

Falls Monitoring Procedure

ATEC24

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 for handling fallen client alarm calls on the Skyresponse system.

Scope

This procedure should be followed by all ATEC24 Telecare staff responsible for the monitoring and handling of calls from clients who have fallen.

Procedure

When a client activates the alarm to report that they have fallen, the Monitoring Officer must immediately find out if they are injured.

The Monitoring Officer should try to get as much information as possible. Always ask how long the client has been on the floor – if a client has been on the floor for more than 2 hours then this is classed as a 'Long Lie' – see below for guidance

If the client can communicate easily and clearly over the alarm, the Monitoring Officer should ask what caused the fall.

Injured client:

- If the client states that they are **injured**, the Monitoring Officer must employ basic First Aid assessment techniques, to determine whether the Scottish Ambulance Service (SAS)/GP/NHS24 should be contacted or if a Response team should attend to assess further. If there is any heavy bleeding, breathing difficulties or chest pains then SAS should be called immediately - see Calling Emergency Services procedure
- If the citizen requires paramedic assistance the Monitoring Officer must check access/ keysafe details and pass this on the operator.
- If there is no keysafe installed then the client's keyholder contacts must be called to request they attend to provide access to the paramedics
- If there is no keysafe, or other means of access then the Monitoring Officer should inform Ambulance Control as SAS will force entry with police support.

- If an ambulance is called for a client, the Monitoring Officer must always inform the NOK/ contacts.

Head Injuries:

SAS must always be informed if a client has a head injury – even if no serious bleeding and the client says they are OK. Where an individual has suffered any kind of head injury, it is required that an ambulance be called to assess the impact of this on the person. Serious symptoms of a head injury can sometimes only present a number of hours after the impact.

SAS should be contacted from the ARC, and a Response team dispatched as soon as possible. The SAS operator may advise not to move the client, if so, then follow these steps -

- The call handler can inform the operator that a team is attending and will first aid assess and assist the client up if safe to do so, if SAS operator in agreement
- Alternatively when onsite the Response team should first aid assess and if safe to move the client, call SAS back to advise that they intend to assist the client up.
- Always advise SAS that the Response team is First Aid trained and will only move if assessed as safe to do so.
- Follow guidance and advice from SAS

It is in the client's best interests to be assisted from the floor and seated upright whilst awaiting the paramedics. (see also Telecare Falls Monitoring Procedure)

Long Lie:

- If a citizen has been lying on the floor for longer than 2 hours this is classed as a 'Long Lie'.
- The longer a client remains on the floor the worse the outcome for them could be, so when you are advised a client has had a long lie, a Response team should be dispatched to attend as soon as possible.
- The team will carry out a first aid head to toe assessment as usual, and if satisfied there are no injuries/ serious ill health they will assist the client up, then call SAS to inform them of the long lie and request help.
- Always send a team to assist if informed a client has had a long lie – unless you are advised that the client is also injured/ seriously unwell and emergency paramedic assistance is required.
- If paramedic assistance is required call SAS, remembering to also inform them that the client has had a long lie.

Uninjured client:

- If the citizen states that they have fallen and are uninjured a Response team should be dispatched following guidelines in Skyresponse Call Handling procedure.
- The keysafe should be used for access, or the keyholder contact requested to attend if necessary
- If the response team call into the office to state that they are unable to gain access and require a joiner to force entry then they must be advised to call for a Council joiner from the site – it is not the Monitoring Officers responsibility to call to request the joiner; this must be carried out by the Response team on site. The Monitoring Officer must however record all information in the Alarm History.
- If the citizen is a Housing Association (HA) tenant, the Monitoring Officer should contact the HA repairs service. This is the Monitoring Officer's responsibility as all information regarding HA's is held in the office. It is imperative that the Monitoring Officer informs the HA of the risk and that a forced entry is required due to cause for concern for a client and possible endangerment/ risk to life. Any problems encountered should be highlighted to a Senior Officer/ Telecare Coordinator
- The response team must remain on site to meet the joiner. The Monitoring Officer should not contact the team to request they attend to any other Emergency Call Outs (ECO) whilst they are waiting for the joiner to arrive, even if in the vicinity.
- If the client is uninjured and there are no access issues, the Monitoring Officer should initially check the Response Protocol in the Additional Information section of the record, to ensure that ATEC24 team attendance is the appropriate response – it may be possible that family have requested that they attend as first responders.
- The Monitoring Officer must also check if NoK/ Contacts wish to be informed of any falls – a text could be sent to contacts via the Skyresponse system by selecting the SMS icon next to the contact details. Be aware that the contact cannot reply to this SMS – provide basic details but be careful not to cause unnecessary alarm and ask them to call the office for further information. Alternatively you could telephone the contacts using the system and then assign that call to the clients record, using the Associate with another Object button.
- The Monitoring Officer should reassure the client that help is being arranged and a team will attend as soon as possible to assist. However, do not provide an estimated time of arrival as this could change due to other Emergency call outs (ECOs) taking priority/ the Response team in the field being held up on another ECO/ traffic issues.
- The ECO should be passed on to the available Response team via the Responder App.
- Call Reason (eg Assistance Required – Fall) and Action (eg Request Response Service Attendance) should be chosen and the call cleared.

Associated Documents

Uninjured/ Injured Fallers

Document Control

SOP Name	Falls Monitoring procedure
Responsible Team/Function	ATEC24 Telecare
SOP Owner	Telecare Coordinator
SOP Approver	Operations lead
Approval Date	02/03/2026
Review Date	01/03/2027
Version Status/Number	V4
