

Falls Workbook

Be Safe, Keep Strong, Live Long



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The falls workbook and you

The aim of this workbook is to provide you with information, ideas, simple exercises and advice to help you prevent falls at home.

Your healthcare professional will show you appropriate exercises to help you improve your balance and strength. They will review the completed sections of the workbook with you and answer any questions you may have during the course of your treatment.



Falls - the facts

More than a third of adults aged over 65 years fall each year

50% of over 85s will fall once or more a year

People aged 75 years and older who fall are **4-5 times more likely** to be admitted to a long-term care setting for a year or longer

3-5% of older falls cause fractures; the most common being those of the spine, hip, forearm, ankle, pelvis, upper arm and wrist

Of all fall related fractures, **hips** cause the greatest number of deaths and lead to the most severe health problems and reduced quality of life

Those aged over 85 years are **10-15 times more likely** to sustain a hip fracture than those between 60 and 64

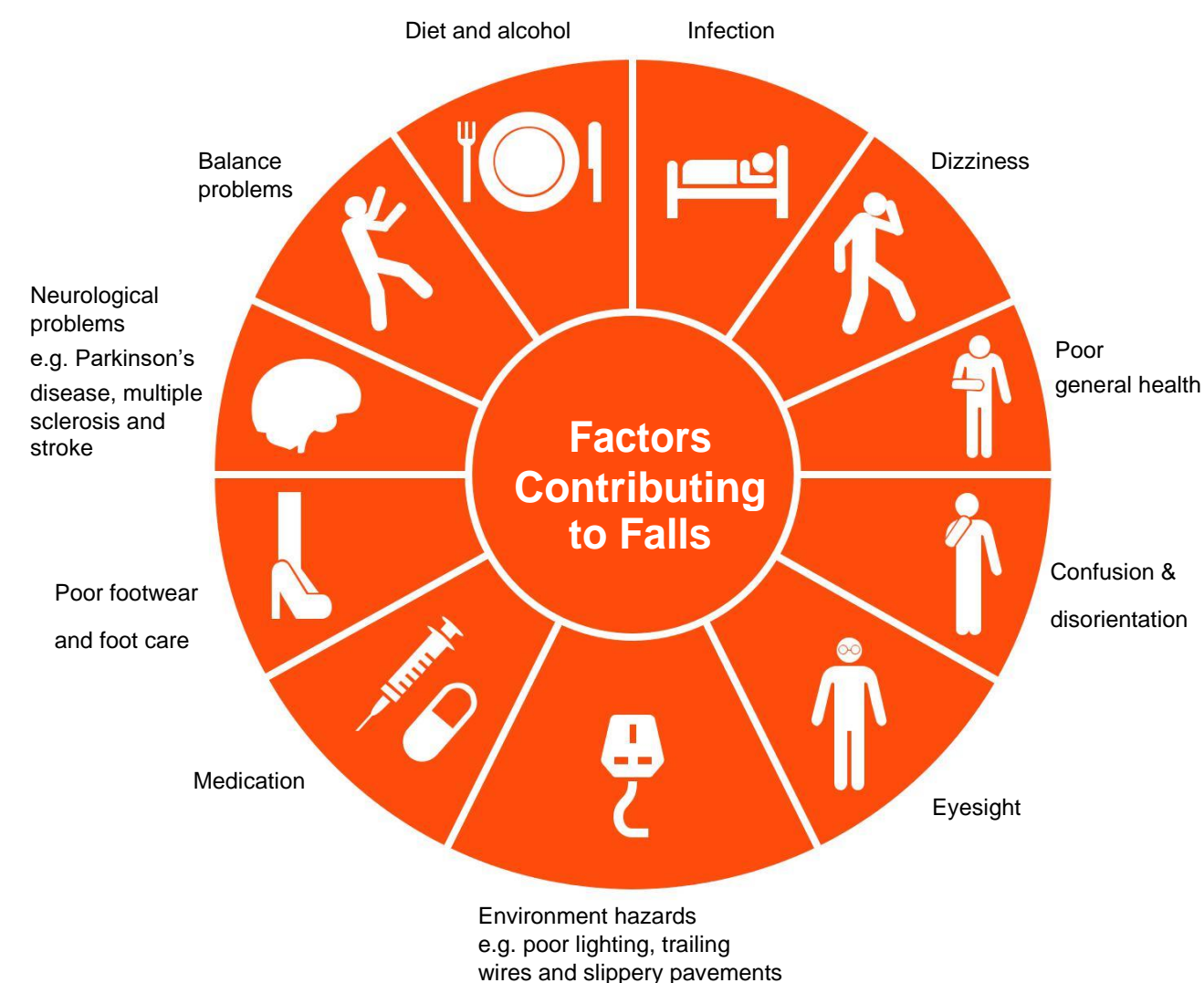
Women sustain 80% of hip fractures

Falls are serious and you are at risk if you:

- Are over 65
- Have fallen in the last year
- Have problems with your eyesight
- Are taking four or more medications
- Are not fit and well
- Have lower limb weakness, mobility or balance problems

Causes of falls

Falling does not have to be an inevitable part of getting older. This booklet aims to highlight some of the things that contribute to falls and ways in which we can work towards reducing the number of falls and their impact.



Safety in the home

The most common hazard is tripping over objects on the floor. Other factors include poor lighting, loose rugs, trailing leads and unsteady furniture. It is useful to take a walk through your home to identify problems that may lead to a fall.

General Safety Tips:

Create more space

- Rearrange furniture so you can easily move around
- Remove clutter i.e. rugs and loose objects on the floor
- Keep regularly used items within easy reach
- Secure phone wires and electric wires

Ensure good lighting

- Avoid moving around in the dark
- Open curtains during the day
- Have adequate lighting in stairways, halls and pathways with light switches at each end
- Consider long life bulbs and get help changing them

Consider some adaptations

- Carefully position rails and bannisters
- Remove high doorway thresholds
- Use change in colour to show changes in surface type or level
- Make carpets safe by repairing or removing frayed edges

