

## Background Information

---

The Assistive Technology Enabled Care Service operates a wide-ranging set of Standard Operating Procedures to deliver multi-disciplinary services across Edinburgh, East and Midlothian regions.

This procedure guidance document sets out the procedure and key processes in relation to the processing of Fallen Uninjured Patient referrals.

## Scope

---

The Fallen Uninjured Patient Pathway provided by the Edinburgh Health and Social Care Partnership (EHSCP) is a formal arrangement made in partnership with NHS and Scottish Ambulance Service for responding to people who fall, are uninjured and do not have a community telecare alarm.

This policy provides guidance on the processing of Fallen Uninjured Patient referrals and should be followed by Telecare service staff.

## Procedure

---

NHS24, GPs via Social Care Direct (or directly) and the Scottish Ambulance Service (SAS) can refer patients who require assistance as they have fallen or become stuck at home, to ATEC24 Telecare Service.

The patient must be triaged by a medical professional before we can accept the referral. If assessed as uninjured and not requiring medical intervention, a referral can be made to ATEC24 Telecare Service.

On receipt of the telephone referral, the call handler must screen the call by ensuring four key requirements are met:

- they reside in Edinburgh,
- they are not injured,

- we have details of how to access the property or there is someone onsite to assist with access
- and the call comes from a number we recognise from NHS24, SAS or Social Care Direct. If the call does not come from a recognised number, you can ask for the FUP password which is **AP Triage - for calls from SAS only** (NHS and SCD do not know this password). We can only take calls from NHS24 (0800 9170785), SAS (0141 8108150) or Social Care Direct and we must take the reference/case number as this is our confirmation that the call has been medically screened for injury on a recorded telephone line belonging to one of the referring organisations.

ATEC24 Monitoring and Response Officers (MRO) attend to these referred patients to assist up from a fall or a stuck in situ. Our primary purpose in these instances is to assist an injured person from a fall. If the MRO attending finds that the individual is in bed or a chair and unable to get themselves out, it would be beneficial for them to assist the individual to their preferred location. This should not be the intended purpose of the callout, but if this is what transpires on attendance at the property, assisting the client from this situation, will likely support falls prevention.

Where it is found that the client requires personal care, it could be deemed appropriate for the NOK or carers to be called. However, on attending a callout, emergency care needs should be met, regardless of their nature and the citizens personal dignity, promoted.

The Call Handler should check the SkyResponse system to establish if the patient is already a Telecare Service client – if so then the call is processed in the usual way, details logged on the record and then passed over to arrange MROs to attend.

If the patient is not a Telecare Service client, the Monitoring and Response Officer taking the call should complete the Fallen Uninjured Patient Referral form.

All sections of the form must be completed – if any details are missing during referral the MRO must request a call back from the referrer with the relevant information before a team is dispatched. Access information must be provided – either keysafe details or a keyholder on site. ATEC24 Telecare should not need to arrange forced entry on properties for a FUP referral.

The referral should then be processed as an Emergency Call Out (ECO) and a team dispatched as soon as available. Telecare clients do not take priority over FUP referred clients. Any referrals must be processed as soon as possible following usual processes.

The responding team should be provided with the FUP referral form and a falls pack to leave with the citizen after the call-out is completed.

The FUP referral paperwork should be placed in the Business Support FUP referral tray or emailed to ATEC24 alarms. Business Support process and follow up the FUP referrals each morning.

### **Business Support:**

Business Support contacts the individual within 48hours of the paperwork being received.

The purpose of this call is to:

- Check whether the person is satisfied with the service they received and offer further information regarding joining the community alarm/telecare service.
- Inform the individual that a colleague from the Assistive Living Team will make contact within a few weeks to see if any further assistance can be provided, with an aim of preventing any further falls.
- Inform the individual to contact SCD/GP should their circumstances change.
- Arrange installation of a community alarm/telecare, where applicable.

Complete AIS/Swift workflow referral to the Assistive Living Team (ALT shortcode 133)

Add details of the FUP call-out to the FUP spreadsheet located in the G Drive. Scan the FUP form and save to the folder on G Drive.

### **Assistive Living Team (ALT):**

Complete well-being conversation and arrange assessment as required.

CCA's complete a holistic assessment which will include following the EHSCP falls prevention pathway. Assess environment for installation/provision of equipment, adaptations or assistive technology devices, within remit.

Refer on to other services if required (more complex needs and/or ongoing intervention required). Onwards referrals can be made to the falls team via swift workflow.

## **Associated Documents**

---

## Document Control

---

SOP Name	Fallen Uninjured Patient Referral
Responsible Team/Function	ATEC24 - Telecare
SOP Owner	Telecare Coordinator
SOP Approver	Operations Lead/ Service Manager
Approval Date	02/12/2025
Review Date	01/12/2026
Version Status/Number	Version 5