

Falls Prevention Awareness Week

2023



A focus on falls

Falls significantly impact the quality of life of older adults and their families, which is why Telecare Cardiff focus on assessing our customers needs, providing appropriate Technology Enabled Care (TEC), and quick response times.

As well as providing a 24/7 monitoring service, we also have a dedicated team of Mobile Responders ready to assist customers across the city, any time of the day or night. Operating 365 days a year, the team are always on hand when customers need them.

With our focus on quick response times, Telecare Cardiff's Mobile Response service is vital in reducing the number of long lies that our customers could face.

A 'long lie' is a term for when a person has fallen and spends a long time on the floor, waiting for assistance. It is generally agreed that if a person waits on the floor for more than 1 hour after falling, their fall is classed as a 'long lie'.

On average, Telecare Cardiff attend call outs within 26 minutes.

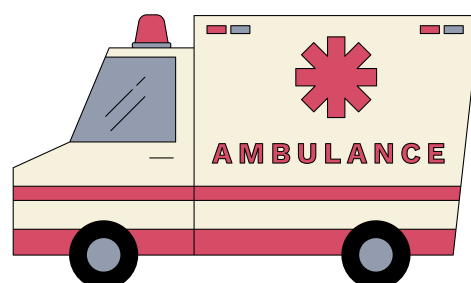
The Mobile Responders use the same lifting equipment as the Welsh Ambulance Service and can safely lift and assist people after a fall.



In the UK, people who have fallen, but not sustained any injuries, are usually triaged by the ambulance service as “category four” patients.

In 2022, the average waiting time for an ambulance to arrive for a category four patient was 2 hours and 47 minutes. When comparing that with the average time for a Telecare Cardiff Mobile Responder to arrive on site after receiving a call, there is a difference of 2 hour and 21 minutes.

Since January 2023, Telecare Cardiff is responsible for a cost avoidance of £622,694 for the Welsh Ambulance Service.



Digitalising our Mobile Responders

The digitalisation project has seen our team of Mobile Responders use tablets whilst out on shift attending calls. This ensures secure and detailed transmission of vital information for emergency situations and in the moment live data which feeds directly into our Power BI suite, as well as built in automations for onward referrals and escalations.

The coach conducted training sessions with each Mobile Responder and gathered feedback which will identify future improvement opportunities.

Phase 2 of the project is beginning, and we will now be expanding our routine maintenance appointments and first aid channels, and actioning further developments based on staff feedback.

This work has improved the way we gather information from the Mobile Responders after they have attended a call out, and has enabled us to further understand the demographic of our customers who fall.



The age bracket of Telecare Cardiff customers with the highest number of falls is

**85-89
years old**

26.5%

of the falls that our Mobile Responders have attended are due to a Long Term Health Condition.

The physical impact

A third of people over 65, and half of people over 80 fall at least once a year. That means that every year in the UK, at least 5 million people will experience at least one fall.*

Even if a fallen person hasn't sustained any injury as a direct result of falling, they could develop one whilst lying on the floor for a long time. Some of the serious complications associated with long lies include: pressure sores, dehydration, hypothermia, pneumonia and acute kidney failure.

If these injuries are not addressed promptly, it may result in prolonged pain, limited mobility, a decreased quality of life for the affected individuals and a greater risk of recurrent falls.

Complications resulting from a slow response to a fall can lead to the faller being admitted to hospital and potentially needing an extensive stay and specialist treatment. This results in an increase in bed day and bed occupancy numbers in hospitals and therefore increased pressure on the NHS, as well as a greater financial impact. A greater amount of ambulance call outs impacts the ability of paramedics to rapidly respond to high-priority calls.

By improving the response time to a fall, the impact on emergency services and the NHS can be greatly reduced.

The psychological impact

Slow responses to falls can have a significant psychological impact. Falls can be very distressing, especially if the faller is not attended to quickly. This can lead to a loss of confidence and independence. 40% of care home admissions recorded a fall as a contributing factor to entering residential care.

A fear of falling can lead to reduced physical activity, further increasing mobility loss which in turn increases the probability of further falls.

The psychological impact can also contribute to social isolation, depression and anxiety. A survey commissioned by Age UK has found that millions of older people are worried about falling over, with 4.3 million (36%) saying it topped their list of concerns.