Occupational Therapists are trained in these issues and can arrange home visits to identify risks and recommend appropriate action.

Living room

- 1. Have you got enough clear space to walk around safely?**
If not - rearrange furniture so there is a clear path to the door.
- 2. Is the furniture placed so you do not have to overstretch to reach things?**
If not - keep regularly used items accessible or ask for help.
- 3. Is the chair you sit in easy to get out of?**
If not - remove wheels and consider having your chair raised.
- 4. Can you get to power points easily?**
If not - consider having them raised or use extension leads.
- 5. Is the lighting adequate?**
If not - arrange lighting to avoid dark areas.
- 6. Are all flexes and cords tucked away?**
If not - use the remote control and consider a cordless phone.
- 7. Can you get to your windows without taking risks?**
If not - consider buying a long handled aid.

Action Points:

Consider a more appropriate chair height with arms to assist you to get in and out easily.

Bedroom and hall

1. **Is your bed easy to get in and out of?**
If not - consider having the bed raised or a bed loop fitted.
2. **Can you switch on a light from your bed?**
If not - invest in a bedside light or keep a torch beside your bed.
3. **Do you sleep all night without getting up?**
If not - have your walking aid within easy reach.
4. **Do you frequently get up in the night to use the toilet?**
If you do - consider having a commode by the bed.
5. **Do you have a way of calling for help if needed?**
If not - consider a cordless phone or pendant alarm.
6. **Are the stairs and hallway brightly lit?**
If not - use a high wattage bulb, with switches at either end.
7. **Can you manage the stairs safely?**
If not - have handrails on both sides of the stairway.

Action Points:

For example, I will take a torch to bed with me until I can get a bedside light.

Kitchen

1. **Is the floor covering in safe and good repair?**
If not - secure all carpets, repair tears and take up mats.
2. **Is the floor clear of spillages?**
If not - mop up all spillage straight away.
3. **Do the surfaces cause a glare?**
If they do - consider a blind or change the bulb.
4. **Can you open your windows without taking a risk?**
If not – long-handled aids can prevent bending and reaching.
5. **Is your kitchen/dining room chair stable to sit on?**
If not - prepare meals while seated and use a chair with a back and arms.
6. **Does carrying objects stop you from using your normal walking aid?**
If they do – a kitchen trolley can be useful for moving items around.
7. **Do you keep your home warm?**
If not - cold muscles work less efficiently and can cause falls.

Action Points:

For example, get someone to take up the rug when they visit.

