

Vitaline – Falls Pick Up Service

Care/Nursing Home Briefing

October 2022

Introduction:

Following the Care/Nursing Home Dial-In with Karen Smith on 29th September 2022, we are pleased to confirm that as from **17th October 2022** the Council's Vitaline Service will be delivering a 'Falls Pick Up Service' specifically for Blackpool Care/Nursing Homes. The service will be provided by experienced Vitaline Responders who have access to essential 'falls pick up' equipment that can be used within a care/nursing home setting.

Step by Step Guide:

A Pathway flowchart has been developed that provides a step by step guide for care/nursing home settings.

1. Resident has fallen
2. Home staff to assess for injury using their current protocol/procedures
3. **IS RESIDENT INJURED?**
4. If YES – Then call **NWAS 999**
5. If NO (*follow steps below*)
6. Call **NWAS 999** (*Home staff to ask NWAS for 8 digit reference number*)
7. Call **Vitaline 01253 477679** (*Home staff to provide Vitaline with NWAS 8 digit reference number*)
8. Home staff to inform Vitaline if Ambulance arrives before the Falls Pick Up service
9. On arrival, Vitaline will assess and complete Falls Pick Up where appropriate
10. If a Falls Pick Up has been **successful**:
 - a. Vitaline will complete relevant documentation and **'stand down'** NWAS
 - b. Vitaline will contact the Home within 48 hours for an update/feedback
11. If a Falls Pick Up has been **unsuccessful**:
 - a. Vitaline will follow up with Rapid Response and/or update NWAS 999
 - b. Vitaline will complete relevant documentation and leave resident in the care of the Home staff whilst they wait for Rapid Response or NWAS (Ambulance)
12. On a monthly basis the Home will e-mail Falls Pick Up KPI data to vitaline.managers@blackpool.gov.uk

Points of Contact:

Vitaline Falls Pick Up Service – 01253 477679 vitaline.managers@blackpool.gov.uk

Quality Monitoring Team – 01253 478188 contract.team@blackpool.gov.uk

Blackpool Care Home Team – 01253 956421 or 01253 954389

Provider Peer Support and Resilience Team - 01253 478444 providersupportHUB@blackpool.gov.uk