

# Falls 2 hour Community Response

**NHS**

Hertfordshire and  
West Essex

## Providing assessment and testing for patients without the need to go to hospital

8am - 8pm  
7 days  
a week

Person has fallen. Call the local Community Response team on:

0300 123 7571 (East and North Herts)  
03000 200 656 (South and West Herts)  
0300 123 5433 (West Essex)

Response team will visit patient within 2 hours and will:



- Make patient comfortable and complete full assessment to determine cause of fall
- Take blood samples, including creatine kinase (CK), urea and electrolytes (U&Es), where appropriate
- Blood test results back within 4 hours
- If raised CK levels or dehydrated, patient will be started on IV fluids.



## Patient benefits

- ✓ Can stay comfortable at home
- ✓ No need for ambulance
- ✓ No waits in emergency department
- ✓ Blood results back with 4 hours - faster than if taken to hospital
- ✓ Same treatment as would take place in hospital, including fluids and follow up blood tests
- ✓ Physiotherapy, occupational therapy, home equipment and ongoing monitoring where needed

