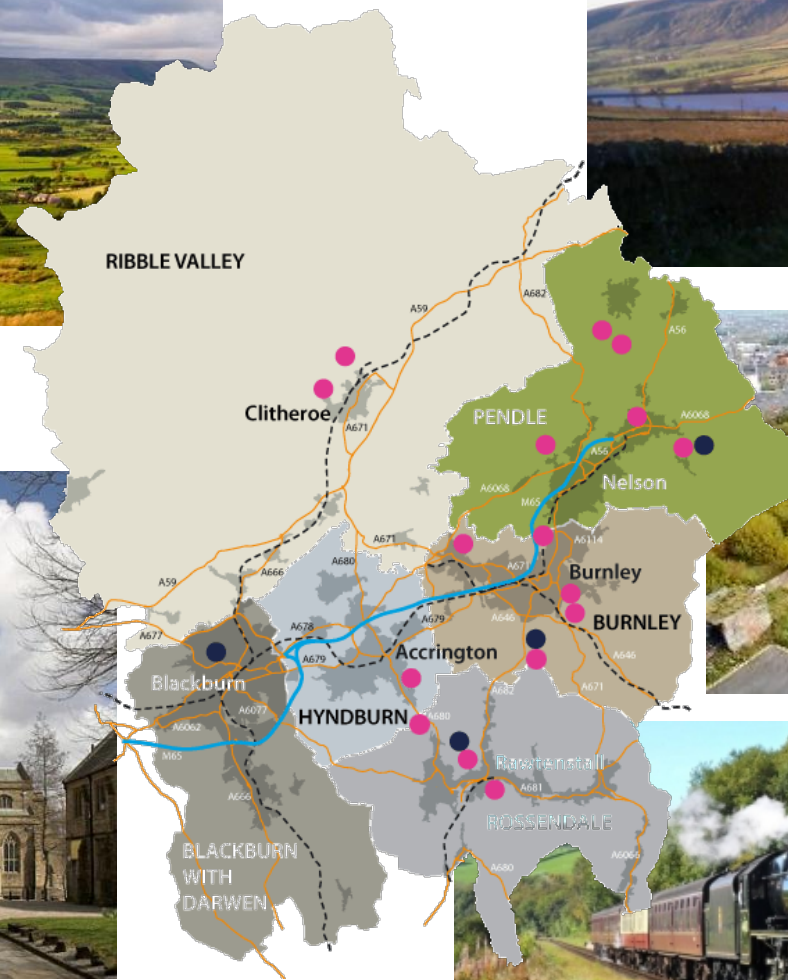
Laura Bolton Award for
Outstanding Contribution



Outstanding Innovation Award

Safe | Personal | Effective

Pennine Lancashire



Safe Personal Effective



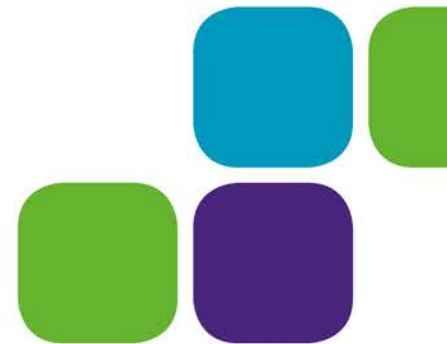
Understanding the problem



The real driver...



Safe | Personal | Effective



Aims of the Falls Response Service



Avoid unnecessary admission

Reduce pressure on ED

Relieve demands on NWS

Speedy response to fallers in the community

Involve community services



Reducing unnecessary hospital admission following falls

REACTIVE ELEMENT
Responding to emergency 999/111 calls

A DAY IN THE LIFE OF FRS

PROACTIVE ELEMENT
Managing alerts raised by other paramedics

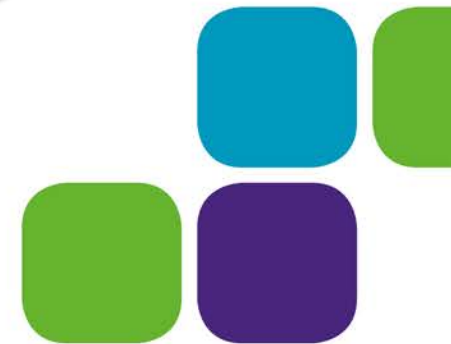
Paramedic assessment following Pathfinder and Self-care Pathways

Assisting from the floor if required

OT assessment including environment, function, cognition and falls risks

If conveyed to ED, FRS will liaise with OT/ED

Triage phone call with advice, follow up visit or referral on



Feed back from professionals

The Occupational Therapy Team that work out of ED said:

“The FRS crew ringing through an in-coming patient is saving us approximately 2 hours in our assessment time. Professional insight into the patient’s home environment and social situation is particularly useful. It gives us essential information which we might not otherwise receive.”

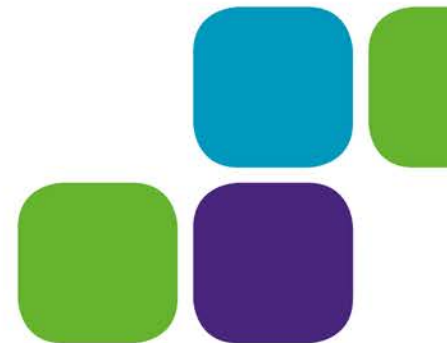
Professionals who have shadowed the team said:

‘A brilliant service which makes such a difference to the patient’

‘Good to see how we can work together to make things better for the patient’

‘I never knew there was so much out there to call on’

‘Absolutely phenomenal’



Feed back from our patients

'Extremely friendly, professional and informative'

'They treated me with the upmost dignity and respect.'

'Professional treatment and sensitive approach.'

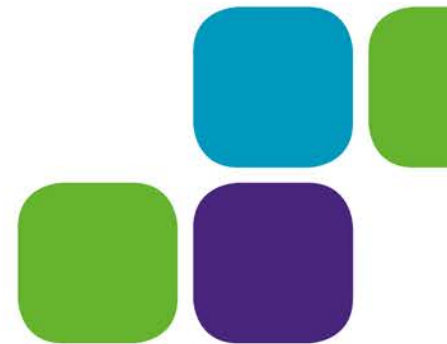
'I got all the help that was needed to prevent a further fall.'

'It is reassuring to have support in a time of crisis'

'Excellent response from the time of making the call to the team's arrival'

'I was treated with kindness and respect'

"Absolutely fantastic people"



Thank you

Safe | Personal | Effective

