

Title of Document	Falls Prevention Policy
Name of Department	Quality Assurance

What type of document is this?	Policy	This sets out instructions for how a particular procedure in Helping Hands is to be routinely carried out	
Which Helping Hands POL/SOP/W.I does this document relate to?	NA	Reference number of POL/SOP/W.I	NA

Which Operational Priority/Priorities does this document link to?	Governance Framework	Superior Client Care	People, Performance & Culture	

Custodian of document	Quality Director	Committee/Group responsible for this document	Governance & Compliance Committee
Approval date and committee chairperson signature	30.01.23	When is its next scheduled review?	30.01.26

Who does it apply to?	All staff working with Customers					
	Does it apply to bank workers?	Yes	Does it apply to agency staff?	No	Does it apply to third party contractors?	Yes

Purpose of the Policy	To ensure reasonable precautions are taken by responsible individuals to minimise the risks of slips, trips and falls for customers.
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Summary of Key Falls Prevention Policy Requirements

ROLES AND RESPONSIBILITIES

Role	Responsibility
Carers	To ensure safety of customers by following Helping Hands falls prevention policy and associated guidance. To report any known customer slips trips and falls in the correct manner, to seek guidance, when necessary, from line manager(s). To report concerns to line manager(s) of any changes to customer needs in relation to falls prevention.
Branch Care Managers, Branch Staff and Live In Care Managers	To ensure that all reasonable precautions are taken to minimise the risks of slips, trips and falls for customers. To respond to changes to customer needs, ensure that all slips trips and falls are reported, recorded and managed correctly, investigated thoroughly and appropriate actions are considered. To ensure Care Quality Commission (CQC) or Care Inspectorate Wales (CIW) are notified of any serious injuries and the accurate tracking and logging of such notifications are maintained. To ensure that risk of falls is noted within customer support plans and risk assessment appropriately.
Visiting Care Area Managers and Heads of Live In Care	To support managers and oversee the effective reporting and recording of slips trips and falls. Liaise with branch staff and live in managers to assess and track slips trips and falls trends at a regional level. Communicate trends, learning and outcomes effectively.
Quality Assurance	To ensure that all monthly accident & incident reports are reported and trend analysis is completed quarterly
All Other employees	To maintain a constant awareness of potential hazards within the workplace related to slips trips or falls. To report any known hazards or concerns to line manager(s). To deploy any reasonable precautions to minimise the risks of slips, trips and falls.

1.0 Policy Statement

Helping Hands recognises its responsibility to ensure that all reasonable precautions are taken to minimise the risks of slips, trips and falls. The purpose of this policy is to provide staff with a strategy to identify customers at risk of falling and implement measures for the safe management, effective reporting, reduction of and where possible the prevention of slips, trips and falls.

2.0 Objectives

- To reduce the risk of falls to our customers, providing a safe environment.
- To ensure compliance with relevant legislation and guidance.
- To encourage and implement preventative measures wherever possible.
- To clearly detail preventative measures in the appropriate form.
- To improve awareness around risks and prevention of slips, trips and falls.

3.0 Policy Details

- It is intended that all slips, trips and falls; including incidents that may have been unwitnessed but may have resulted in the same outcome as a fall, e.g., customer found



on the floor; or near misses, e.g., where the intervention by another person may have prevented / controlled the fall, involving a customer will be:

- Reported to the relevant manager(s) / senior member of staff; and any family/ key members involved will be notified.
- Assessed in collaboration with a clinician where required, e.g., NHS 111, GP, or emergency services.
- Reported on an Accident - Near Miss & Incident form on the Access system without delay.
- Refer to RIDDOR, Safeguarding, the CQC or CIW and any other relevant stakeholders where appropriate.

