

# **St Helens Hospital Avoidance Car**

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Transformation

**‘Small but Significant’ - July 13<sup>th</sup> 2017**





# Why?

- St Helens is an outlier in terms of number of older people who fall, attend A&E and are admitted
- Approx 10% of incidents NWAS respond to are Falls for older people
- Approx 1700 visits per year in St Helens
- Human cost and a financial cost
- Pilots from Lancashire showcased at NWAS event in October 2015



# Who?

  
*St Helens Clinical Commissioning Group*



St Helens Council Social  
Services- Rapid  
Response



Bridgewater Community Healthcare   
NHS Trust

Public Health



North West Ambulance Service   
NHS Trust

Delivering the right care, at the right time, in the right place



St. Helens Council

# When?



# How?

- A Paramedic and Occupational Therapist operate car 8-4PM , 5 days week
- Holistic approach
- Respond to green 999 calls for falls
- Identify cases from C3
- Immediate support services
- IASH
- Agile working



# Role of Home Improvement Agency

- Integrated HIA and OT service
- 2 hour handyperson response
- Immediate installation of minor adaptations and assistive technology to prevent falls
- Patients able to stay home and not be admitted
- Provided assurance to paramedic/OT
- Reduce pressure on and cost to health service
- 56 H/P referrals → 147 interventions
- 12 Assistive Technology referrals
- 15 Minor Adapts referrals





# Handypersons in Action



# Evaluation

- No of visits made
- No of A&E attendances deferred
- No of short stay admittances prevented
- Case studies
- Social care cost
- Fractured neck of femur
- Repeat falls
- Patient stories



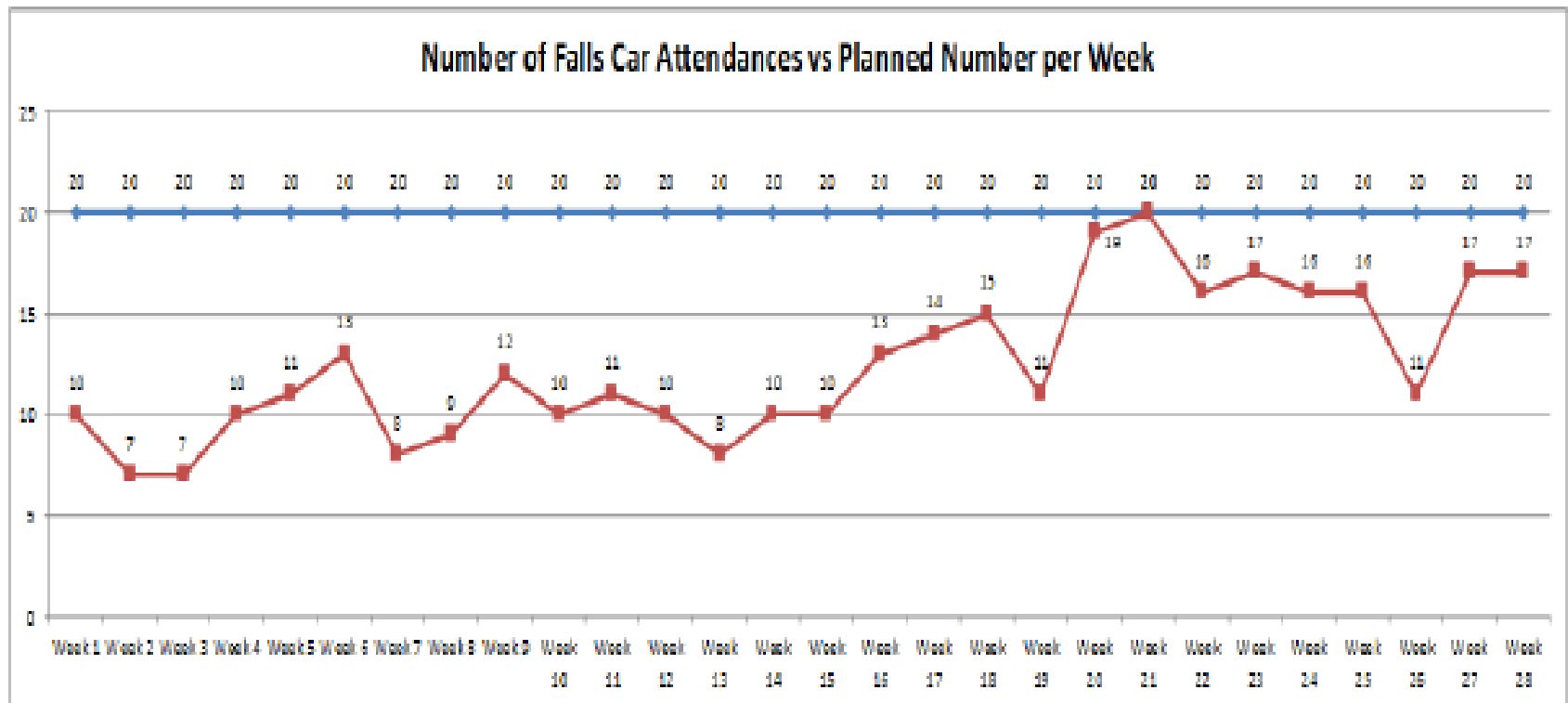


# Barriers and solutions

- 4 business cases...
- Activity lower than planned
- Plan – do – study – act (PDSA)
- Widened scope
- Widened referral method
- Relationship with partners



# Barriers and solutions



# Next Steps...



- 6 months further pilot
- Mainstream
- Monitor
- Evaluate
- Frailty services



# Case Study – Mrs Bloggs



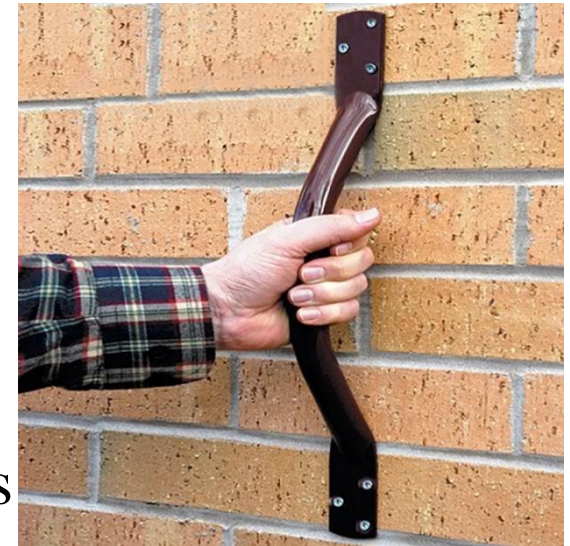
- irregular heart beat
- Contacted GP

- 88 years, 4 falls over 3 days
- Unable to stand, hip stiffness, 2 previous ops
- Visual checked, no obvious signs of injury
- Mobility and functional assessment by OT
- Falls happening in and around the bathroom
- Handrails and walking frame to prevent repeat



# Case Study – Mr A N Other

- 84 years, lives alone
- Fell in garden down concrete steps.
- Pain and bruising to left side
- Falls Car referral to handypersons
- Prioritised response
- Wall mounted grab rail fitted by steps
- Attended within 2 hours
- Referral for minor adapt (MSRs)
- Client now able to safely access the garden





# Case Study – Mrs W Ellbeing



- 85 years, lives alone
- Fell during night, banged head on fire place
- Confused and unable to recollect anything other than falling over
- No way of contacting or summoning help
- Request from OT for basic lifeline, keysafe, and wrist falls detector
- Lady transferred to hospital
- HIA installed equipment the day client came home from hospital



# Contact Details

Thank you for listening!

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