

# Tri-Service Collaboration “Prevent & Respond”

Community Assistance Team

CAT

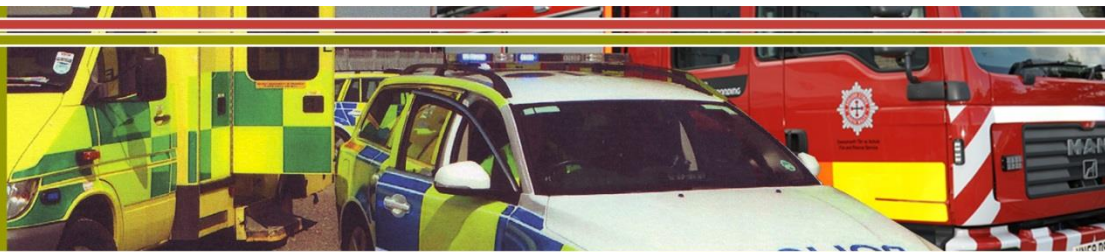
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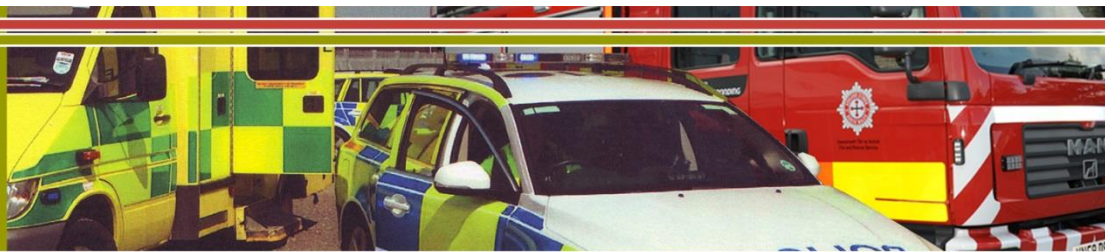


- Welsh Government, Betsi Cadwaladr University Health Board, Galw Gofal, Conwy County Borough Council, Denbighshire County Council, NWFRS & WAST
- 12 month pilot dealing with non-injury fallers that have been identified by WAST clinical desk within Denbighshire
- Go Live date 01 August 2016



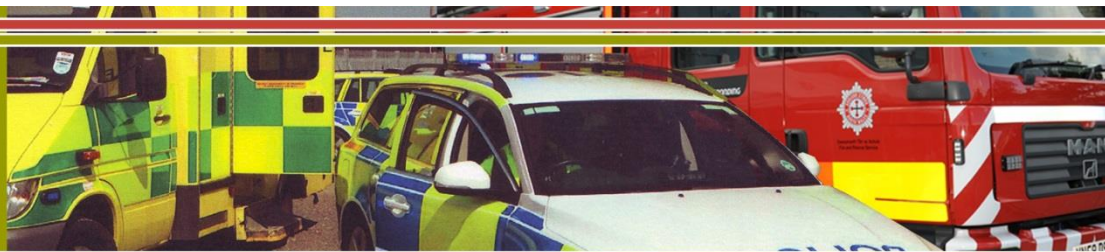


- Team trained to Community First Responder/ Co-Responder level
- Trained by WAST
- Equipment is that of existing Co-Responder with the edition of Mangar Camel and Raizer lifting devises



## Demand

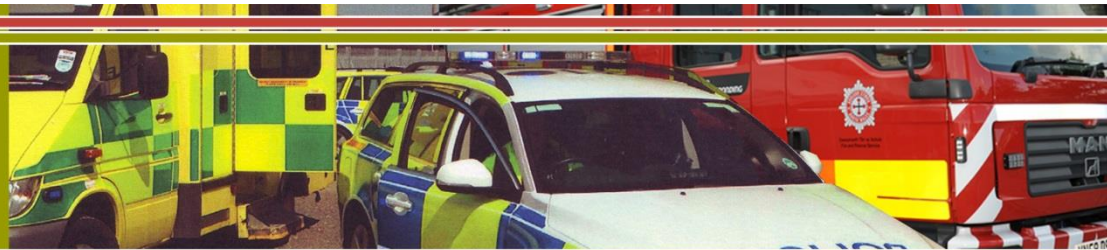
There is a increasing demand on WAST to respond to wide range of patients with complex needs in a timely manner and to improve patient experience and most importantly clinical outcome



## Monthly Falls Incidents (Dispatch Code 17) – Denbighshire

Overall, the trend has remained relatively stable over the last 2 financial years.

