Fallers Flow Chart

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Falls Management Advice Chart

This guidance offers prompts for consideration when managing fallers – from initial acceptance / rejection of the call through to clinicians assessing patients and considering the most appropriate response required.

999 Category 3 / 4 call for patient who has fallen – presents for validation:

CSN - Assess the Incident for suggestion of risk factors:

Reported Injury
Mechanism of trauma
Environmental (outside / home concerns)
Positioning
Medical history
Age
Medication – consider blood thinners
Repeat calls
Dx01215
Acute Delirium
Medication
Alone
Dementia
Incomplete triage
Dx01216
Time of call
ETA Call
Dx01217

(Consider the requirement to prioritise the call back / upgrade the call at point of call)

CSN - Consider prioritising the incident for a clinical assessment.

Consideration for rejection for validation:

- Falls CFR assigned or available
- Vehicle assigned
- No outstanding calls within ODA
- Red risk factors

Clinical - Clinical assessment review factors:

Time on floor > 2 hours
Positioning
Blood thinners
Significant injury
Hip fracture
Time on floor 1-2 hours or just fallen
Dementia
Respiratory history
Alone
Mechanism of fall (intrinsic / extrinsic)
Uninjured
Any current pressure areas

Clinical - Consider the level of Response:

- Send an ambulance response as a C3
- Urgent Community Response team
- Community First responder
- Community falls response team
- Upgrade of response time required?
- Prioritise of the call within the ODA
- Demand within the ODA

Clinical - Self-Management plan and Care Advice:

- Self mobilise (using ROSPA video as guidance)
- Encourage any prescribed medication due
- Analgesia advice (prescribed / paracetamol only)
- Try to move regularly to prevent pressure sores
- Hydration / oral intake advice
- Urination Advice

Reassessments:

Dispatch to consider escalation to a clinician for any falls patient still on the floor, 1 hour post clinical input.

ROSPA – self mobilisation – https://www.rospa.com/home-safety/advice/older-people/

JRCALC Guidelines – Falls in older people

NHS
South East Coast Ambulance Service
NHS Foundation Trust

Rospa – Self mobilisation - Older people safety - RoSPA

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