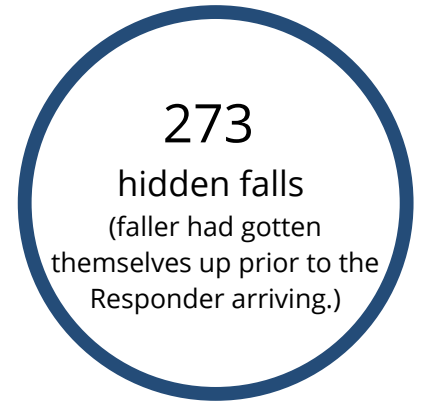
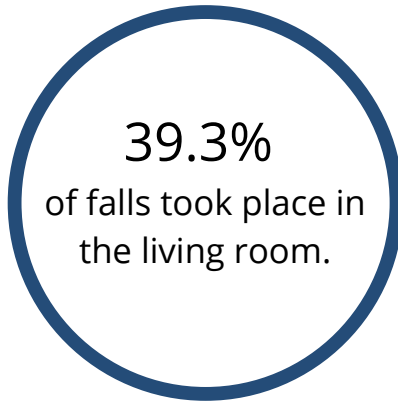
Telecare Cardiff understand that our customer needs change and therefore regularly review the number of falls a customer has had and then make the appropriate referrals. For example, for those not currently in receipt of social care, the pathway is a referral to Cardiff Councils Independent Living Services.

Our Mobile Responders recognise the psychological impact a fall can have on our customers and are there to support and reassure them.

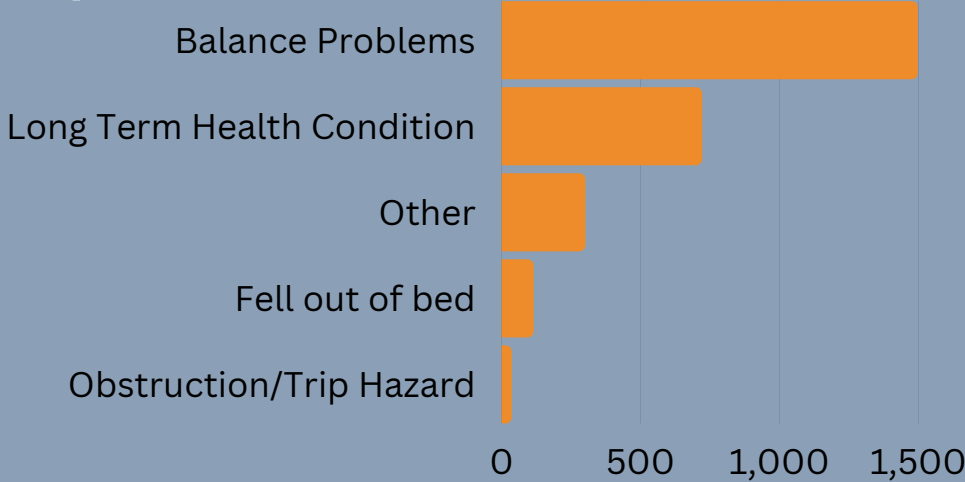
*<https://www.felgains.com/blog/just-how-likely-am-i-to-experience-a-fall-falls-in-the-elderly-facts-numbers-and-trends/>

6360 Call out requests **2737 Falls**

Since May 2023...