	2014-15	2015-16	Variance	%
Apr	251	243	-8	-3.2%
May	257	222	-35	-13.6%
Jun	270	223	-47	-17.4%
Jul	271	246	-25	-9.2%
Aug	279	257	-22	-7.9%
Sep	235	273	38	16.2%
Oct	247	273	26	10.5%
Nov	242	251	9	3.7%
Dec	265	232	-33	-12.5%
Jan	268	250	-18	-6.7%
Feb	234	238	4	1.7%
Mar	240	273	33	13.8%
<b>Total</b>	<b>3059</b>	<b>2981</b>	<b>-78</b>	<b>-2.5%</b>





# Total Number of Incidents by Hour of Day by Day of Week

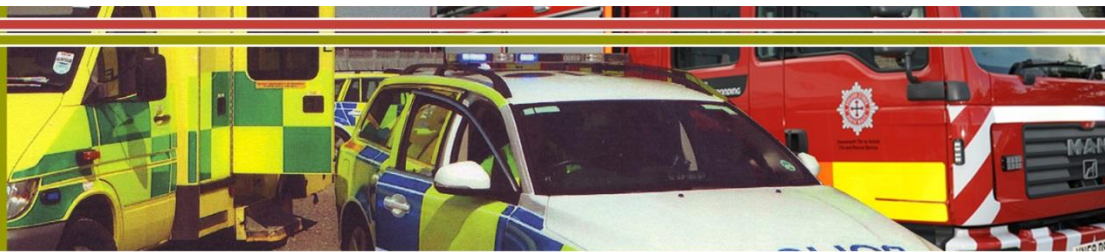
## Denbighshire

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total	%
Mon	13	11	8	12	10	9	11	12	19	30	24	15	29	31	27	17	19	21	26	16	12	16	9	11	408	2.3%
Tue	12	15	8	6	9	7	8	16	18	15	25	16	23	19	24	32	23	22	26	14	21	14	12	18	403	2.3%
Wed	15	6	21	8	11	7	15	13	16	26	25	22	20	23	24	22	13	25	18	14	27	21	17	12	421	2.4%
Thu	10	13	15	7	6	7	13	10	20	17	21	27	16	21	17	19	26	20	32	16	17	15	10	12	387	2.2%
Fri	11	15	13	9	14	15	12	17	24	16	22	24	28	26	19	20	17	20	34	21	23	28	13	17	458	2.6%
Sat	22	16	16	8	14	5	10	11	17	13	14	26	31	21	18	25	24	25	22	20	22	19	28	25	452	2.6%
Sun	18	23	19	16	7	13	8	9	16	22	22	25	34	25	26	33	20	15	18	22	17	18	14	12	452	2.6%
<b>Grand Total</b>	101	99	100	66	71	63	77	88	130	139	153	155	181	166	155	168	142	148	176	123	139	131	103	107	<b>2,981</b>	
%	0.6%	0.6%	0.6%	0.4%	0.4%	0.4%	0.4%	0.5%	0.7%	0.8%	0.9%	0.9%	1.0%	0.9%	0.9%	0.9%	0.8%	0.8%	1.0%	0.7%	0.8%	0.7%	0.6%	0.6%		



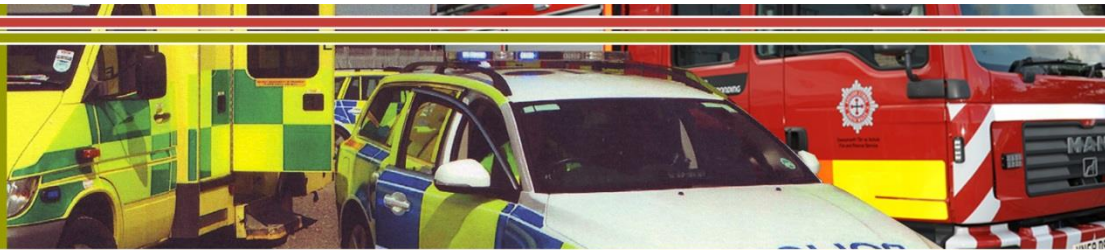
## Objectives

- Help identify and reduce risk to the most vulnerable within the communities of North Wales
- Potential to improve the response to non injury fallers, to improve the chances of the patient staying at home, reduce the need for traditional WAST response and collaboration between appropriate agencies



