Pennine Lancashire Falls Response Service

Harnessing the value of allied health professionals
6th September 2017

Gail Smith – Paramedic
Rachel Bedwell – Advanced occupational therapist
Pennine Lancashire
How it all began

• 2014/2015 – CRISIS

• Inspiration needed to build resilience in the system and to reduce demand on acute services

• January 2015 - ELHT / NWAS managers met for discussions

• Clinicians met as a team on 14th January

The pilot commenced on 19th January
Aims

- Avoid unnecessary admission
- Speedy response
- Involve community services
- Relieve demands on NWAS
- Reduce pressure on ED

Safe | Personal | Effective
Responsibilities

Responding to emergency calls

Managing alerts raised by other paramedics for falls

- Visit to their own home
- Green code 3 or 4
- Over 65?
- Referral from paramedics on ERISS
- Triage phone call – possible follow up visit / refer on / liaise with ED
- Feedback inputted on ERISS system
The team in action
Why an Occupational Therapist?

Occupational therapists working with paramedics keep more than 75% of callers at home.

Source: Urgent Care: The Value of Occupational Therapy. (2015)

#ValueofOT
Case Study

Arrived on scene
- 86yr male, lives alone, no carers, mob with 1 x stick
- Unable to get up
- Assisted off the floor using Raizer Lifting Chair

Assessments
- Medical
- Multifactorial falls risk
  - ?UTI / oedematous legs
  - History of falls
  - Reduced balance / strength
  - Struggling to manage
  - Some confusion / low in mood / anxiety

Outcome
- GP - medication
- Crisis carers
- District nurses
- Occupational therapy follow up
- Physiotherapy follow up
- Equipment - incl zimmer frame
- Lancashire well being service
- Age UK
- Handy man service
- Referral to urology

Safe | Personal | Effective

Admission avoided
So far…

1943 CALLS

80% remained at home

3300+ ERISS referrals

31 to hospital post FRS within a week

81% mobile in under 30 mins v 240 mins NWAS

467 days on the road

Significant financial saving to ELHT and NWAS of £1,272,477

80% remained at home
The RCOT campaign *Occupational Therapy – Improving Lives Saving Money* is making the case for occupational therapists in key pressure points in NHS and care services:

**It has four strands:**

- **Urgent Care** – the value of occupational therapy (released Nov 2015)
- **Reducing the pressure on hospitals** (released Nov 2016)
- **Living not existing, putting prevention and the heart of care for older people** (released July 2017)
- **Mental Health** – the value of occupational therapy (likely release May 2018)
Where are we now?

• Service expanding
  - 7 days a week
  - 6 paramedics to cover a rota
  - 2.5 Occupational Therapists
  - 365 days

• Frailty pathway - linking in with the front door team at ED

• Trialling new equipment - with a view to purchase

• Additional bespoke training
  - Safer handling - complex scenarios
  - Dementia

• Fire Service Assessments

Safe | Personal | Effective
Thank you