https://youtu.be/dqjvceZ97KM

Felgains Webinar | 07/12/22

Demonstrating HelpFall
The new standard in post falls decision making.

felgains
inspiring care

Help Fall

Why is a post falls decision support tool needed?

What is HelpFall?

What is HelpFall?

HelpFall is the digital post-falls decision support tool that supports care staff to safely assess a person who has fallen, and helps them decide whether to lift or assist them from the floor using safe manual handling techniques and equipment.

Based with permission on Post Falls Guidance by:

Major Injury or Symptoms	These are medical emergencies that require a 999 response, where you should not lift a person who has fallen.
Minor Injury or Symptoms	These are less urgent situations, where you should safely lift a person who has fallen and follow up with the GP, NHS 111 if out of hours, or other locally agreed pathway.
No Injury or Symptoms	If there are no apparent new injuries or symptoms, you should safely lift a person who has fallen.

HelpFall in Action
A Live Demonstration!

How will HelpFall benefit you?

Patients

- Reduce 'long lies' while waiting for an ambulance and prevent avoidable harm
- Improve patient experience by providing the right care, in the right place, at the right time

Service

- Reduce ambulance call outs to non urgent calls, improving response times for Cat 1 & 2 calls
- Improve ambulance handover times and A&E performance
- Reduce avoidable hospital admissions which result from 'long lies'

System

Reduce future demand pressures through early intervention
- Optimise efficiency of workforce and use of resources by providing better care and signposting at the point of need

Monitoring

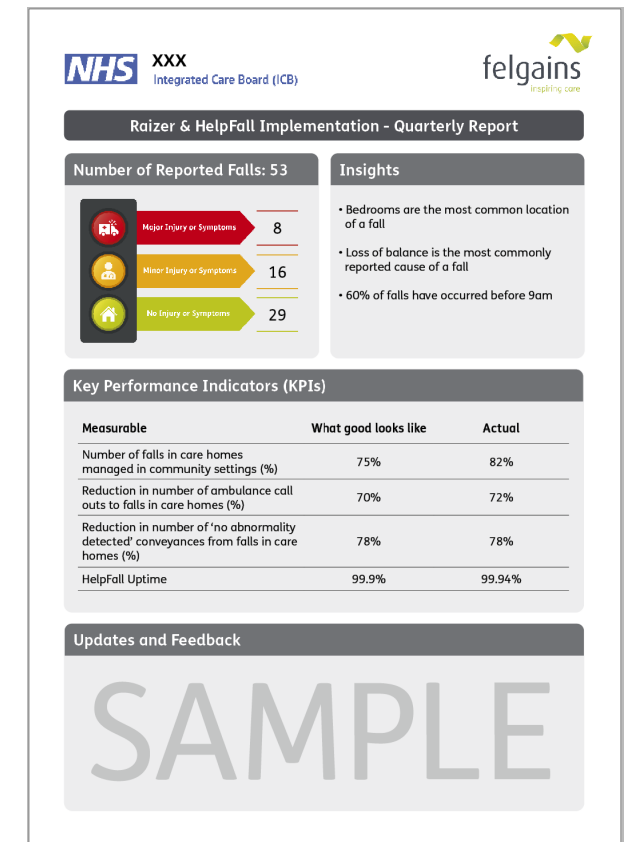## Data collection and reporting using HelpFall

Post Falls Report
Minor Injury

Patient Details			
Unique Client Reference		Care Home Name	
Date and Time of Fall	05/08/2022 16:45	Location of Fall	Downstairs bathroom
Suspected Cause of Fall	Loss of balance	Staff Name	

Assessment	
Conscious and Breathing	Yes
Fall from Height	No
Severe Bleeding	No
Head, Neck, Back Injury Symptoms	No
Heart Attack Symptoms	No
Stroke Symptoms	No
Lower Limb Deformity	No
Post Seizure Symptoms	No
Minor injury, bruises, pain, dizziness, vomiting or memory loss	Yes to any above
Blood thinners (anticoagulants)?	
Details of Injuries or Symptoms	Bruise to right knee
Clinical Observations (if applicable)	BP - 145/106 Ox - 97 Temp - 36.3
Actions Taken	Razior2 used to lift. GP contacted. NOK informed.

Advice for Carer
1. Give first aid as needed
2. Safely assist or lift the person from the floor
3. Contact GP (NHS 111 if out of hours) or locally agreed community provider for advice
4. Where possible, observe the person for at least 24 hours for any new symptoms

- HelpFall's powerful data capture and reporting capability offers a host of actionable insights at a regional level – [view example report](#)

- Enables you to track and measure your region's performance against the national KPIs

- Compliant with NHSX DTAC & GDPR, with a DPIA in place and DSP submission complete

- Provides an incident report for the care home, which can be uploaded to patient records and shared with other services

NHS XXX
Integrated Care Board (ICB)

Raizer & HelpFall Implementation - Quarterly Report

Number of Reported Falls: 53

Major Injury or Symptoms		8
Minor Injury or Symptoms		16
No Injury or Symptoms		29

Insights
- Bedrooms are the most common location of a fall
- Loss of balance is the most commonly reported cause of a fall
- 60% of falls have occurred before 9am

Key Performance Indicators (KPIs)

Measurable	What good looks like	Actual
Number of falls in care homes managed in community settings (%)	75%	82%
Reduction in number of ambulance call outs to falls in care homes (%)	70%	72%
Reduction in number of 'no abnormality detected' conveyances from falls in care homes (%)	78%	78%
HelpFall Uptime	99.9%	99.94%

Updates and Feedback

SAMPLE

What accreditations does HelpFall have?