## Objectives

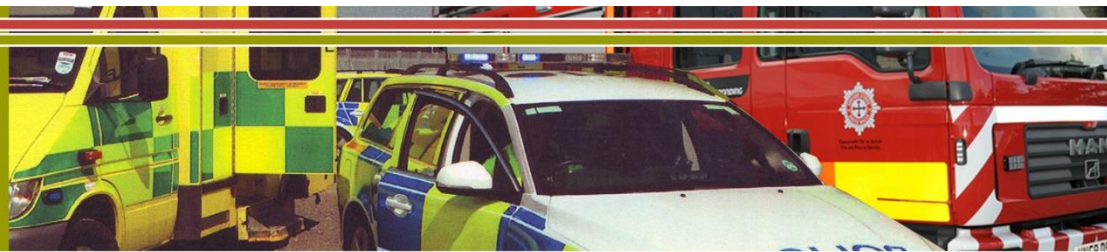
- CAT will not only provide a service to non-injury fallers but also advice people in their own homes on home safety and crime prevention
- CAT will take a holistic approach to home safety, giving risk reduction advice regarding falls, fire, crime. Will be able to install assistive technology and equipment such as rails, smoke detectors, carbon monoxide detectors and crime prevention products.
- Complete welfare checks on behalf of NWP





## Project aims and outcomes

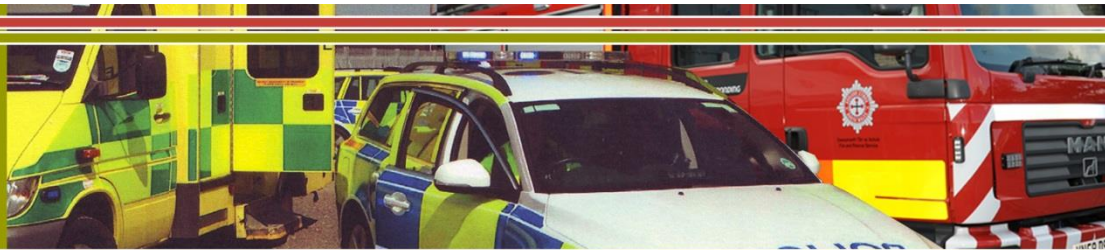
- To improve the response to non-injury falls
- To identify the benefits and challenges of CAT
- To test a method of mobilising CAT
- To test the availability of CAT
- To test the ability and capacity of WAST clinical desk
- Reduce the operational pressures on Emergency Medical Service
- Reduce the numbers of patients attending hospital so reducing demand on BCUHB
- Reduce demand on WAST reduces demand on NWP





## Team

- Team is based within most suitable area
- For pilot will be recruited from NWFRS
- Team of 2 working at peak times identified by WAST health informatics data
- Communication via mobile phone/landline/airwaves
- No charge to WAST for falls attended during pilot
- Suitable vehicle with associated livery



## Process

- Identified falls codes 17A03 & 17A03G
- Completion of secondary triage clinical desk clinician
- Patient informed of response by CAT
- Information passed to CAT via NWFRS control
- If CAT already committed then call to go back into waiting stack
- When at scene, CAT will contact clinical desk for advice at earliest opportunity



## Process

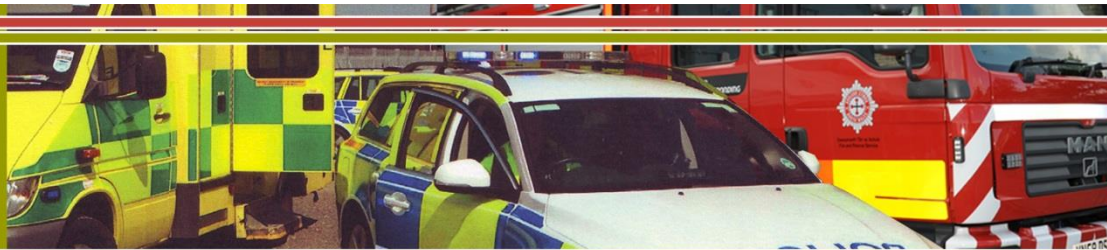
- Clinician will obtain history from CAT and take them through relevant Manchester Triage, telephone triage and advice (MTS TTA)
- Following discharge by clinical desk, with patient consent, a letter will be sent to GP advising of the event. A falls pathway referral will also be completed if appropriate
- CAT **will not** leave scene without having discussion with clinical desk clinician unless obvious scene safety





