

Sept '19

## Policy Statement

Homecare Domiciliary and Domestic Limited strive to deal with falls and near misses in the safest possible ways. Homecare Domiciliary and Domestic also believe that prevention is better than the cure and as such intend to assess the falls risk of all service users and implement any safeguards needed.

## Procedure

### New Service Users :

- Upon starting a new package of care, a member of Management will attend the service user's property to meet the service user and any family members or advocates. The member of management will fill in a careplan and risk assessment for the service user and their property.
- The careplan and risk assessment will detail anything that may increase the risk of the service user falling. These include, but are not limited to:
  - Medical conditions
  - Hazards in the home such as rugs etc
  - Mobility problems
  - Equipment
  - Willingness to accept care.

### Existing Service Users

Any changes with the service user must be reported to their respective Co-ordinator. The coordinator will then decide whether the change requires a new careplan to be drawn up before the time that it is next due. Changes that would warrant this in terms of falls may be, but not limited to:

- Changes in mobility
- Illness
- New equipment
- Moving home

### When A Fall Is Discovered

If a care worker arrives to a visit and the service user has fallen, they must follow these steps.

1. Check if the service user is conscious and breathing. Provide reassurance.
2. If the service user appears to be unhurt, and they have a medical condition that affects cognition then the care worker may encourage the service user to try and get

up themselves. However, the care worker may not physically help the service user up.

3. If the service user has visible injuries, or is complaining of pain, then the care worker is to ring 999.
4. If the service user does not have any visible injuries and does not appear to be in pain, the care worker can call Careline if the service user has the service in situ, or press their pendant or alarm. If the service user doesn't have the Careline service in place, then a call to 999 will be required to assist the service user up.
5. The care worker must not make any attempts to move the service user as this may cause further injury.
6. The care worker must then contact family members if the information is available.
7. The care worker must then contact the service user's Care Coordinator to inform them of the situation.
8. The care worker must stay with the service user until either a family member/friend arrives to stop with them until Careline or Paramedics arrive, or, stay with the service user until the Paramedics or Careline have assisted them up.
9. After Careline have attended, care workers may be required to contact 111 or 999 if it becomes apparent after the service user has been assisted up that they need medical attention.
10. Once the service user has been made safe, the care worker may leave and inform the service user's coordinator of the outcome.

### **When a Service User Falls In a Carer's Presence**

If a service user falls whilst a care worker is assisting them, then the care worker mustn't attempt to pull the service user up or stop them from falling. Instead, carers must guide the service user safely to the floor if possible, then follow the above steps.

### **Reporting and Monitoring Falls**

All incidents of falls and near misses must be reported to the Homecare D&D office, where auditing of falls will take place and any trends identified. From this, preventative measures will be implemented where possible.