

## Falls Response Programme

### Performance Summary

This new pilot has been funded through the £300,000 allocated by Lincolnshire County Council to develop the response for people who have fallen. The delivery of the pilot is being led by LIVES and is anticipated to run until June 2019.

During 2017/2018, EMAS responded over 8,000 times to people who had fallen in Lincolnshire. This collaborative agreement enables the provision of a service to improve the speed of response to someone who has fallen in the county, thus reducing avoidable admissions to hospital, whilst also allowing our emergency crews to prioritise the most life-threatening patients."

Initially one FRP vehicle was provided and went live on the 19 December 2019 based at Boston Ambulance Station and very quickly followed by a second unit going live in January based out of Market Rasen. Though there have been some teething problems with how the FRP was deployed, we are now in a position for both FRP vehicles to respond to all Falls.

When a 999 call is assessed as a fall, the FRP – a LIVES responder fully trained to deal with this category of patient – will travel to the scene in an EMAS vehicle. For details about the process to be followed, including the observations and patient record details to be taken on scene, please refer to the FRP Standard Operating Procedure (see below)

The FRP operate seven days a week (including bank holidays), from 08.00 to 20.00 hours initially, and will be reviewed on a regular basis to enable amendments in response to changes in demand.

- Approx. 50% increased deployment (across both assets)
- No patient safety incidents
- Positive patient feedback report to LIVES
- New SOP in place
- Some reduced referrals.

#### Operational Procedure for FRP

Calls being received by the dispatcher for any type of fall can be allocated to the FRP.

Calls that have been triaged by CAT as a category 4 fall will be suitable for an FRP responder with no automatic back up. The potential deployment will be identified by the CFR desk/ CAT or any appropriate dispatcher, but it is the decision of CAT.

The FRP may also respond to C2 and C3 calls if they are nearest and most available. This will still be required to be supported with an EMAS resource and remain a waiting call unless the responder contacts CAT when on scene and the CAT clinician decides otherwise. The CFR SOP provides the governance for the responders to be deployed to these categories of call.

All taskings **MUST** be through EMAS EOC. Tasking from other sources **MUST NOT** be accepted and the caller should be referred to the EMAS EOC.

The FRP will operate between 0800-2000hrs 7 days a week including bank holidays. This may be subject to change/adjustment due to operational needs. If so, this will be communicated to

- EMAS Duty Ops Manager
- Locality Clinical Ops Manager
- LIVES Operational Support Manager
- EOC Duty Manager

The responders will undertake the following operating procedure

Arrive at the vehicle base station no later than 0800 and collect the keys for the vehicle.

Sign on duty using the signing on sheet located on station. The callsign for the vehicle and crew names **MUST** be inputted into this document.

Complete the pre-shift 'daily checks' as per the EMAS Safer Ambulance check SOP (See folder in the cab of the ambulance).

Log on using the terrafix within the vehicle upon shift commencement

Proceed to the patient location when deployed by EMAS EOC. Acknowledge the call on terrafix and press mobile once deployed

Once on scene, utilise the 'At scene' function on the terrafix screen to notify EOC.

Undertake clinical activity as detail within the responders LIVES scope of practice.

Complete an EMAS EPRF, this should be annotated with '**EMAS/LIVES Falls response partnership**'. Make a record on the EPRF as to whether a DNACPR or other similar document exists, these must be taken with the patient, if transported. If there is an EPRF failure, revert to paper PRF and report the fault.

Ensure that the vehicle is cleaned between each patient and restocked as necessary as detailed in the EMAS Safer Ambulance check SOP

Ensure that the vehicle is thoroughly cleaned, restocked and refuelled at the end of each shift. Replace any consumables from station at the end of shift or when required.

The vehicle must be refuelled with bunkered fuel only at. In extreme circumstances where fuel is required off station due to significant miles, then the fuel card may be utilised. This must be logged with the duty COM.

Upon returning the vehicle to station, the Responder should ensure that it is ready for the following day, securely locked and the keys must be returned to the key safe. Ensure the fuel card is present at start and end of shift and report any loss as early as possible.

### Detailed Performance Table

FRP Volumes	19-12/18 - 13/1/19	W/C 14/1/19	W/C 21/1/19	W/C 28/1/19	W/C 4/2/19	W/C 11/2/19	W/C 18/2/19	W/C 25/2/19	W/C 4/3/19	W/C 11/3/19	TOTAL
Number of calls referred to LIVES	44	12	12	9	11	9	15	18	11	23	<b>164</b>
Stood down before arrival at scene	8	1	1	2	3	2	3	0	1	3	<b>24</b>
Number attended by LIVES	36	11	11	7	8	7	12	18	10	20	<b>140</b>
Number of responses which result in patient discharged at scene	28	8	7	3	7	4	11	11	9	14	<b>102</b>
Percentage discharged at scene	78%	73%	64%	43%	88%	57%	92%	61%	90%	70%	<b>73%</b>
Number of responses which result in an EMAS vehicle being deployed	8	3	4	4	1	3	3	7	2	3	<b>38</b>
Number of patients conveyed to hospital	8	3	4	4	1	3	3	7	2	1	<b>36</b>
Time from receipt of 999 call to LIVES response dispatch (Average)	Not Available	01:59:01	02:25:32	02:21:21	01:35:47	01:00:24	01:34:14	03:56:12	01:33:42	01:30:44	<b>01:59:40</b> <i>Average</i>
Time from LIVES response dispatch to discharge or conveyance to hospital (Average)	Not Available	02:04:54	02:13:28	01:47:03	01:38:14	01:19:33	01:49:43	02:36:25	02:17:47	02:01:37	<b>01:58:45</b> <i>Average</i>

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