

# Falls services across Central London, Hammersmith & Fulham, and West London CCGs

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# Content

1) Overview of falls service development

2) Falls pathway

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3) Recommendations for the future


# Background – why falls?

33% of people >65 years old fall once per year

Increases to 50% for those who are >80 years old

Falls are estimated to cost the NHS more than £2.3 billion per year

Injurious falls, including 70,000 hip fractures annually, are the leading cause of accident-related mortality in older people

An illustration of an elderly man with grey hair, wearing a light green polo shirt and blue trousers, lying on the floor. He has a distressed expression. A red book is on the floor next to him.

The human cost of falling includes distress, pain, injury, loss of confidence, loss of independence and mortality. Falling also affects the family members and carers of people who fall

Around 1 in 10 older people who fall become afraid to leave their homes in case they fall again

# Overview of service development

## NWL sector-wide priorities for falls prevention and management

Risk Identification; standardise risk assessment to identify potential fallers and refer to a suitable pathway

LAS non-injurious fallers pathway; referral pathway into Rapid Response to avoid non-injurious hospital conveyances

Education and training; falls awareness training to care homes

NHS falls awareness digital tools; falls prevention and management app, animated video, and create a NHS Future online platform for professionals to share information

Falls prevention programme; standardise provision of Otago/PSI/Tai Chi exercise programme across NW London

## 3B Falls Steering Group priorities; local response

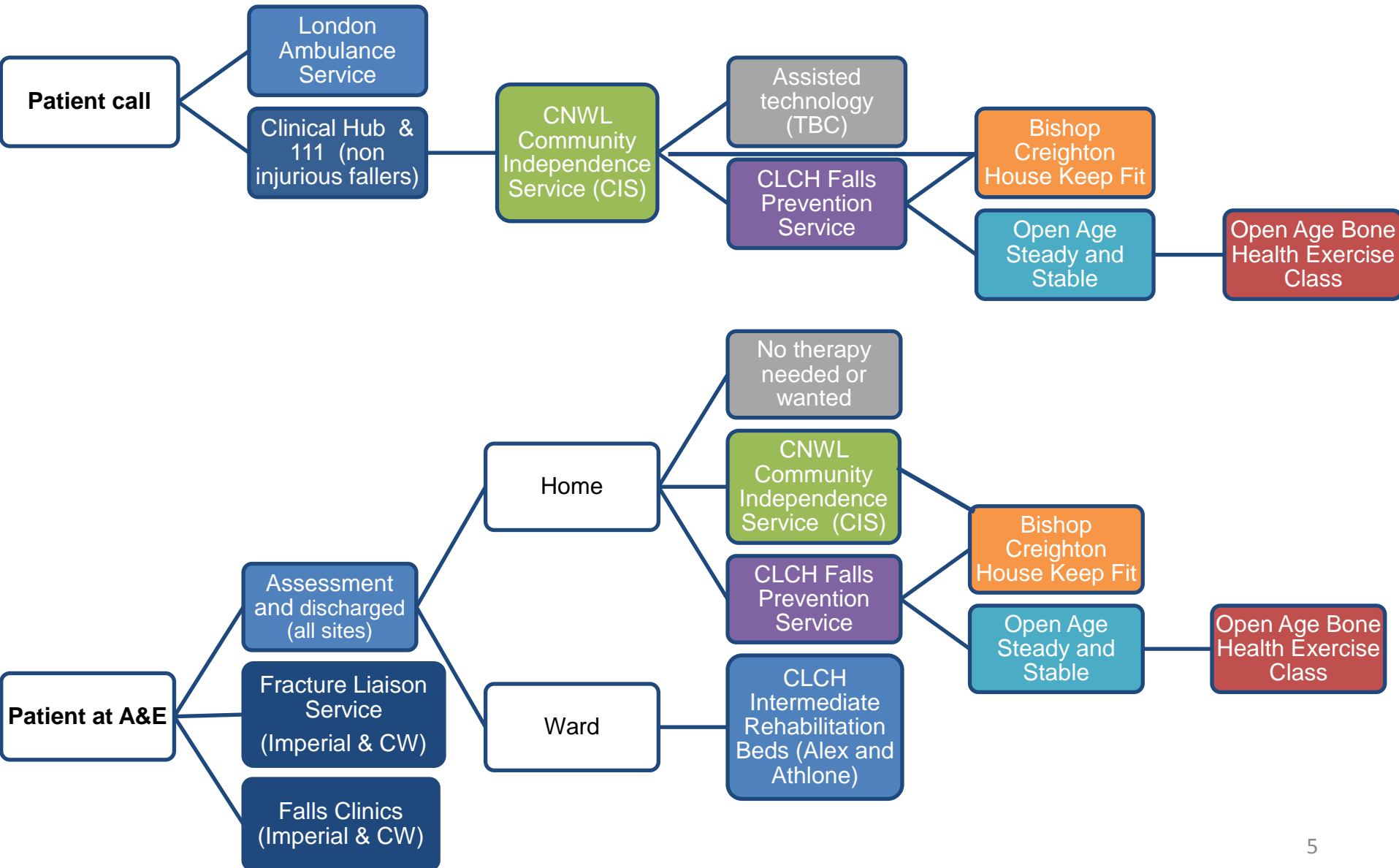
Collaborative working between professionals, services and pathways

