

---

# Dorset Urgent Community Response

Amy Hassan

UCR Service Lead/

Occupational Therapist

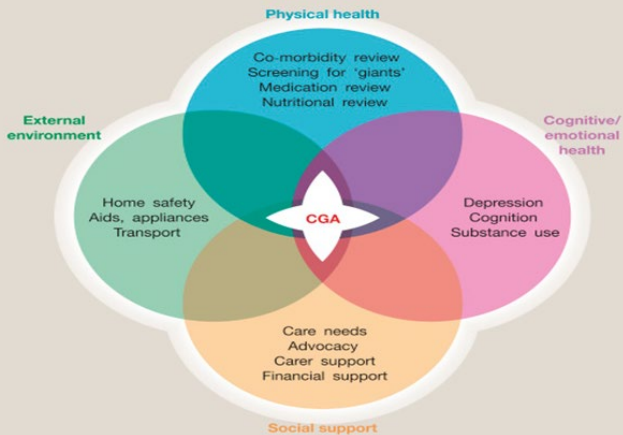
---

# Falls and Urgent Community Response (UCR)



- ▶ Providing a 2-hour crisis response to support people in their own homes to avoid hospital admission
- ▶ 111/999 calls
- ▶ First response- hospital at home
- ▶ Multidisciplinary team- paramedics/nurses/occupational therapist/physiotherapist/assistants
- ▶ Holistic
- ▶ Over half of patents seen are fallers
- ▶ Link closely with SDEC/Community teams/GPs/Social care

Domains assessed and considered in the multidimensional approach of comprehensive geriatric assessment (CGA)

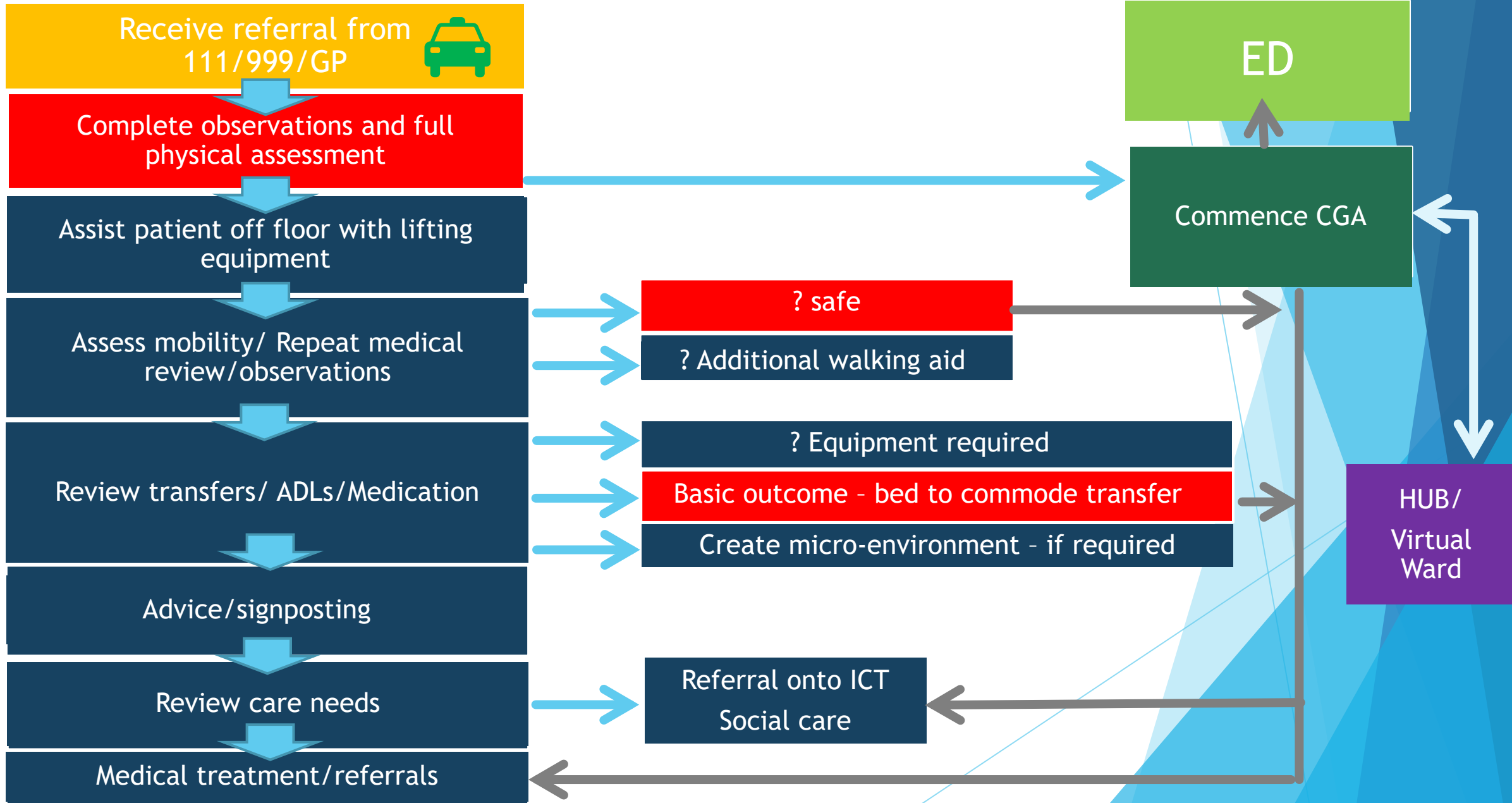


# Case scenario

- Tom 89, has fallen after losing his balance and unable to get up
- Non Injury
- Pressed pendant alarm & has key safe
- Lives alone, normally independent, has once a day care for personal care and medication prompt
- Normally mobile with walking stick
- Has Parkinson's Disease and Heart Failure





# Rapid response to a patient who has fallen



# Fall and long lie

ED  

Seen in triage/observations/bloods  

Transferred to Majors/Minors  
Repeat observations/tests/X-ray/CT  


Review by Frailty team  

Commence CGA

Basic outcome - bed to  
commode transfer  
Medically stable

Admit to Ward  

## Risks:

- Disorientation 
- Access to Food/Drink
- Access to medication- PD meds
- Repeated interventions
- Information/decision making
- Deconditioning

## Outcomes:

- Long stay
- Deconditioned
- Risk of increase confusion/delirium
- Hospital acquired infections
- Increase care needs
- Increase in medication
- Capacity and demand on community teams
- Information/decision making
- Not able to return home

Discharged

## Preventing long lies....

- Reduce risk to patient
- Reduce risk to convey to ED
- Reduce impact on health & social care



- ▶ Early intervention is key
- ▶ Equipment- Raizer chairs
- ▶ Social care/care homes having access to equipment
- ▶ Training and education
- ▶ Falls services across systems to support services
  - Urgent Community Response
  - Fire service
  - Third sector/voluntary sector
  - First responders
  - Falls cars
  - links with pendant alarm services- falls teams
  - Falls prevention programmes



**Better care for our patients**  
“Right place, right person, right time”