Bathroom

1. **Is your bathroom floor safe and non-slip?**
If not - consider non-slip mats under rugs and in the bath/shower.
2. **Can you get on and off the toilet easily?**
If not - a rail or raised toilet seat might help.
3. **Can you get in and out of your bath safely?**
If not - well placed rails or a bath board may help.
4. **Can you manage in the shower easily?**
If not - well placed rails and a shower seat could help.
5. **Are the taps easy to turn on and off?**
If not - consider changing to long handled taps.
6. **Are soaps, toiletries and towels in easy reach without bending or stretching?**
If not - arrange within easy reach and avoid clutter.
7. **Could you raise the alarm if you fell in the bathroom?**
If not - a cordless phone or pendant alarm would give you reassurance. Remember to take it with you.

Action Points:

For example, buy a toiletry holder for the shower to avoid bending.

Outdoor areas

To check how safe your home is, ask yourself the following:

1. **Has someone reliable got a key?**
If not – make sure someone can get in to help you, if needed.
2. **Are all pathways level and safe to use?**
If not – make sure paths are kept free of moss, leaves and clutter.
3. **Is your path and front door well lit?**
If not – consider an automatic security light.
4. **Are the steps safe and easy to use?**
If not – a strong, well fitted grab rail can help.
5. **Can you open the door easily?**
If not – avoid high bolts; fit an easy grip handle.
6. **Is all the clutter kept out of the way?**
If not – store garden tools, hoses etc. in a safe place.
7. **Can you pick up your deliveries (post, paper, milk) easily?** If not – consider a letter cage, milk bottle holders and reaching aids.

Action Points:

For example, I will get someone round to clear the garden path of leaves.

Are you worried about your memory?



Information and advice from the Alzheimers Society.

If you are worried that your memory is getting noticeably worse, or if memory problems are beginning to affect your everyday life, it is important to visit your GP for a check-up.

What can cause memory problems?

Memory problems can be due to a number of reasons. It's happened to all of us at some time or another - you can't put a name to a face, you forget where you put your keys. Most of the time, such slips are a nuisance rather than a sign of something more serious. But it's important to seek advice because, in some cases, memory problems can be a sign of a medical condition, such as dementia. There are also other medical reasons for memory loss, which can include depression,

infections and vitamin and thyroid deficiencies. The earlier you seek help the better, as there may be support or treatment that can help you.

Dementia affects everyone in different ways, but you should seek medical advice if you notice that you:

- struggle to remember recent events, although you can easily recall things that happened in the past
- find it hard to follow conversations or programmes on TV
- forget the names of friends or everyday objects
- cannot recall things you have heard, seen or read
- notice that you repeat yourself or lose the thread of what you are saying
- have problems thinking and reasoning

- feel anxious, depressed or angry about your forgetfulness
- find that other people start to comment on your forgetfulness
- feel confused even when in a familiar environment.

There is help available for people with dementia and treatments which can sometimes lessen the symptoms, so if you do have concerns, you should visit your GP.

Dementia information & support

A diagnosis of dementia can come as a shock. Even if you have been half expecting it, this will be a worrying and upsetting time. It can also be hard for those close to you. You will all need a great deal of reassurance and support. However, there is much that you can do in the early stages that can help to make life easier and more enjoyable, both now and in the future.

Here are some information and support services

Age UK Norfolk

01603 787 111

Age UK Advice hotline

0300 5001217

NHS - About Dementia

www.nhs.uk/Conditions/Dementia

Information about Living with Dementia and how to find out about local and national support.

Dementia UK

www.dementiauk.org

Charity intent on improving the quality of life of dementia patients.

Alzheimer's Society

National Dementia Helpline

0300 2221122

www.alzheimers.org.uk

The Alzheimer's Society is a organisation which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. A wide range of information, factsheets and resources are available.

Alzheimers society

Dementia Support Workers

01603 763556

(Monday – Friday 9am-5pm)

This is a service for people with dementia and their carers, family and friends. Dementia support workers offer information and practical guidance to help people understand dementia, cope with day to day challenges and prepare for the future. They offer support face to face, over the phone or in writing.

Dementia Action Alliance

www.dementiaaction.org.uk

The Dementia Action Alliance is the coming together of over 480 organisations to deliver the National Dementia Declaration.

