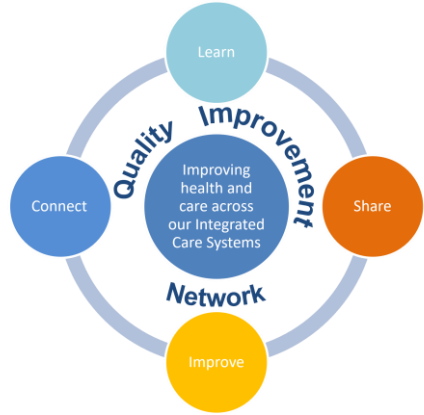


CASE STUDY - Continuous Quality Improvement

Falls prevention and response

Shropshire, Telford and Wrekin Integrated Care System



BACKGROUND

Project led by: Vanessa Whatley STW ICB and Penny Bason, Public Health, Shropshire Council **Service/Team:** Shropshire, Telford & Wrekin ICS

On the back of a number of serious incidents and high levels of A&E attendances linked to falls a QI project was commenced to reduce A&E attendances and increase engagement in falls prevention work. Pre-Pilot Baseline data showed (Feb-April 2022) that there were 2834 people over 65 experiencing falls and attending ED, a project was set up and a series of changes introduced to test in practice and evaluate their impact.

AIM

- To reduce the overall number of people over 65 experiencing falls and attending ED per month by at least 10% by end of the project compared to the baseline
- To increase the overall number of people over 65 attending postural support programmes by at least 10% by end of the project compared to the baseline

APPROACH

- To use PDSA cycles used to track and monitor progress.
 - Current postural support and health MOT services challenged to think differently about what they could offer to improve uptake and accessibility
 - Partner identified through expression of interest to test a falls response service
 - A 3-month pilot to improve falls response and increase the profile and use of public health approaches to prevention of falls was
- The project was widely supported by partner agencies

MEASURED OUTCOMES

- During the pilot (Feb-April 2023) 2507 people over 65 experiencing falls and attending ED compared to the baseline of 2834 showing a **12% reduction**
- In relation to the second aim there was a **52% increase in the Shropshire 'Energize' service and 50% in T&W 'Fit4All' service**, these are the contract holders for the postural support services in each of our Places. A total of **1025 additional people engaged with falls prevention**
- Other reported outcomes included no serious incidents (deaths) due to long lies following a fall, increase in referrals to community care, Increased knowledge of care homes and domiciliary care agencies, Encouraged independence and combatted loneliness, Demonstrated one car with 2 practitioners is adequate to provide increase support in conjunction with WMAS and SCHAT Rapid Response, Demonstrated that the majority of falls attended were 8pm-8am

RECOGNITION AND THANKS TO ALL



NEXT STEPS / OPPORTUNITY FOR SHARED LEARNING

Expand to walk in ED attendances; Re-design of the falls pathway to reflect the learning from this pilot; Consideration of winter response to support prolonged extreme pressure on UEC services; Further work with primary care to address their calls for falls; Further work with home care agencies to see the opportunity for prevention; Long term impact of postural stability and exercise programmes

Get in touch with your system QI ideas, to share your QI story, general QI queries or to join us at our quarterly system Quality Improvement Network events

Email us: systemCQI@mpft.nhs.uk