

Presentation to:
West Essex Provider Forum

Wednesday 12 July 2023

Working together
for a healthier future



West Essex Falls Car Pilot

- A new Falls Response Car Service was launched in West Essex on 1 June 2023 to reach people who have fallen at home or in a care home within two hours.
- The service operates **08.00 – 20.00** seven days a week. All referrals come into the Care Co-Ordination Centre(CCC) as part of the Urgent Community Response Service. Calls coded as “Falls” can be removed from the Ambulance stack and calls can be received directly to the CCC from Health and Social Care Professionals, Care Homes and those who have fallen.
- The specially equipped ambulance vehicle is staffed by an ambulance clinician from the East of England Ambulance Service (EEAST) and either an occupational therapist, physiotherapist or nurse from Essex Partnership University NHS Foundation Trust (EPUT).



What does this Service offer to people?

- A full holistic clinical assessment to check their physical health and mobility
- Checks for potential risk of further falls. Basic equipment will be provided to reduce these risks, as needed.
- Review of any care or health interventions the patient is already receiving. Further referrals or follow up checks will be made as required.

Who is it for?

The service is for patients who:

- Have had a fall with or without injury or require lifting from the floor, either at home or in a care/residential home.
- Are resident in west Essex and registered with a West Essex GP.



What are the benefits?

- Patients do not need to wait for an ambulance if the Falls Car is available as it has a 2 hour response time.
- Prevents long lies for patients and further deterioration of health.
- Better health outcomes for patients.
- Specialist care for patients at home, avoiding the need to be admitted to hospital and reducing bed days in hospital.
- Enables ambulance crews to attend emergencies where they are needed most, reducing unnecessary ambulance conveyances



Activity in June 2023

- Number of Referrals accepted 50
- Referral Sources EEAST Portal 39, Paramedic 4, Care Home 5, Comm Services 1, GP 1
- Patients remained at Home 29
- Admitted to Community Bed 1
- Patients returned to EEAST Stack 7
- Patients conveyed to ED following triage/assessment or at request of patient/relative 10
- Ambulance onsite or arrived during triage 3