The manager will ensure that:

- All staff are made aware of how to record and report all slips trips and falls.
- Each member of staff has access to the falls prevention policy and associated guidance.
- All reports of slips, trips and falls result in a dynamic review of relevant risk assessments and support plan for the affected customer, according to the procedure below.
- The support plan review is holistic, i.e., will look at other risk factors and assessments in order to identify and assess possible reasons for falls and how they may be prevented in future.
- All applicable Accident - Near Miss & Incident forms and systems are populated with evidence of investigations, reviews, outcomes, and relevant learning.

4.0 Procedures

The risk of slips trips and falls is applicable to everyone. However, there are some individuals who may be at greater risk associated with a range of factors but not limited to; medical conditions, medication with side effects, physical or sensory impairments. Therefore, Helping Hands understands that a robust approach to falls prevention and procedures related to risk assessing, recording, reporting, investigating and learning is essential.

This procedure provides guidance for staff on how to implement Helping Hands Falls Prevention Policy for customers. The procedure should be read in conjunction with the Moving and Handling Policy and Procedure.

4.1 At the first customer assessment:

- 4.1.1 A falls risk assessment will need to be completed for customers who have experienced a fall in the past, and customers at risk of falls.
- 4.1.2 When assessing a customer's risk of falls, it is important to consider factors including history of falls, balance & mobility, medication and any sensory or cognitive impairments. Refer to the '*Risk Assessment – Guidance*' (appendix one).

- 4.1.3 If a falls risk assessment is required, it should be completed within the Moving & Positioning Care Needs & Risk Assessment.
- 4.1.4 Details of any 'support required' should be included within the risk assessment.
- 4.1.5 The falls risk assessment should clearly define any 'risks identified'. E.g., a specific medication causes drowsiness, impaired balance, and slow reactions.
- 4.1.6 For any 'risks identified', the falls risk assessment should include person-centred risk management, control measures, preventative measures, and the required action to take in the event of a slip, trip or fall.
- 4.1.7 The individual responsible for the assessment should consider providing the customer with the Slips Trips and Falls Awareness Guide which may support with slips, trips and falls management.
- 4.1.8 The individual responsible for the assessment should consider discussing appropriate referral options with the customer which may support with falls management and prevention. Refer to the 'Advice & Referral Options' (appendix two).
- 4.1.9 Reassess at 6-month review (3-month in Wales and for Live-In Care) and following any falls/near misses, or if there is significant change in risk. E.g., the customer's ability/condition has improved or deteriorated.

4.2 In the event of a customer slip, trip or fall:

- 4.2.1 An immediate observational assessment must be carried out by the staff member to assess the customer's physical state and level of safety.
- 4.2.2 Staff can refer to the 'I STUMBLE' algorithm to help assess the customer's physical state (see appendix three; adapted from West Midlands Ambulance Services).
- 4.2.3 If the answer is **YES** to **any** of the criteria in, I Stumble, then **999** must be called. If the customer is taking anticoagulant medication and a head injury occurs, a head injury is suspected or is a possibility, then **999** must be called.
- 4.2.4 In all 999 cases staff should support the customer to remain calm, still, and comfortable; if any bleeding is present, apply constant pressure with a clean dressing.
- 4.2.5 Where the answer is **NO** to **all** criteria in the 'I STUMBLE' algorithm, refer to Helping Hands moving and handling protocol for supporting the customer from the floor using the one or two chairs technique. If unable to do this, then **999** must be called.
- 4.2.6 All slips trips and falls must be reported to the line manager(s) and recorded on an Accident - Near Miss & Incident form on the Access system.
- 4.2.7 If any injury is evident, the injury should be recorded on the body map within the Accident - Near Miss & Incident form.
- 4.2.8 The manager will need to investigate and conduct a dynamic review of the falls risk assessment (refer to the **Risk Assessment – Guidance**) and environmental risk assessment. The review must be holistic and consider

other risk factors and assessments in order to identify and assess possible reasons and root cause.

