



Ashley Care  
RESPECT & DIGNITY IN HOMECARE

# Falls Pilot Study

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*8-week pilot study to analyze the impact of the HelpFall App and Raizer Chair on Ashley Care's Homecare and Telecare services*



felgains

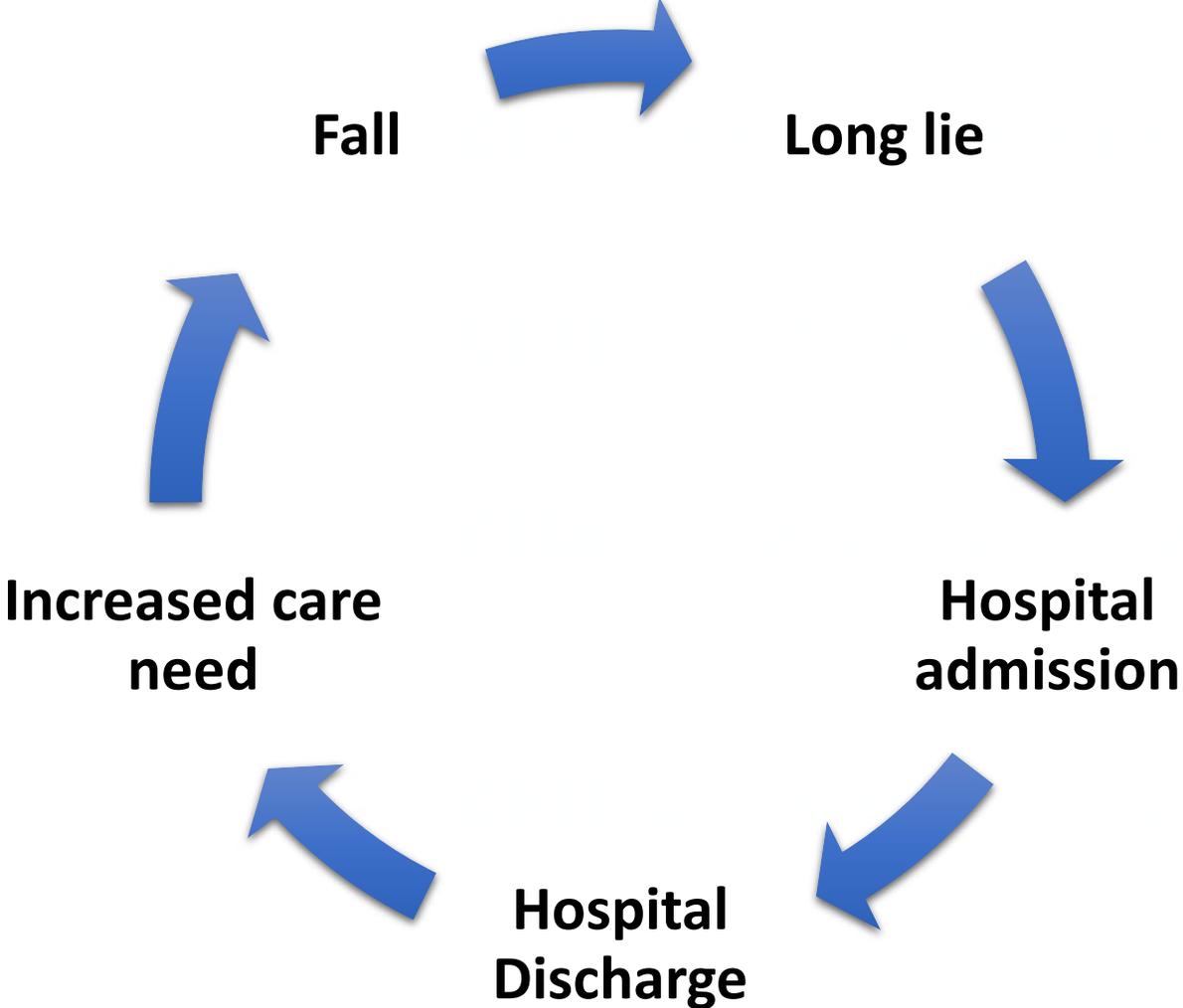
## How have response times for Category 4 (less urgent) calls changed over time?



## BACKGROUND

- Six people over 65 fall every minute in the UK
- A third of people over 65, and half of people over 80, fall at least once a year
- Around 3.4 million people over 65 suffer a fall which causes serious injury or death
- Falls are estimated to cost the NHS more than £2.3 billion per year
- A fifth of elderly people who are admitted to hospital after they have had a non-injury fall will have been left on the floor for more than an hour
- Southend City Council directive to stay with all those waiting for an ambulance.
- Wait times from October 2022 onwards of 10 hours+ for Category 3.
- Increased industrial action of ambulance and health services leading to greater system pressures.

# FALLS CYCLE



## Costs of Falls

**£7** to make a call to the ambulance service

**£231** for ambulance to attend

**£766** if treatment is required but not admitted

**£941** daily charge for inpatient treatment

# Raizer Chair

The Raizer 2 Lifting Chair is the new and improved truly single-handed solution to lifting someone who has fallen.

