

Luton Falls Team



The team aims to:

- prevent unnecessary admissions to hospital following a fall.
- reduce the risk of further falls.
- advise re: falls prevention.

How are referrals made?

Referrals to the service can be made by any health, social care or voluntary services professional including;

- The Ambulance Service
- Clinical Navigation Team at Luton & Dunstable Hospital
- Luton Integrated Nursing Teams
- Residential and Care Homes
- GPs

This maybe to prevent an unnecessary admission to hospital following a fall or assessment for falls prevention.

Patients can self refer to the falls service if they have fallen or feel they are at risk of a fall by contacting our single point of referral phone number- **0333 405 3000 (Falls Team)**. We will contact the person to ask further questions and if appropriate organise a multifactorial falls assessment.

Who is eligible for the service?

People who meet the following criteria:

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

The service provided includes:

The Luton Falls Team consists of falls support workers who cover the service seven days a week, working 8am - 6pm Monday - Sunday and Bank Holidays. They assess patients following a fall or for those patients at risk of a fall for falls prevention intervention. The team can provide some adaptive equipment or aids if appropriate. If required the patient is referred to the appropriate service for further intervention eg. Adult Social Care, Reablement, Luton Integrated Community Rehabilitation Service, Integrated Nursing Teams, Pharmacy Technicians and GPs and the voluntary sector.

Hours of operation

08.00 - 18.00pm Monday - Sunday

Contact details:

Luton Falls Service 0333 405 3000

What will we do when we visit you?

A Falls Support worker will complete a multifactorial falls assessment and will identify what additional support and/or equipment is needed to enable the person to remain at home safely and reduce their risk of further falls. This may include the following:

- Referral onto social services for a new or increased care package
- Provision of equipment
- Home environment check and recommendations
- Referral on to other organisations (e.g. Luton Intermediate Care and Rehabilitation Team, Social Services, Age Concern)
- Advice regarding other ways of reducing the risk of further falls.

What happens after the assessment?

A Falls Support Worker may do a telephone review 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 Team
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.