Use of a public health and prevention approach

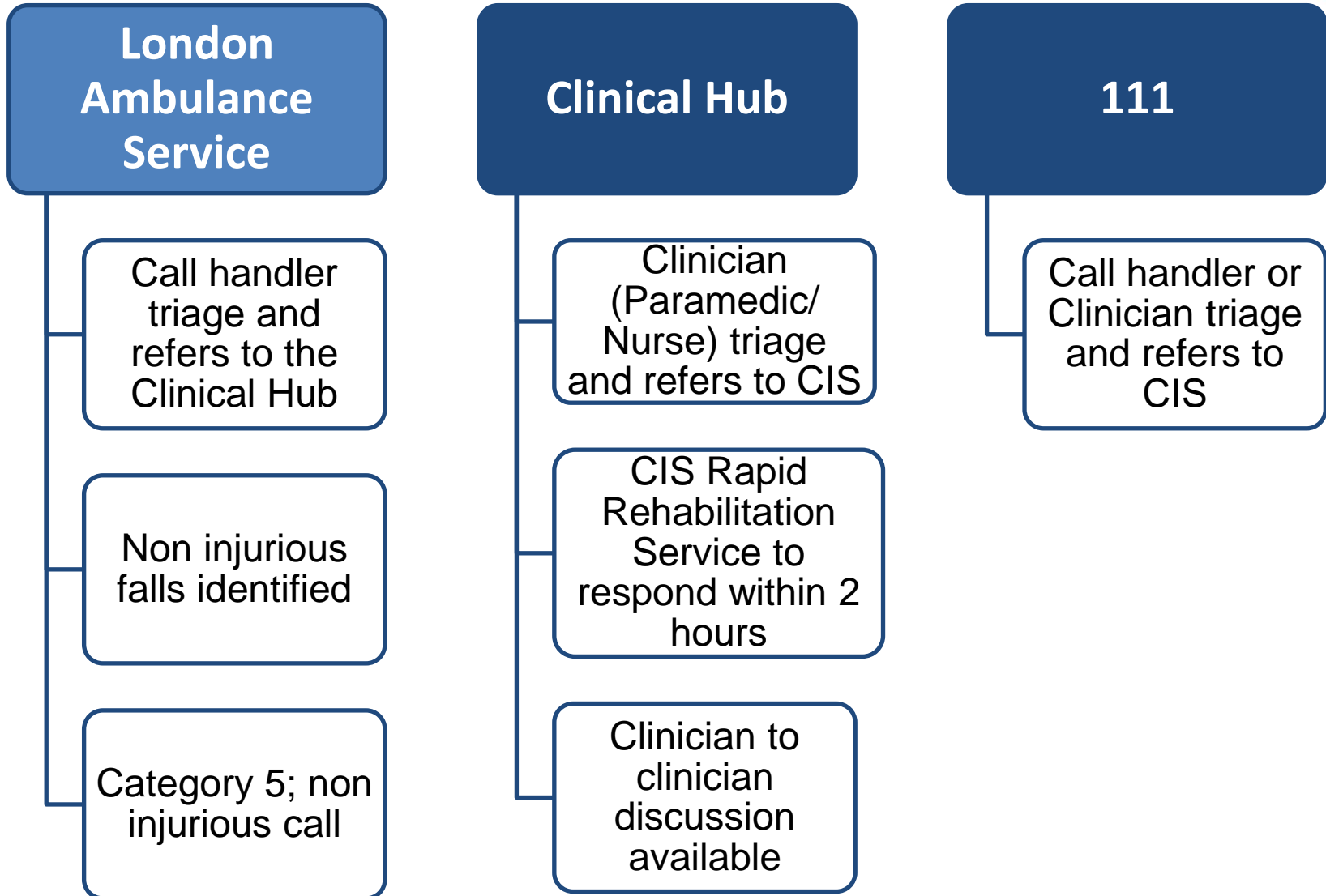
Improved utilisation of the falls prevention and management services