- 4.2.9 The manager should consider providing the customer with the Slips Trips and Falls Awareness Guide which may support with slips, trips and falls management.
- 4.2.10 The manager should recommend and encourage the customer to see a GP and if the customer is taking anticoagulant medication, do mention this to the GP.
- 4.2.11 The manager should consider discussing appropriate referral options with the customer which may support with falls management and prevention, such as an occupational therapist. Refer to the 'Advice & Referral Options' (appendix two).
- 4.2.12 If the customer has experienced three falls in a rolling year, it is recommended to discuss with the GP referral to a specialist falls team.
- 4.2.13 Any medical assistance sought, investigation, referrals suggested or arranged, root cause, actions identified, preventive measures and learning should be recorded on the Accident - Near Miss & Incident form on the Access system.
- 4.2.14 Where applicable, the customer's support plan should be updated.

4.3 Accident - Near Miss & Incident form – Guidance

Include:

- Record a category, e.g., slip
- Record an appropriate subcategory, e.g., slip – water (where applicable)
- Exact location / room where fall occurred (indoor or outdoor)
- Was medical assistance required? (e.g., paramedic / first aid)
- What happened? (provide as much detail as possible)
- Were there any root cause factors as to why the incident occurred?
- Are there risk assessments in place?
- Were there any witnesses present?
- When did the fall happen? (24 hours clock).
- Activity at the time of fall such as bathing, accessing items on table, walking around in the garden, transferring from chair to bed etc.
- Does customer remember falling? (especially in the event of unwitnessed fall)
- Did customer call for help?
- Was there any associated dizziness?
- Any palpitations/chest pain?
- Were there any injuries?
- Did the customer bang their head?
- Was there any loss of consciousness?
- Was the customer able to get up from the floor? If not what equipment / support was used?
- If any injury is evident – record on the body map
- Detail any other symptoms

TRAINING

Is training required?	Yes
Details of training	Training on falls prevention is available through the Learning Management System (LMS), including a Falls Awareness Video. The course is aimed at raising awareness and understanding of falls prevention.

COMPLIANCE

How is compliance with the POL going to be monitored	The Quality Assurance team will monitor process and adjust the policy at time of review, or before, if required
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EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION

	Yes / No	Comments
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• age?	Y	Positive
• disability?	Y	Positive
• gender reassignment?	Y	Positive
• pregnancy and maternity (which includes breastfeeding)?	Y	Positive
• race (including nationality, ethnic or national origins or colour)?	NA	
• marriage or civil partnership?	NA	
• religion or belief?	NA	
• sex?	Y	Positive
• sexual orientation?	NA	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	NA	This policy promotes a positive impact on service users and ensure staff are fully competent with managing slips, trips and falls
If the impact on one of the above groups is likely to be negative:		
• Can the impact be avoided?	NA	This has to be considered dependant on service user and environment, case by case basis
• What alternatives are there to achieving the document's aim without the impact?	NA	
• Can the impact be reduced by taking different action?	Y	By ensuring ALL considerations and control measures
• Is there an impact on staff, client or someone else's privacy?	NA	

What was the previous version number of this document?	Version 01
Changes since previous version	Reviewed policy due to the development of resources and training to further enhance falls prevention.
Author of the document	Quality Development Lead
Who was involved in developing/reviewing /amending the POL?	Quality Assurance Business Partners Clinical Team

How confidential is this document?	Public	Can be shared freely within and outside of Helping Hands
References	The Care Act 2014 Health and Social Care Act 2008 (regulated activities) Regulations 2014 I Stumble – adapted from the West Midlands Ambulance Services	
Associated Documents	Falls Risk Assessment Guidance - Appendix 1 Advice & Referral Guidance - Appendix 2 I Stumble - Appendix 3 Out of Hours Falls Response Guidance - Appendix 4 Slips Trips & Falls Awareness Guide dec22 HHH-SOP-003 - Safeguarding v4 HHH-SOP-008 - Accident, Near Miss & Incident Reporting v2 HHH-SOP-016 - Safeguarding Procedure - Wales v2 HHH-W.I-012 - Body Mapping v2	

Controlled Document