Top 5 fall reasons



14.4% of fall resulted in an injury

A lifting cushion was used for 99% of falls



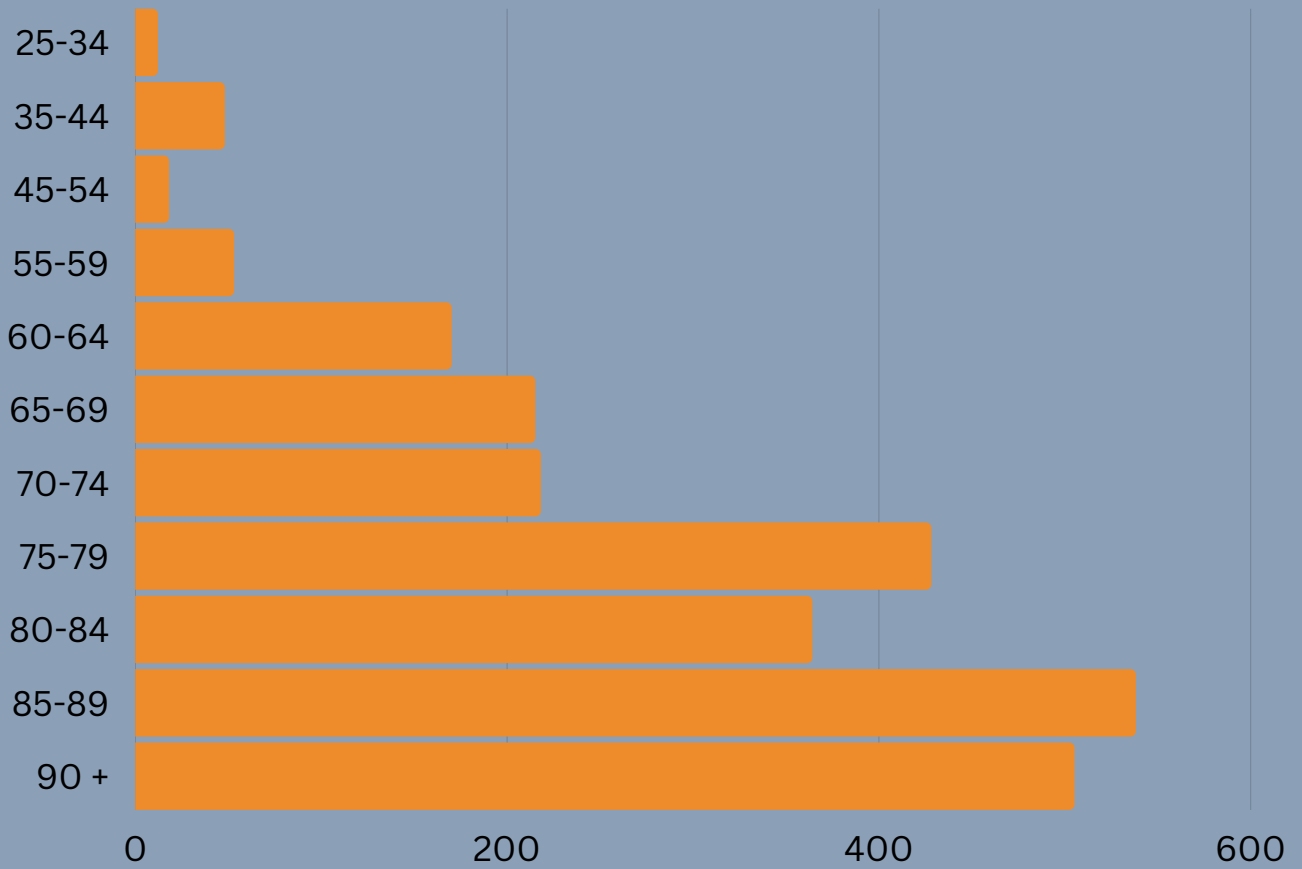
Average time it takes for us to arrive on site is 26 minutes



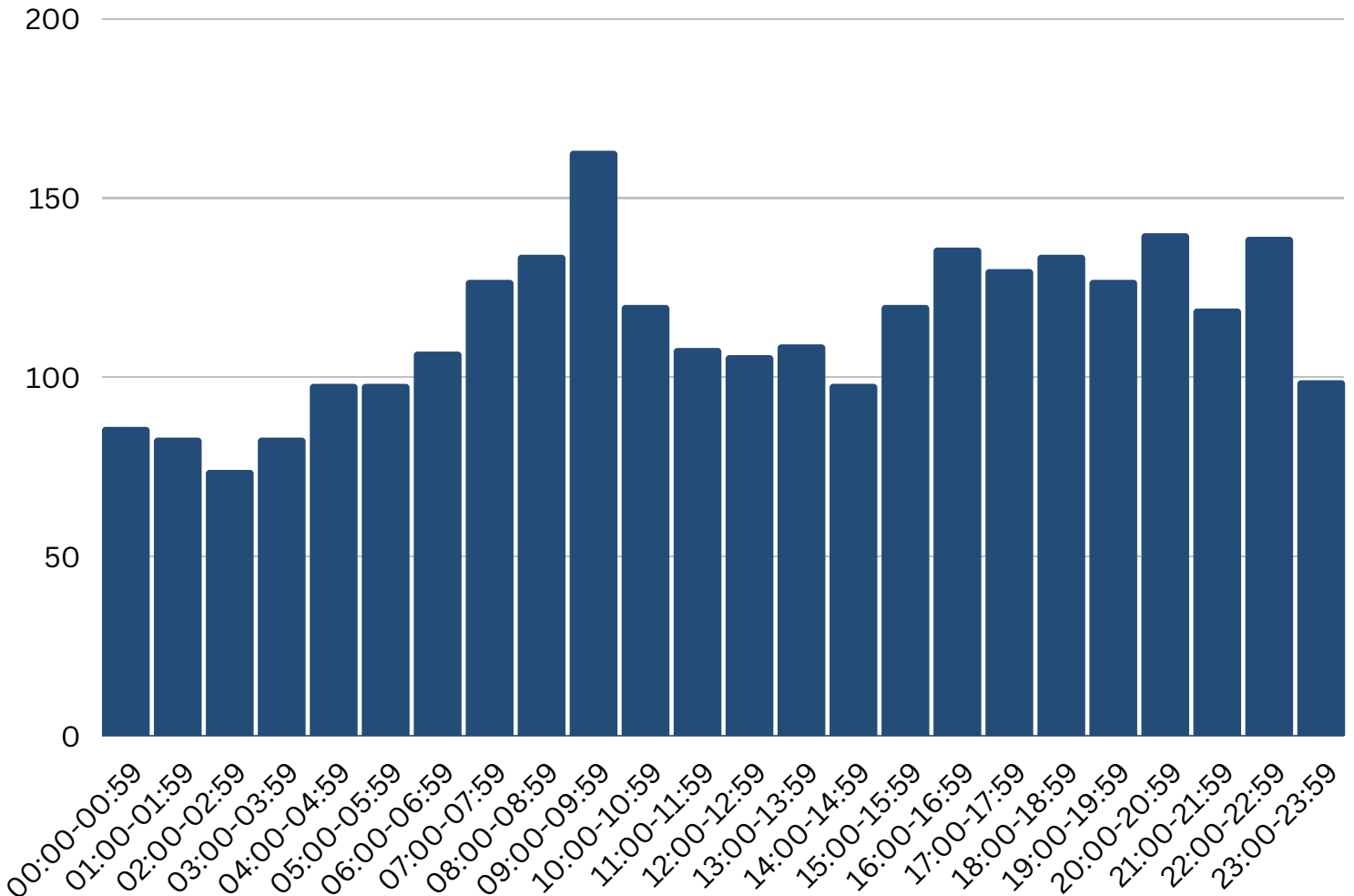
Average time spent on site with a client is 32 minutes



