



Mid and South Essex
Integrated Care
System



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Implementing a system-wide approach to falls response The MSE ICS Story

29th September 2022

www.midandsouthessex.ics.nhs.uk

The Approach

- As part of this pilot 81 Raizer II chairs were purchased and distributed across care homes, secondary care and Urgent Care Response Teams. Each chair costs £3,755 (inc. VAT).
- An interactive post falls assessment tool was publicised to all care homes within MSE to support care staff to identify when it is safe to lift a resident from the floor without calling for assistance from the Ambulance Service.
- All care homes have been provided with a Samsung Digital tablet where this can be accessed and the interactive falls assessment tool has also been added to our Whzan telehealth tablet alongside a falls assessment tool.



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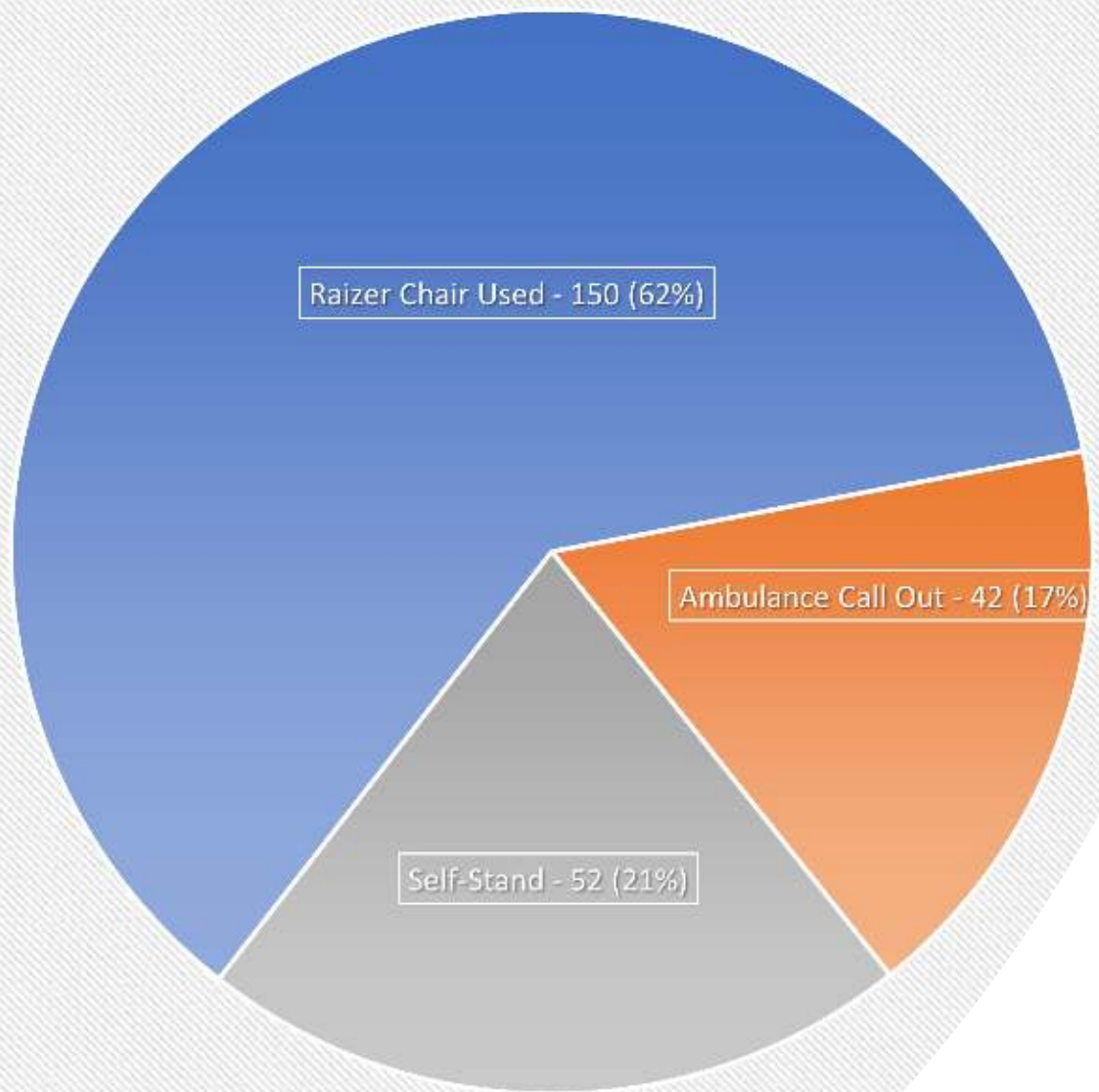
*Leatherland Lodge
care Home*

