

## Care home guide – Managing residents who have fallen

### When to call 999

Not all residents who fall need to go to hospital. Call 999 if there is

- Serious injury, such as a broken bone or heavy bleeding
- lost consciousness, even temporarily
- concerns about sepsis
- signs of a stroke
- signs of a heart attack
- choking
- severe difficulty breathing
- head injury and the resident is on anti-coagulation or anti-platelet medication
- fallen down 5 or more stairs or from over 1 metre high
- hip or groin pain

Consider if the resident has a RESPECT form and/or Advanced Care Plan, and patient choice.

Do not move a resident who you think may have a serious head, spine or neck injury.

### Helping a resident get up

If the resident does not have a serious injury you may be able to help them get up without needing to wait for assistance. The iStumble app can help you to decide if it is safe to do so.

For moving and handling of residents who have experienced a fall, refer to your organisational policies for guidance in the first instance. These videos may also be helpful in understanding how to safely help.

1. What to do if you fall, helping someone who is uninjured get themselves up from the floor: [tinyurl.com/chfall1](http://tinyurl.com/chfall1)
2. Assisting an uninjured patient from the floor: [www.tinyurl.com/chfall2](http://www.tinyurl.com/chfall2)
3. Horizontal transfer with transfer board and slide sheets: [tinyurl.com/chfalls3](http://tinyurl.com/chfalls3)
4. Using slide sheets in a confined space: [tinyurl.com/chfalls4](http://tinyurl.com/chfalls4)
5. Floor to bed transfer using sling hoist: [tinyurl.com/chfalls5](http://tinyurl.com/chfalls5)

### When to call Urgent Community Response (8am to 6pm, 7 days a week)

If you cannot move a resident from the floor or they need attention from a health care professional UCR can help with

- Minor injuries needing treatment
- Concerns about an infection contributing to the fall
- Cause of the fall is not known and needs assessment
- You are unable to help the resident get up, but they do not have a serious injury

Call Urgent Community Response (UCR) on:

**Coventry UCR: 0300 200 0011, option 3**

**Warwickshire UCR: 01926 600818**

If it is outside UCR operating hours, advice can be sought through NHS 111

### Helping a resident who you cannot move from the floor

- A member of staff should stay with the resident until help arrives
- Take observations and monitor for signs of deterioration. Seek help if they deteriorate.
- Put a pillow under their head to make them more comfortable
- Consider the residents vulnerable pressure areas, use pillows to relieve pressure where safe to do so
- Keep their temperature stable – use a blanket where needed
- Keep them hydrated. Use controlled sips of drink such as with a straw or cup with sipping spout to reduce the risk of choking
- Provide pain relief such as paracetamol to relieve pain (unless allergic).
- Distract their attention – talk to them, read to them, put on the TV