Age of fallers since May 2023



Time of calls since May 2023



FaME

Falls Management
Exercise programme



ELDER **FIT**



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

An exercise programme to help develop strength and balance

- Are you over 65?
- Do you live in Cardiff or the Vale of Glamorgan?
- Do you feel unsteady on your feet?
- Would you like to improve your balance?
- Have you previously fallen or worry about falling?



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07731 382 224

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You may benefit from taking part in FaME, a 24 week programme delivered by specialist exercise instructors who will help you to improve your strength and balance.

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Frequent Fallers

Currently, Telecare Cardiff will contact those individuals who fall 3 or more times in a calendar month. Conversations will take place with their case worker, family, friends or indeed the citizen themselves to try and identify the underlying reasons associated with their falls history. The most appropriate action can then be taken, for example installation of additional TEC or safeguarding referral.

Telecare Cardiff use the below table which shows the key risk factors, to identify the risk ratio. In this table we can see the call reasons ranked according to risk ratio. The frequency trigger indicates the frequency corresponding to the highest risk. The monthly risk indicates the monthly risk of death over the ensuing period shown in the prediction period. The risk ratio indicates how much greater the risk is for someone who triggers the frequency trigger than someone with the lowest risk. To take the first row as an example, a customer who makes three more assistance required calls in any given month therefore has a 3.1% risk of death each month over the following 3 months. *

Call reasons correlated to subsequent death	Frequency Trigger (how many is too many?)	Monthly Risk	Prediction Period	Risk Ratio
Assistance Required	3 calls or more in a month	3.1%	3 months	4.8
No Response	5 calls or more in a month	4.4%	1 month	4.7
999 Called	1 call or more in a month	1.5%	3 months	3.0
Total Calls	5 calls or more in a month	1.2%	1 month	3.0
Test	0 calls in a month	1.0%	12 months	2.0
Accidental	10 or more calls in a month	3.1%	3 months	2.0

*<https://taking.care/pages/delivering-prevention-today-report-download>

Telecare Cardiff continuously assess their product offering and are currently exploring that use of Technology Enabled Care devices that have no cameras, no wearables and no buttons. This would completely change the way in which service users can make contact to advise that they need help and provide a further insight into hidden falls. Telecare Cardiff would be able to take a proactive and predictive approach, developing the way we work. Watch this space!

Falls Solutions

Telecare Cardiff provide different falls solutions to ensure alarms are raised at the earliest opportunity and an appropriate quick response can be arranged. The below devices are a sample of the what Telecare Cardiff supply, other options are also available.

Cair Fall Detector



The Cair fall detector is compatible with the Lifeline VI and has 5 sensitivity levels. It uses an innovative algorithm and a pressure sensor which automatically detects a serious fall and subsequently raises an alert to the primary equipment. The range of use is 50 metres from the primary equipment in-situ and it can be worn on the wrist or around the neck.

Dynamic Fall Detector



The Dynamic fall detector is compatible with the Reach IP and automatically detects a change in acceleration that is related to trips and stumbles, it then monitors for the subsequent impact associated with a fall. The fall detector also has a button to manually activate an emergency alarm call. It is worn on the wrist like a watch.



For more information on our products and services please
contact Telecare Cardiff on:

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Website: www.telecarecardiff.co.uk