

... Webinar starting soon ...

Webinar | How HelpFall is transforming post falls management in Care Homes: the SNEE ICB story



The Problem: Non and minor injury falls in Care Homes

- Pressures on the ambulance service meaning increased response times to Category 3 and 4 ambulance callouts – resulting in long lies and patient deterioration
- Safeguarding policies and procedures sometimes meant care staff were hesitant to lift fallen residents from the floor, leading to them calling the ambulance when not always necessary.



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.



These are medical emergencies that require a 999 response, where you should not lift a person who has fallen.

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.

If there are no apparent new injuries or symptoms, you should safely lift a person who has fallen.

NHS Suffolk and North East Essex Integrated Care Board (ICB) felgains

Raiser & HelpFall Implementation - Quarterly Report

Number of Reported Falls: XXX

Number of Times Raiser used? HelpFall option - used to report for DfAC. Falls prevention insights - top 3 causes of falls?

Key Performance Indicators (KPIs)	Measurable	What good looks like	Actual
Number of falls in care homes managed in community settings (%)	75%		
Reduction in number of ambulance call-outs to falls in care homes (%)	70%		
Reduction in number of 'no alarmingly detected' consequences from falls in care homes (%)	80%		

Learnings and Feedback

Post Falls Report
Minor Injury

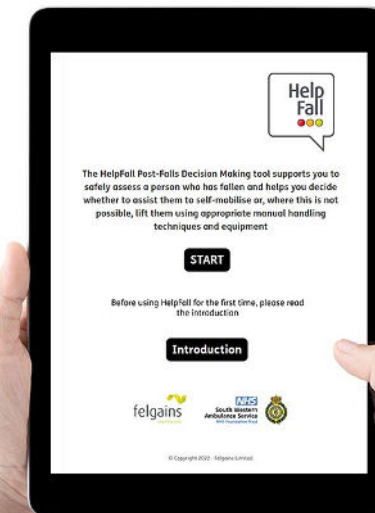
Person Details

Service Client Reference	Case Name	Case Name
Date and Time of Fall	Location of Fall	Consent to be taken
Suspected Cause of Fall	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 Fallsure Symptoms	No
Head Injury, Swollen, pain, dizziness, vomiting or incontinence	No to any above
Blood Incontinence (urine/stool)	No
Details of Injuries or Symptoms	Broken to right knee
Clinical Observations (if applicable)	GP - 11:30 AM on 10/10/2020
Actions Taken	Person used to lift. GP contacted. NICE informed.

