

Luton Falls Team



What are the aims of the Falls Team?

- To prevent unnecessary hospital admissions following a fall.
- To reduce the risk of further falls.
- Falls prevention.

We work closely with the East of England Ambulance Service, other local NHS Services, Luton Borough Council and other agencies.

How are referrals made?

Referrals are usually made by the East of England Ambulance Service. Following a 999 call for someone who has fallen, the Ambulance Service will assess the individual and with their consent make a referral to the Falls Team. If the person is medically stable and does not need to be taken to hospital, a Falls Support Worker will make contact and arrange to visit the person at home as soon as possible.

Where an individual is taken to A&E and then discharged home, the Falls Support Worker will make contact as soon as possible and arrange to visit.

We also accept referrals from Health Professionals to prevent unnecessary hospital admission following a fall and assess for falls prevention.

Who is eligible to use the service?

People who meet the following criteria:

- Aged 18 years and over
- Live in Luton
- Have a Luton G.P.
- Have had a fall at home
- Are at risk of falling

Hours of Operation:

8am - 6pm, Monday through Sunday

Contact Numbers:

0333 405 3000 (Falls Team)

What will we do when we visit you?

A Falls Support Worker will complete a comprehensive assessment and discuss with you what additional support or equipment may help you to remain at home safely and reduce your risk of further falls.

With your consent, this may include any of the following:

- A new or increased care package.
- The provision of equipment such as walking aids, toilet equipment or other aids for daily living.
- An environment check and recommendations to increase your safety.
- Referral on to other professionals or organisations. (e.g. GP, Community Rehabilitation Team, District Nurses, Social Services, Age Concern.)
- Advice regarding other ways of reducing falls.

The Falls Support Worker will complete an Immediate Actions Care Plan containing details of any referrals or recommendations we have made.

What happens after the assessment?

A Falls Support Worker may telephone you approximately 1 week later to find out how you are and to check that any equipment ordered or services arranged are working well.

We will then discharge you and notify your GP of our assessment.

Feedback

The Falls Team is always pleased to hear from people who feel that we have provided a good service. Equally we would like to hear from you if you are not happy with the standard of service or care that we have provided to enable us to improve our service. We may also ask you to complete a patient satisfaction survey or complete one of our feedback forms.

Please see contact details overleaf.

For further information about this service contact:

The Falls Coordinator
Unit 3
The Poynt
Poynters Road
Luton LU4 0LA

Tel: 0333 405 3000

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.