Faster, stronger, and more stable than traditional inflatable lifting cushions, the Raizer 2 Emergency Lifting Chair is an ideal solution for transferring someone who has fallen to a sitting or standing position.



# HELPFALL – POST FALLS ASSESSMENT TOOL

- HelpFall is based with permission on South Western Ambulance NHS Foundation Trust's Post Falls Guidance Pack for Care Providers.
- HelpFall draws on the latest guidance from sources such as NICE and the National Patient Safety Agency.
- HelpFall is NHSX Digital Technology Assessment Criteria (DTAC) ready, which means it meets NHS standards in clinical safety, data protection, technical security, interoperability, and usability and accessibility.



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

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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.

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

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Based with permission on Post Falls Guidance by:



# DATA COLLECTION

## Ashley Care Homecare Service

Date	Time	Name	Area	Reason for Call	Findings	Equipment used	Medical assistance required	Outcomes
15.12.22	22.00PM	Ms D	Southend	Fallen	Had fallen over	Helpful app and equipment used	NO	No medical intervention
16.12.22	09.00AM	Ms F	Southend	Slipped from bed	Accompanied whilst waiting for the ambulance	Attempted equipment but client over the weight limit and spent over 8 hours awaiting ambulance	Yes 5 ambulances in attendance due to weight and conveyed to hospital as they deteriorated.	Hospitalized
19.12.22	11.00AM	Mr P	Westcliff	Slipped from commode	Mr P assessed and was non-injurious	Helpful app and equipment used	NO	No medical intervention
27.12.22	10.00am	Ms D	Southend	Fallen	Had fallen over	Helpful app and equipment used	NO	No medical intervention
27.12.22	12.15PM	Ms F	Southend	Fallen	Had Fallen over	Unable to use Raizer Chair as over the weight	Ambulance attendance conveyed to hospital	Hospitalized
27.12.22	1.15PM	Ms K	Eastwood	Fallen	Had fallen over	Being sick and bang to head not able to move	Ambulance called and conveyed to hospital	Hospitalized
27.12.22	9AM	Ms R	Westcliff	Fallen	Had fallen over	Stroke symptoms not to move	Ambulance attendance conveyed to hospital	Hospitalized
30.01.23	9PM	Ms D	Southend	Fallen	Had fallen over	Helpful app and equipment used	NO	No medical intervention
03.01.23	1PM	Mr P	Westcliff	Fallen	Had fallen over	Helpful app and equipment used	UCRT to visit due to open sore on leg	UCRT to visit
05.01.23	10.00am	Mr P	Westcliff	Fallen	Had fallen over	Helpful app and equipment used	UCRT to visit due to open sore on leg and to request Falls OT to visit	UCRT to visit

## FALLS ANALYSIS 15/12/2022 – 09/02/2023

Service	Falls Attended	HelpFall App & Raizer Chair	Hospitalization	UCRT follow Up
Homecare	10	6	4	2
Telecare	11	10	1	2

TOTAL COSTS OVER AN 8 WEEK PERIOD = £44,408

NHS		Southend City Council		Ashley Care	
Ambulance call out	£112	Access Team	£576	Out of hospital reassessment	£2,560
Ambulance attended	£3,696	Brokerage Team	£576	Communication with hospital	£640
Outpatient care	£12,256	Finance Team	£576	Communication with SCC/NOK	£960
50% receive inpatient care	£7,528	Social worker	£960	Operational disruption	£576
Discharge Coordination	£720	Wait time	£2,880		
Transport	£1,280	Increased care provision	£8,512		
	<b>£25,592</b>		<b>£14,080</b>		<b>£4,736</b>

# Benefits to Ashley Care

1. Capturing innovation to accelerate improvement – CQC report
2. Prevention of hospital admission leading to care being delivered at home
3. Reduction in operational disruption when someone falls
4. Career progression for your team
5. Helpfall Assessment Tool giving your team the confidence to lift
6. People being cared for in their own homes



# Ashley Care Quotes

“ Fantastic piece of equipment, so beneficial for the clients as it saves them having to wait on the floor for an ambulance for hours and hours and so easy to use”.

“ I can remember being so excited when I was made aware we were getting this piece of equipment, it’s amazing. Its empowering to be able to help someone and prevent them for having to lay on the floor for hours waiting for an ambulance. Its easy to use, assemble and transport” it’s really beneficial to me as a responder and to the client.”

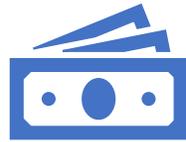
“ Its brilliant, easy to use, we can get to people quickly even in the early hours of the morning and get them up if they are not injured. It saves us waiting with them for an ambulance to arrive, we once had a lady on the floor for over 5 hours waiting for assistance from the ambulance” we can get there and assist them up in around an hour!”.

“ Its brilliant, just brilliant, and so easy to use and assemble, it makes me happy when I can assist someone up and back to bed safely and that they do not have to wait for hours for an ambulance, our clients are so grateful”.

# Overview



**76%** reduction  
in ambulance  
call outs



12 month saving  
= **£288,652**



Prevention of **2912**  
hours of annual  
additional care



Breaking the  
Falls cycle



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# Thank You

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