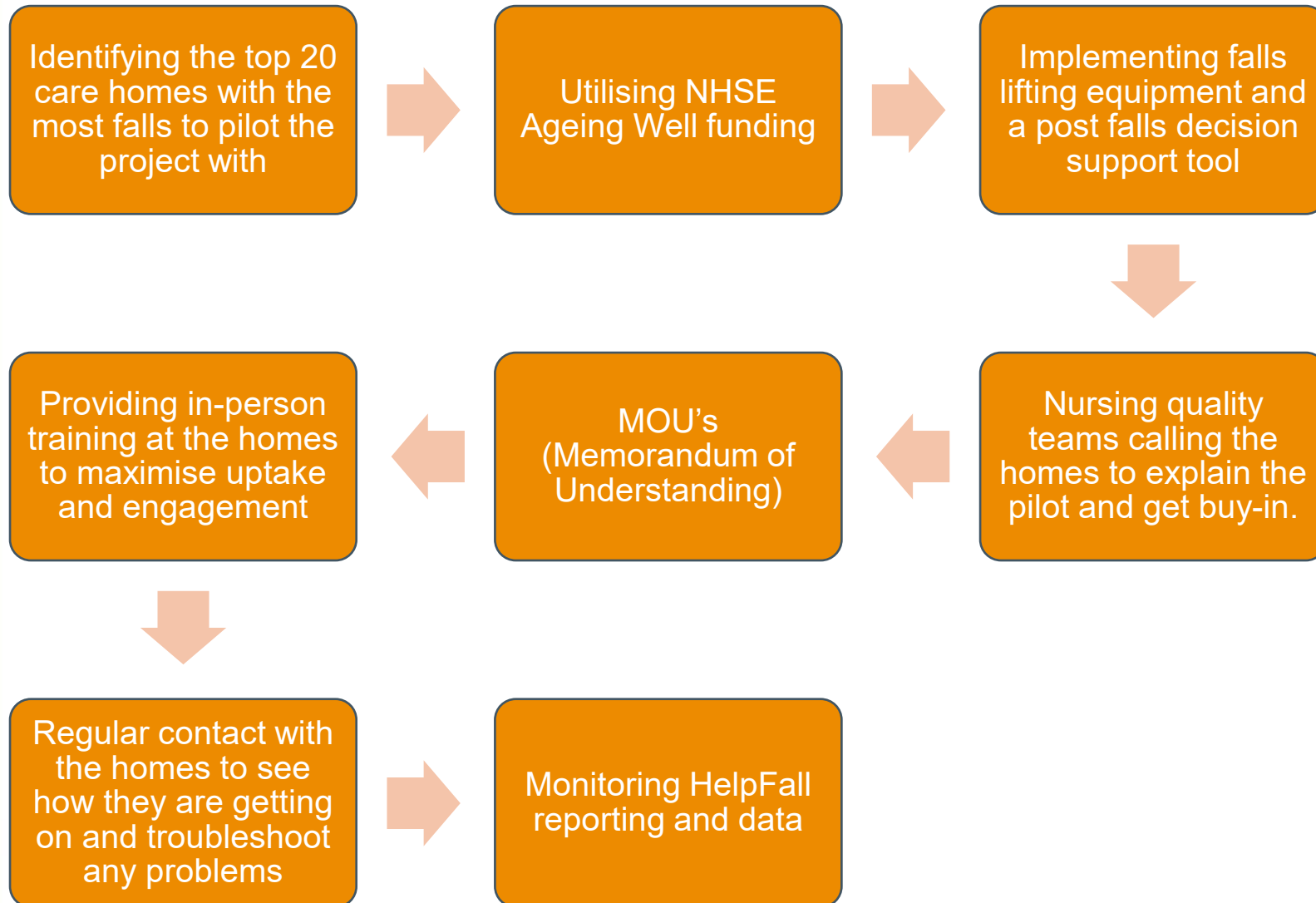
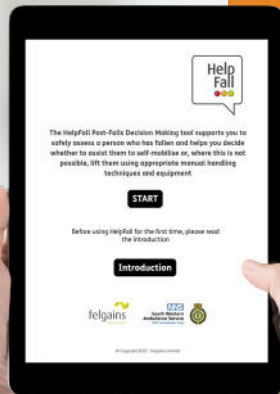
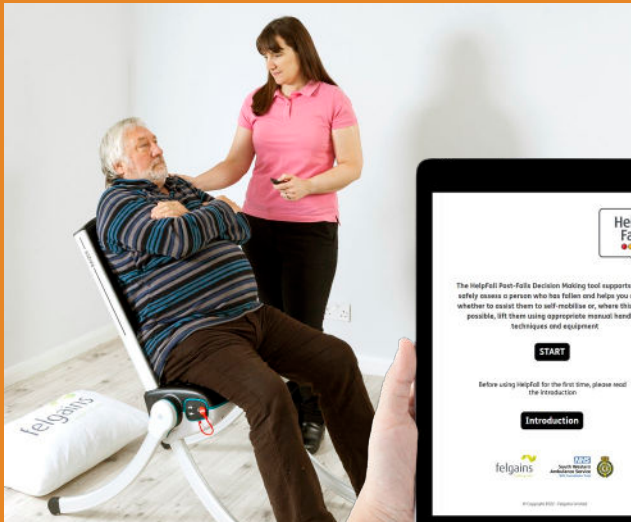
Advise for Care



Based with permission on Post Falls Guidance by:



The Solution: Enabling Care Homes to Safely Assess and Respond to Falls Themselves

