A ‘Trip’ Through the Re-design of Walsall Falls Prevention Services

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Walsall Background

The Consultation

The Service Model

Walsall Services in Action
Walsall is a Local Authority in the West Midlands, the population has grown by 6.2% since 2001.

Red areas on the map show highest numbers of older people living in the East of Walsall. (Over 25% of the population are aged 65+).

The 65+ population is predicted to rise by 12.9% from 2011-2021.
Background - Falls in Walsall

We expect the number of falls to rise to 14,000 per year by 2020.

Falls resulting in injury are the leading cause of accident-related mortality among older people.
Falls prevention programmes - proven to be extremely effective in reducing falls - play an important role in reducing the financial burden on the NHS and adult social care services by preventing fractures, avoidable hospital admissions and the need for long term residential and nursing care.

- Service in existence over 10 years
- Historically, community element and specialist element
- Re-procurement provided an opportunity to review service
Surveys of professionals across health and social care
Views of local community
Data on incidence, prevalence and service usage and estimated population projections
Population at risk not identified routinely
Room for improvement e.g. falls prevention support not part of dementia services
Local community awareness of risk of falls was low
Opportunities for agencies to reduce falls not fully exploited (e.g. Housing groups, social care)
What residents had to say about our falls services........

...gaining insights from older people in Walsall
• **Questionnaire**
  - Knowledge about the falls prevention service
  - Knowledge of where to go for help
  - Ideas on things you might like to see available
Consultation Outcomes

- 140 Respondents Matching Walsall Demographics (age/gender/ethnicity)

- Almost three-quarters (73.6%) were not aware of services and 10% responded ‘don’t know’.

- Users of treatment services rated them: very good 32%, Good 26% average 15%

- Non-users - view on actions if they did fall: attend GP 41%, urgent care 54%, not sure 5%.
Consultation Outcomes

- **Finance & Travel** - A concern for some respondents
- **Equipment and Support** – Need for equipment e.g. rails, and for practical help.
- **Environmental issues** - E.g. poor street lighting/ pavements; value of contacts
- **Promotion** - Need to tell people about services
- **Prevention** - Raised by many as important; advice about how to prevent falls
- **Need for Activity Based Advice**, help before people get old;
Consultation with GPs

• 25 GP responses
• 12% were not aware of services

• Referrals - 12% said they referred to the specialist services, 37% to the community services and 33% to both. 18% said none.

• Practices wish to see:
  – Standard Referral & Assessment Processes
  – Promotion and Communication on falls prevention
  – Communication between services
  – Audit of effectiveness
Key Service Outcomes

• One Falls Prevention Service - 3 elements
• Clear pathway into service
• Work with pre-retirement population to ‘own’ risk assessments
• Training for staff in all agencies - actions to reduce falls risk
Walsall Service Model for Falls Prevention

Level 3
Those at HIGH RISK of falls and injury

Level 2
Individuals at MEDIUM RISK of falls and injury, with fear of falling

Level 1
General population of people over 55

Respond to frequent fallers, prevent second fracture—multidisciplinary falls prevention service, community falls clinic, social services, falls risk assessment

Early intervention to reduce risk of falls, community based falls & balance exercise programme, home environment assessments, medicines review, eyesight and hearing check,

Prevention & Health promotion—healthy lifestyles, Self management, bone & muscle strength, home assessments and improvements, medicines review environmental design
Referral Pathway

Walsall Healthcare Specialist Falls Team
- One to One support
- High risk individuals
- Aged 60+
- Increased/multiple falls or serious injury in last 12 months
- Live in Walsall or Walsall GP

Sports & Leisure Community Falls Prevention Team
- Group strength and balance programme
- Moderate risk individuals
- Aged 60+
- History of falls but infrequent/ less serious
- Live in Walsall or Walsall GP

Age UK Population based Falls Team
- Information, advice, training to reduce falls
- Low risk individuals aged 50+
- Community groups
- Employers
- Health and social care professionals.

Single Point of Access
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Performance of the programme

Nov 15- October 16

Population
- Numbers through services
  - 1198 contacts for population (target 1200 per year)
  - 48% complete self assessment forms
  - 23% male, 31% pre-retirement

Community
- 128 from ICT falls team
- ↑ Self referrals

Specialist
- 968 referrals – (40% male); 82 referrals from care homes
- 56 received sight tests
- 100% home assessments
- ↑ training for professionals
- ↓ in waiting times for specialist clinic
• Continue population engagement service
• Work with CCG to include falls prevention elements in dementia services
• Secure performance data on care homes re: staff training
• Specialist falls service to enhance links with fracture clinic to identify those with osteoporosis
• Liaise with housing – explore options