



Hounslow and Richmond
Community Healthcare



NHS Trust

Falls and Bone Health Service

Worried about falls? We can help you

Information for patients
Outlining support available

Whitton Health & Social Care Centre
Percy Road
Twickenham
TW2 6JL

Tel: 020 8614 5397

Fax: 020 8614 5460

Monday – Friday: 8:30am - 4:30pm

HRCH website: www.hrch.nhs.uk/falls

This document can be provided in **different languages and formats**. For more information please contact:

Patient Advice and Liaison Service (PALS)

Email: pals.hrch@nhs.net

Freephone: 0800 953 0363

How can we help?

Falling can be a very upsetting and debilitating experience. It can also be a significant concern for many people who are at risk but haven't yet fallen, severely hampering their quality of life and everyday activities.

People who have already had a fall are more likely to fall again in the future. However there are ways to reduce the risk of future falls and regain the confidence you need to enjoy your daily life. Advice on what to do if you fall can be found overleaf.

It is important to tell your doctor if you start to experience falls or feel unsteady, even if you feel well otherwise.

Or if you prefer, you can contact us directly to discuss your falls and ensure you get the help you need to reduce your risk of falling.

Why might I benefit from the Falls and Bone Health Service?

If you have a GP in Richmond then we can help you to reduce the chance of you suffering a fall in the future.

Our service includes:

- Falls clinics, based at Teddington Memorial Hospital and Centre House
- An assessment, including medical review & physiotherapy
- 'Stay on your feet' exercise groups
- Assessments at home for housebound clients
- Direct links with community falls prevention classes in leisure facilities throughout the borough
- Equipment provision and home environment assessments
- Physiotherapy rehabilitation and follow up within your home
- Patient information packs

About You: Falls Screening Tool

Please tick the boxes to provide your responses to the following:

1. Have you had a fall in the previous year?

Yes No

2. Do you have any problems with your balance?

Yes No

3. Do you have a fear of falling or loss of confidence?

Yes No

If you answered 'yes' to **any** of these questions, you would definitely benefit from further support that we can offer you. Please call the Falls and Bone Health Service: 020 8614 5397.

Falls – What happens now?

Please take this leaflet to your doctor to discuss your concerns **or** if you prefer you can call our Falls and Bone Health Service directly to discuss any concerns or refer yourself to the service (contact details on front page). A message can be left out of hours and we will return your call. We may ask you some further questions to determine the best course of action.

For GP surgery use only

Please discuss the “falls screening tool” with your patient. If the answer is 'yes' to any of the questions, your patient is at high risk of future falls and may benefit from further assessment by the Falls and Bone Health Service.

Please refer patients through the Richmond Single Point of Access (SPA) service by calling: 020 8487 1696

What to do if you fall

- Try not to panic
- Get help if you can
- Try to attract attention:
 - Bang on the wall or window
 - Call 999
 - Use your personal alarm
- If you are **not hurt**:
 - Try to get up and rest
 - Report your fall to your doctor
- If you **are hurt** or can't get up:
 - Get comfortable, keep warm with a coat or blanket
 - Try to raise the alarm.

Help and advice

You can get additional help and advice or find out more about **preventing falls** by contacting our service (details on front page), also **Age UK**. Tel: 0800 169 6565 www.ageuk.org.uk

You can find out more about bone health and osteoporosis by contacting the **National Osteoporosis Society** who offer a wide range of services to people who are concerned about osteoporosis: Tel: 01761 472 721 www.nos.org.uk

How are we doing?

We appreciate and encourage comments about any aspect of care or treatment. Don't hesitate to speak to a member of staff or contact the **Patient Advice and Liaison Service (PALS)** details on the front page.

For a full list of **references** for this leaflet please contact the service using details shown on the front page.