**CHCP HULL & EAST RIDING FALLS SERVICE – GUIDANCE FOR REFERRERS**

This guidance is intended for clinicians referring into the Hull & East Riding Falls Service for patients.

**Introduction**

The Hull and East Riding Integrated Fall’s Service is a Therapy and Nursing service without direct medical assessment and intervention for patients who have sustained a fall.

**Referral Process and Criteria**

Referral is only available for patients aged 18 and over with a Hull or ER GP

**Criteria**

* Adults aged 18 years or above and
* Registered with a GP in Hull or East Riding
* 1 or more falls in the community and residential care within 6 months

**Consideration of Red Flags**

* The Falls team is not an urgent response service - refer to Intermediate care for an urgent response or hospital admission avoidance. Referral - telephone to the Care Co-Ordination Hub - 01482 247111 or [chcp.247111@nhs.net](mailto:chcp.247111@nhs.net)

**Consideration for Inappropriate Referrals**

The Falls Service will not accept any patient with current clinical red flags or patients that require rehabilitation i.e. after fracture/ not at baseline mobility/ supporting discharge from residential care.

Inappropriate referrals are rejected.

A task is sent via SystmOne to 247111 to inform the referrer that the referral has been rejected and for what reason. The referrer will then be signposted to appropriate services.

**Information to Include in the Referral**

A Falls Service referral should contain enough relevant information to enable us to make a triage decision as to how the patient is best managed, without us needing to examine their medical records, or return the referral to you requesting further information. The following details should always be included where able:

* Medical and drug history
* Previous treatments and investigations
* History of most recent fall, and falls in the last 6 months and circumstances around these falls
* Any associated injuries
* Any history of collapse, loss of consciousness or blackouts
* Any other services involved

Please make sure the referral form is fully completed

**Referral Option Routes for both community and residential care home patients**

* Patients can self-refer by telephone to the Care Co-Ordination Hub - 01482 247111
* Referral form emailed to Care Co-Ordination Hub - [chcp.247111@nhs.net](mailto:chcp.247111@nhs.net)
* SystmOne to SystmOne referral for internal CHCP services

**Triage Criteria**

The service will triage and if appropriate perform an assessment leading to an individual intervention plan looking to reduce falls risk.

**Telephone assessment**

Referrals made to the service are telephone assessed within 2 weeks of receipt of referral and the patient is allocated an appointment for an assessment with an appropriate clinician.

For care home patients, after completion of telephone assessment, the patient or carer is informed that they will be on a waiting list with approximate wait time given, they are informed that should their condition deteriorate and they require assessment sooner to contact The Falls Team direct, contact number shared with patient.

**Exclusions:**

* Falls as a result of intoxication

**Options for alternative services**

* The falls service is not a community rehabilitation service, any patient requiring rehabilitation should be referred to the community rehabilitation services
* Consider review if reason for fall is medical i.e. loss of consciousness, consider referral to level 3 falls team via GP
* CGA refer to Jean Bishop