

## Public Health Offer - Case Studies 2014

### Falls prevention in Teignbridge – Partnership working

The risk of an accidental fall increases rapidly with age and poor housing conditions, particularly in older housing stock, which can compound this risk.

Working with the Design Council, Teignbridge Council challenged itself to making homes safer and reduce the prevalence of trips and falls amongst the vulnerable elderly residents.

Key drivers were to reduce hospital admissions and deaths as a result of falls and reduce demand on an overstretched disabled facility grant budget.

Mapping the number of falls recorded, the elderly population profile and poor housing conditions, Teignmouth East was chosen to explore and trial different services to reduce trips and falls. Working closely with partners, five work streams were developed:

**Falls Pathway:** mapping the various user journeys for falls; reflecting the experiences of those who have fallen and all service providers involved at different stages, and 'joining up the dots'.

**The 'Fall Guys':** a video documentary style campaign providing peer support for those who are at risk or have fallen.

**'Sound Advice', 'Crime Scene' & 'Fall Proof':** Communication prototypes within GP surgeries and other health centres to motivate response.

**The 'Trip Hazard Photo Service':** a service to engage family members to self-diagnose hazards in the home and receive advice on making changes to their loved ones homes / situation.

**The 'Trip Advisor Toolkit':** arming Trip Advisor ambassadors from the voluntary sector with advice and information to enable a collection of interventions that will reduce the likelihood of falls.

This project has formed a platform for Teignbridge Council to work closely with health and social care colleagues to take forward the Public Health falls prevention agenda in Teignbridge.

### Who is involved in the project?

- Teignbridge District Council – Housing, Leisure
- Design Council
- GPs – Teignmouth and Dawlish Surgeries
- Clinical Commissioning Group – Torbay and South Devon
- Care Direct Plus – Occupational Therapists (OTs)
- Teignmouth Hospital – OTs, Community Nurses, Fall Prevention Lead
- Alice Cross Centre (Voluntary Sector)
- Teignbridge Community Voluntary Sector
- Citizen Advice Bureau
- Volunteering in Health
- Teign Housing

### What outcomes have and will be achieved?

- Stronger links and better understanding between housing and health services
- Stronger links with a wider range of voluntary organisations
- Greater understanding of the falls pathway, its complexity and number of entry points
- Volunteers trained as Trip Advisor ambassadors
- Platform to bid for funding integrating housing, health, social care and the voluntary sector.



## Lessons learnt

- Services are predominantly aimed at people who have had a fall, not falls prevention
- Peer support and advice appears to be more respected than professional advice
- If we remain reliant on information leaflets we will not get the message across so need to think creatively.
- It is important that the voluntary sector is fully equipped with how to prevent falls so they can act as falls ambassadors in the community.

## Next steps for the project

1. Working with health, social care and the voluntary sector developing a trips and falls hub in Teignmouth
2. Inputting into the development of a Frailty Hub at Newton Abbot Hospital to include falls prevention
3. Successful in first round of bid for Transformation Challenge funding to work with health, social care and voluntary sector to further develop trips and falls service. Final bid application to be submitted 30<sup>th</sup> September.



## Qualitative feedback

Local resident at Alice Cross Centre:

*"I had fallen several times and have had to be taken to A&E as a result of a fall.....it has really knocked my confidence....listening to others talk about their falls has made me realise that a lot of people do fall..... I now know what I can do to reduce my falling and will be lifting rugs and arranging for a handrail to be fitted."*

Volunteer after training on trips and falls:

*"Now that I am more aware of what causes falls not only will I be able to pass this message on to the people that I visit... I will also be more aware for myself and my family to so that I can prevent falls myself."*