Research more than 45% of fallers in care homes are uninjured and do not require transportation onto hospital.
(Cardiff University, 2006)

Above assumes that 55% do require an ambulance call out.

Cost of a call out is circa £252.00

244 Falls over 6 weeks in 48 homes



"A great piece of kit for lifting with much less distress. It's now in everybody's care plan - the Raizer is the first port of call every time. We absolutely love it. We rarely get the hoist out now - it's just so distressing for them..."

Longfield Care Home



Results in Care Homes



244 falls would have caused 134 call outs. By comparison, its 42 call outs



Saved 92 call outs



$92 \times \text{£}252 = \text{£}23,184$



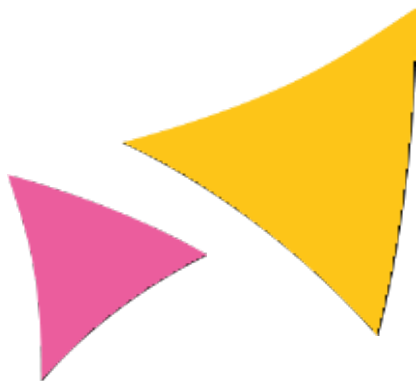
Saved per care home per year = $\text{£}4186$



$\text{£}4186 \times 124 = \text{potential of over } \text{£}519,064 \text{ every 12 months.}$

“Our 111 calls have decreased by 100% since we’ve had the Raizer chair. We haven’t needed to call them since. That chair is absolutely invaluable - and we can’t manage without it now. There is just so much calmness now around the residents - they actually enjoy using it!! We’ve had one or two falls which other residents have then witnessed us using the Raizer, and they have asked if they can have a go!”

Adalah Care Home



Partnership Working

OTs

- Secondary care OT provided a review and assessment of the chairs prior to piloting.

Secondary Care

- Undertook compare and contrast pilot with two types of emergency lifting chair.

Urgent Community Response Team

- Demonstrated ease of use regardless of setting and acted as local change champions.

Local Authorities

- Supported engagement with care homes and jointly funded additional chairs across MSE.

Care Homes

- Participated in an audit and feedback programme to identify the benefits realised from this pilot.

Ambulance Trust

- Fully engaged and supported the pilot, ensuring frontline paramedics were all aware of the equipment within the relevant homes by holding a list in their control centre.

Private Sector

- Solcolm provider of Telehealth equipment to care homes in MSE supported the addition of interactive post falls assessment app to the Whzan portal to support falls assessments.



Outcomes and Value

- **Patient Satisfaction:**
 - Staff and next of kin feedback - less distressing for their resident / loved one, to be lifted with the Raizer Chair.
- **Workforce:**
 - 100% staff confirmed it is easier to utilise the Raizer chair as opposed to hoisting and reduces the risk of manual handling injuries for staff.
- **Time saved:**
 - One member of staff can lift with the Raizer chair as opposed to three hoisting the resident from the floor.
 - Reduction of ambulance calls and A&E attendances reduces demands across the system.
 - Reduction of sick leave due to back injury.
- **Efficiencies**
 - Initial pilot savings estimated at £781,144 for ambulance call outs prevented and reinvested in more chairs.



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