HelpFall is based with permission on South Western Ambulance Service's Post Falls Guidance Pack for Care Provider and draws on the latest guidance from NICE and the National Patient Safety Agency.

HelpFall is compliant with NHSX DTAC which means it meets NHS standards in data protection, clinical safety, cyber security and usability.

Based with permission on Post Falls Guidance by:

https://youtu.be/I08FpDz8tM4

How are ICBs using HelpFall?

Suffolk and North East Essex ICB
HelpFall Pilot | The Key Stats

84%
Reduction in ambulance callouts to falls in care homes

80%
Reduction in ED attendances from care homes using HelpFall

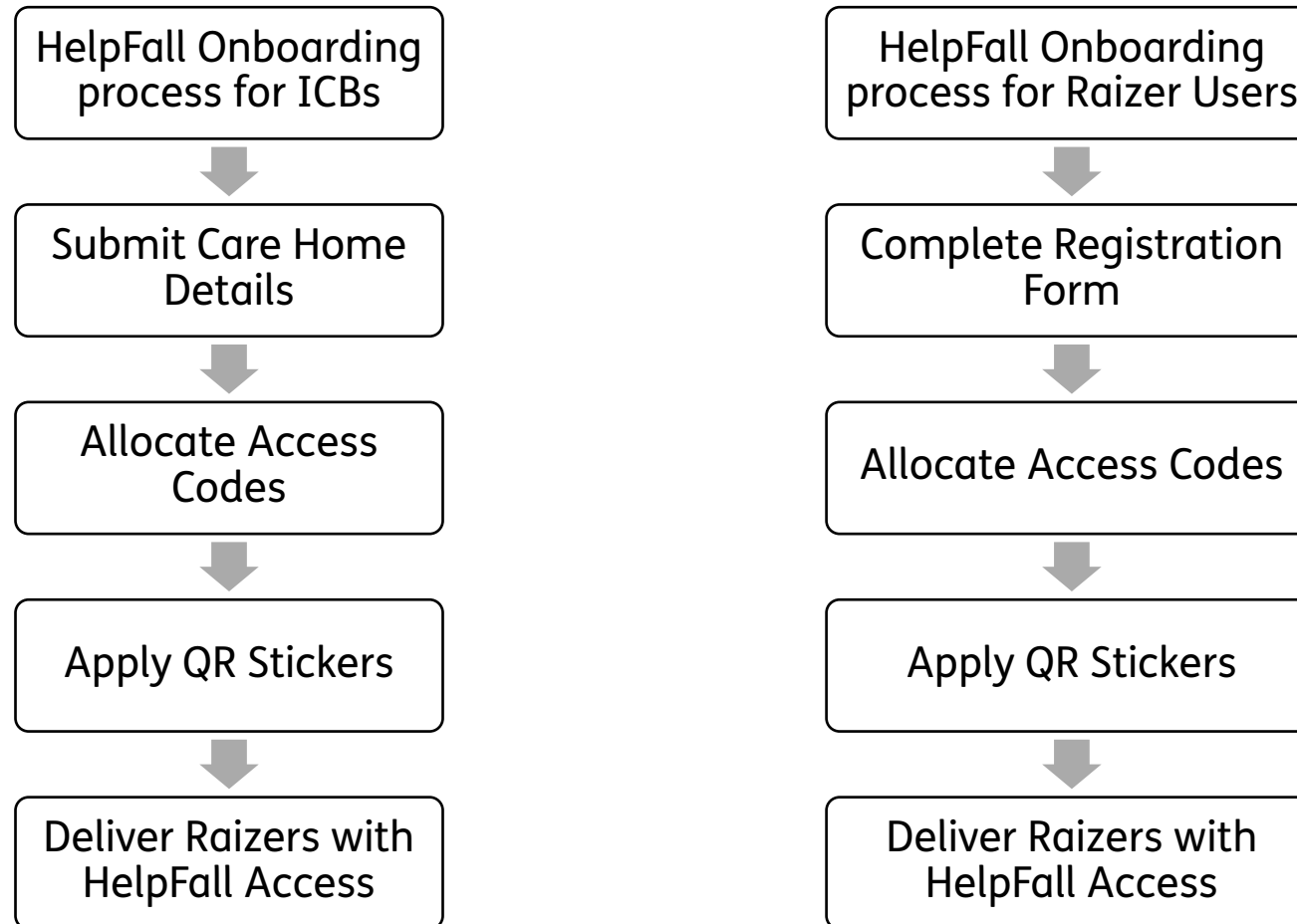... and the percentage of 'no abnormality conveyances' has reduced from **27%** ↘ **0%**

Feedback from SNEE care homes:

'This tool is so much better – it's more than just a checklist which we already have, it actually tells you what to do in each circumstance!'

'Really good – like ringing NHS111'

How do I get HelpFall in my Organisation?

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│   HelpFall Onboarding    │        │   HelpFall Onboarding    │
│    process for ICBs      │        │  process for Raizer Users│
└──────────────────────────┘        └──────────────────────────┘
            ↓                                    ↓
┌──────────────────────────┐        ┌──────────────────────────┐
│   Submit Care Home       │        │   Complete Registration  │
│       Details            │        │          Form            │
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│   Deliver Raizers with   │        │   Deliver Raizers with   │
│    HelpFall Access       │        │    HelpFall Access       │
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Live Q&A

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Thanks for joining!