

# Uninjured/injured Fallers

# ATEC24

## Background Information

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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 key processes, in relation to uninjured and injured fallers Responders attend to.

## Scope

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This policy should be followed by all those staff in the Telecare Response service when they are attending to someone who has fallen, on an Emergency response Visit.

## Procedure

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### Uninjured Faller

When a citizen has fallen, you must carry out a head-to-toe first aid check to establish if they have a medical issue or suffered any injury during their fall. If you are satisfied following your first aid assessment that they are ok and have no new pain or active bleeding and you are happy with this, only then assist them up.

### Long Lie

If a citizen has been lying on the floor for longer than 2 hours this is classed as a 'Long Lie'. This can have serious medical consequences which can be prevented by helping the client up from the floor and comfortable in a chair as soon as possible. This guidance information has been agreed in consultation with NHS/ SAS.

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 should carry out a first aid head to toe assessment as usual, and if satisfied there are no injuries/ serious ill health then assist the client up, then call SAS to inform them of the long lie and request help.

If the client is assessed as injured/ unwell proceed as you would for an injured/ seriously unwell person and call for SAS, (see below) ensuring they are aware the client has also had a long lie.

Always call SAS to report that a client who has had a long lie has been assisted from the floor, even if the client appears to be in good health – the medical consequences and symptoms of a long lie can be delayed and can cause difficulties in diagnosis, potentially leading to a delay in life saving medical intervention.

Assist the client into a comfortable and warm position. Ensure they have a blanket and fluids, as this will also help minimise the effects of the long-lie, and access to their alarm unit or pendant should they need to summon further help, while they wait for paramedic assistance. There is no need to stay with the client, however, make sure the client has a telephone within easy reach so that they can be monitored from the office for any signs of deterioration.

### **Other uninjured fallers**

If the person is uninjured and a full head to toe first aid assessment has been carried out, assess their position, medical notes, bariatric status and the space around them to decide what lifting equipment would be best to assist them from the floor. Always use lifting equipment to assist client up from a fall. Please refer to the procedure for each piece of equipment to support you in using it correctly and safely.

### **Injured Faller**

When a citizen has fallen and they have injured themselves, gather as much information as you can from the citizen before calling 999 and asking for the ambulance service to attend. The ambulance service will ask questions to establish what kind of help is needed and prioritise the call accordingly.

The usual advice from the ambulance service is that we should not move the client unless they are in danger.

### **Head injuries**

All head injuries must be escalated to SAS, even if there is no serious bleeding. The trauma caused during a head injury may be internal and not necessarily apparent on a first aid assessment. Always call for SAS assistance for any head injury even if it appears to be minor. SAS can then assess and proceed as appropriate.

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 on site 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 SAS guidance and advice

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)

There is no need to stay with the client after escalating unless they are sending a priority ("blue light") ambulance. Ensure that the client has their phone and pendant alarm close to hand so that they may be monitored for any deterioration from the ARC. This guidance has been agreed in consultation with SAS.

If it is not a blue light/priority ambulance call i.e. if the citizen has not suffered a head injury/stroke or any other serious illness and there is no active bleeding, you may leave the property if you feel this is safe to do so and you need to attend to another callout. Call the family/NOK/Carers or friends to advise you have called for an ambulance and ask if they can come and sit with them. If you leave the citizen alone (whilst awaiting NOK arrival), make sure they have their pendant and phone next to them so they can contact if they need further help, and where appropriate a blanket to keep them warm.

### **Unable to Weight-Bear**

If the citizen is unable to weight-bear and you have already assisted them up on lifting equipment, safely lower the citizen back down to floor using the equipment and make them as comfortable as possible and call for the emergency services.

Response officers are required to always attend to assess the situation if the citizen has stated over the alarm they cannot weight-bear.

If onsite and the citizen has advised that they are unable to weight bear, and you have assessed the situation and there is no other equipment in the property to assist such as a Sara Stedy or other standing aid you must NOT manually handle the client.

For example, if you attend to a stuck in situ and the citizen is stuck on the toilet and the citizen has advised you that they are unable to weight bear, you must NOT manually lift citizens. You must call for an ambulance/GP to attend.

## Associated Documents

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Telecare FUP Referrals Procedure

Calling Emergency Services

Telecare Falls Monitoring Procedure

## Document Control

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SOP Name	Uninjured & Injured Fallers
Responsible Team/Function	ATEC24 Response Team
SOP Owner	Telecare coordinator
SOP Approver	Operations Lead
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