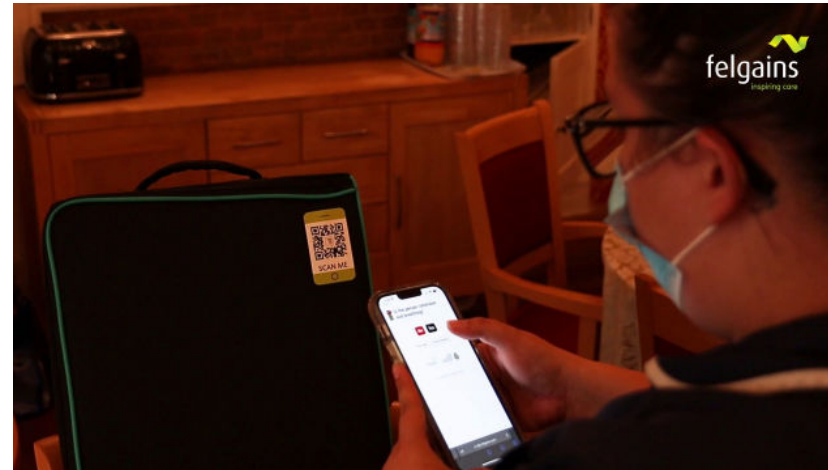


The Impact and Results: Increased confidence, reduced ambulance callouts

- A reduction in ambulance callouts to the care homes
- Upskilled and confident care home staff - peace of mind that they are doing the right thing
- No abnormality conveyances reduced from 27% to 0%
- Prevention of long lies
- Less footfall through the care home
- Right care, right place, right time

“They're more confident in handling a fall. They can just get HelpFall and they can follow the instructions - it's almost like there's a little bit of pressure that's been released from them”

Kate Perkins, Deputy Manager at Milton Lodge Care Home



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Raiser & HelpFall Implementation - Quarterly Report

Number of Reported Falls: XXX

Number of Times Helped: XXX
 HelpFall uptake: need to report for DTAC
 Fall prevention insights: top 3 causes of falls?

Key Performance Indicators (KPIs)

Measurable	What good looks like	Actual
Number of falls in care homes managed in community settings (%)	75%	
Reduction in number of ambulance call outs to falls in care homes (%)	70%	
Reduction in number of 'no abnormality detected' conveyances from falls in care homes (%)	80%	

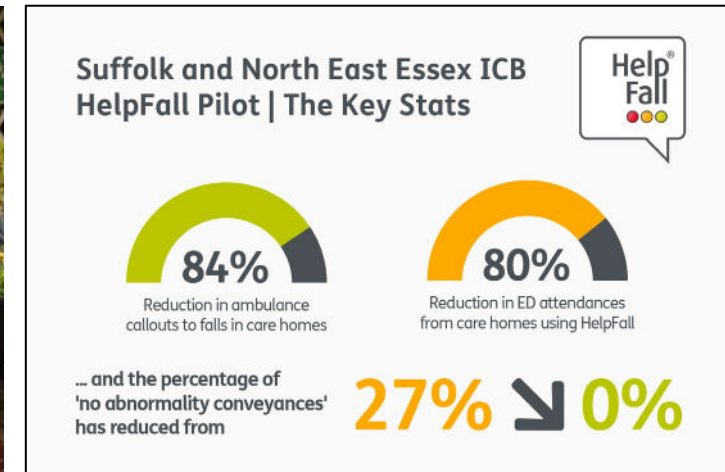
Learnings and Feedback

Post Falls Report
Minor Injury

Personal Details		
Resident Name	Case Name	
Date and Time of Fall	Location of Fall	Downstairs bathroom
Reported Cause of Fall	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 Swelling		No
Post Falls Symptoms		No
Other Injury Symptoms, pain, dizziness, vomiting or incontinence		Yes to any above
Blood Clotting (Anticoagulants)?		
Details of Injury or Symptom		Crack in right foot
Clinical Observations (if applicable)		GP: 16/10/24, Dr: 01/11/24, 26/11/24
Actions Taken		Footpad used in BP, GP consultation, X-ray informed

Advice for Carer

- Give first aid as needed
- Seek medical advice if the person has the following symptoms
- Contact GP (0111) if a GP is not available or locally agreed community consider for advice
- Where possible, ensure the person for at least 24 hours for any new symptoms



Feedback from the Care Homes



Live Q&A

Thank you!



Contact

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A large, stylized graphic of a plant with several broad, pointed leaves in shades of orange and yellow, centered on a solid orange background. The leaves are arranged in a fan-like pattern, with some overlapping. The text is centered horizontally across the middle of the image.

... This webinar has now finished ...