## Evaluation

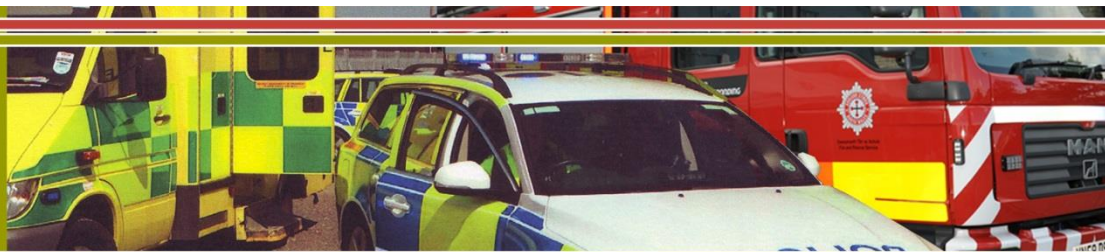
- Galw Gofal - Call statistics, Call out update data and interventions fitted.
- WAST - Call statistics, Number of calls, Location, Number stayed at home, Number of those requiring WAST attendance, Number of hospital admissions, Day and Time of Non Injured Fall Calls
- NWFRS - Number of Attended Non injured fallers, Location Attended non injured fallers, Incident Types, Non-Attendance – Area, Non-Attendance – Rationale, Number of HSC's completed and those requiring extra assistance e.g. Domiciliary Care.
- SPOA- Fallers Pathway and Patient outcome



# Results so far

## Data period August – October 2016

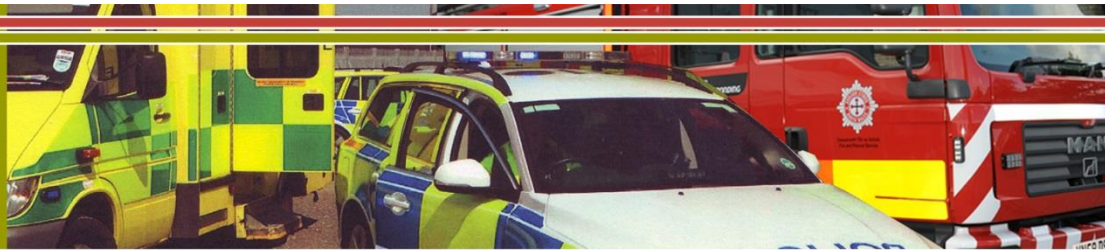
- 87 Attended Calls
- 37 Denbighshire
- 47 Conwy
- 3 Border of Flintshire
- 81 Stayed at home
- 80 Home safety checks carried out
- 63 Crime prevention checks carried out



# Results so far

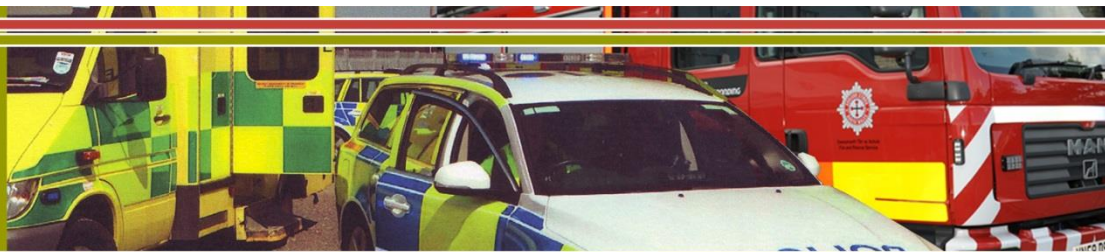
## Patient profile

- Average age: 80
- Male 48%
- Female 52%
  
- Most common areas of fall
- Bedroom 33
- Living room 29



# Results so far

- Average time to scene from call passed was 24 minutes
- Total hours on task for August and September was 119 hours
- Average time per task was 82 minutes



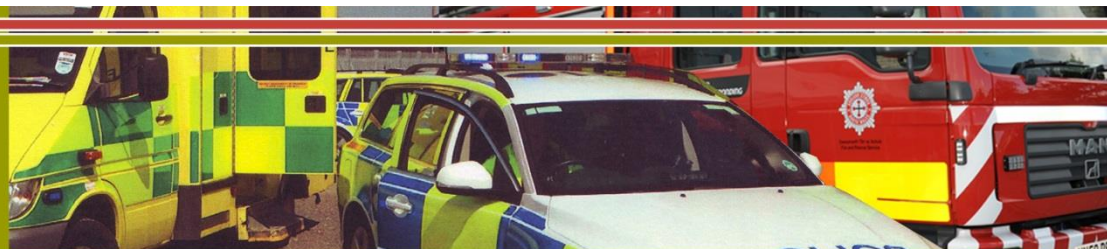


## Results so far

- Patient experience forms received showing very positive feedback
- Other positive feedback received from Social media and ambulance Paramedic staff

*“My mother has early stage dementia, the last time she fell we waited hours as the ambulance service was busy and it ended with her needing admission to hospital. This team came in 20 minutes, explained everything to my mother and she stayed at home where she wanted to be. I think this service is excellent”*

*Daughter of patient in Denbighshire*





## The Vision

- Service excellence
- Demand reduction
- Cost effective
- Emergency services and partner agencies perceived to be one team
- Better patient experience
- A safer North Wales