Reduce non elective admissions for non-injurious falls

# Patient pathways



# Local falls services



Referral  
process

**Consultant led clinic to further  
medical investigation into falls**

St Mary's Hospital / Charing Cross  
Hospital

Refer via ERS "Choose and Book"  
system

Phone 0203 313 5060 if any issues  
with the system

General inquiries about the clinic  
0203 311 1564

## Imperial (FLIC)

- Information provided earlier

## Chelwest

- Service established in Q3 19.20
- Nurse led service working with wider team
- Will be working with the Imperial service to ensure there 'standardised' service in place



# CLCH Intermediate Rehabilitation Beds (Alex and Athlone)

## Referral process

### **Bed based therapy intervention for up to 21 days**

Patient must be medically optimised, has capacity to follow instructions and participate in rehabilitation and does **not** require 1:1.

All referrals are processed by the CLCH SPA (Single Point of Access) on 0300 033 0333 (option 1)

Complete Referral Form and email to **both**  
[clcht.spa.referral@nhs.net](mailto:clcht.spa.referral@nhs.net) and  
[clcht.clinicalscreeners@nhs.net](mailto:clcht.clinicalscreeners@nhs.net)

Referral  
process

**Rapid rehabilitation service within 2 hours for up to six weeks in the home.**  
**Clinician to clinician discussion**  
**7 days a week, 8am - 8pm**

Phone: Single Point of Referral on 0300 033 0333 (option 2)

Referral within SystemOne

Email: [cis.3borough@nhs.net](mailto:cis.3borough@nhs.net)

Referral  
process

**Clinic and group based 8 week  
strength and balance exercise  
programme**

Monday to Friday 9-5

Complete Needs Based Referral Form

Send to [clcht.Spa.Referral@nhs.net](mailto:clcht.Spa.Referral@nhs.net)

0300 033 0333, option 1

Referral  
process

**Strength and balance classes for  
up to 38 weeks**

Monday to Friday 9-5

Step down referrals from CIS and FPS.  
Self referrals advised to contact the  
service directly.

Falls Risk Assessment prior to your  
participation. PARQ (Physical activity  
readiness questionnaire)

Email Deryn [dbath@openage.org.uk](mailto:dbath@openage.org.uk) / Tina  
[tmayley-james@openage.org.uk](mailto:tmayley-james@openage.org.uk)

Phone 020 8962 5582

Referral  
process

**Home based support from volunteers** (ex at home, safe use of stairs, public transport and walking aids)

Case finding at A&E, GP

Referrals via CLCH Falls Prevention Service and CNWL CIS

Phone 020 7385 9689

Email Jess Lawn [jlawn@creightonhouse](mailto:jlawn@creightonhouse) (H&F and K&C) or Liz Rickarby [erickarby@creightonhouse.org](mailto:erickarby@creightonhouse.org). (WCC)

# Open Age Bone Health Exercise Class (WCC only)

Referral process

**Osteo Blast, 16 week programme to improve their bone health, muscle strength and independence.**

Sessions cost £1 per week

Advise patient to contact directly

Phone 0208 962 4537

Email Jade Dalton  
[jdalton@openage.org.uk](mailto:jdalton@openage.org.uk)

# Recommendations for the future

Fall prevention and management information across all services and communities

Early identification and management of fallers and those at risk

Raise awareness of falls preventions services and referrals into them

Patient flow through local services and exercise programmes

**Any other feedback?**

# Thank you and Questions