Falls Response Service

A step in the right direction for Pennine Lancashire

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

Laura Bolton Award for Outstanding Contribution

Outstanding Innovation Award
Understanding the problem
The real driver...
Aims of the Falls Response Service

Avoid unnecessary admission

Reduce pressure on ED

Relieve demands on NWAS

Speedy response to fallers in the community

Involve community services
Reducing unnecessary hospital admission following falls

**REACTIVE ELEMENT**
Responding to emergency 999/111 calls
- 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

**PROACTIVE ELEMENT**
Managing alerts raised by other paramedics
- Triage phone call with advice, follow up visit or referral on

A DAY IN THE LIFE OF FRS

Safe | Personal | Effective
So far...

- 561 CALLS
- 1000 ERISS referrals
- 14 to hospital post FRS within a week
- 78% mobile in under 30 mins v 240 mins NWAS
- 131 days on the road
- 78% remained at home
- Estimated financial saving to ELHT and NWAS of £200k
- 78% remained at home
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