Living Well With Dementia: a national dementia strategy (Department of Health)

www.gov.uk/government/publications/living-well-with-dementia-a-national-dementia-strategy

Admiral Nurses

www.dementiauk.org/what-we-do/admiral-nurses/

Nurses specialising in dementia. Admiral Nurses work with family carers and people with dementia, in the community and other settings.

Admiral Nursing DIRECT helpline

0845 257 9406

www.dementiauk.org/information-support/admiral-nursing-direct/

A national telephone helpline, provided by experienced Admiral Nurses. It offers practical advice and emotional support to people affected by dementia.

Norfolk Carers Helpline

0808 808 9876

A Carers Group Support Association designed to help new and existing carer support groups.

Carers Direct

www.nhs.uk/carersdirect

A national information, advice and support service for carers, including a helpline and directory of all carers' related services across England.

Pabulum Dementia Cafés

Pabulum Dementia Cafés provide support to people with dementia and their carers in a relaxed, café-style setting.

At a Pabulum Dementia Café you can meet others, enjoy activities and gain support. Reminiscence items are used to aid interaction, conversation and laughter. Carers may remain with those they care for throughout the session, or break away into another room to discuss issues relating to their caring role and provide mutual support.

As well as being a great place to socialise, the Cafés are also a source of information and advice. During your visit to one of our Dementia Cafés you can access Age UK Norfolk's information and advice services and we can put you in touch with other relevant support organisations.

In response to specific issues the Pabulum coordinator will arrange for specialists to visit the Cafés to talk about relevant services, support or facilities.

Age UK Norfolk runs Pabulum cafes across Norfolk, each opening once a month.

Contact Diane Amelia Worley - Pabulum Coordinator 01603 787111

amelia.worley@ageuknorfolk.org.uk for further details.

Looking after yourself

Only a small number of falls occur as a result of home safety. The rest is down to you, so it is important to look after yourself.

Here are a list of pointers on how to look after yourself, many of which are concerned with falls and are covered in more detail in the following pages of this booklet.

1. **Have a regular check-up with your GP.** This will include, monitoring your general health, taking your blood pressure and, checking for osteoporosis. Your GP should also review your medication at regular intervals as this can have an impact on falls.
2. **Get your eyes tested every two years.** Poor vision can have a major impact on your balance and ability to judge distance and depth.
3. **Take regular exercise.** We all know that a sedentary lifestyle will lead to muscle wasting, reduced flexibility and lack of fitness; which will all have an impact on your ability to remain upright.
4. **Eat a well balanced diet.** A well balanced diet not only provides us with all the nutrients needed to stay healthy, it also provides us with the energy needed to carry out everyday activities. If you have a poor diet, it may be contributing to your falls.
5. **Take care of your feet.** Your feet are precious, so look after them. Poor foot care and inappropriate footwear can contribute to falls.
6. **Enjoy an active social life.** Keeping busy with friends and family help keep the mind active and healthy.

A healthy diet

Food provides the nutrients our body needs to work. However, no single food contains all these nutrients in the correct amount, so you need to eat a variety of foods.

A balanced diet is based around five food groups:

Your diet

Fruit and vegetables

Try to eat at least five portions a day and eat a wide variety

Bread, rice, potatoes, pasta

Try to eat wholemeal, wholegrain, brown or high fibre versions and avoid having them fried too often



Meat and fish

Foods containing fat, such as butter, cooking oils and biscuits

Milk and dairy products

Having read what a healthy diet should consist of, think about what you ate yesterday and answer the following questions:

1. Did you have five portions of fruit and veg?

Yes ☐ No ☐
2. Did you eat any bread, cereal or potatoes?

Yes ☐ No ☐
3. Did you eat any food containing calcium?
e.g. cheese, milk or leafy green vegetables

Yes ☐ No ☐
4. Did you eat any food containing protein?
e.g. fish, meat or nuts

Yes ☐ No ☐
5. Did you drink eight large cups of water?

Yes ☐ No ☐

In the table below record what you eat over the next three days – be truthful!

Breakfast (inc. drinks)			
Lunch (inc. drinks)			
Dinner (inc. drinks)			
Snacks			
Water (in glasses)			
Alcohol			

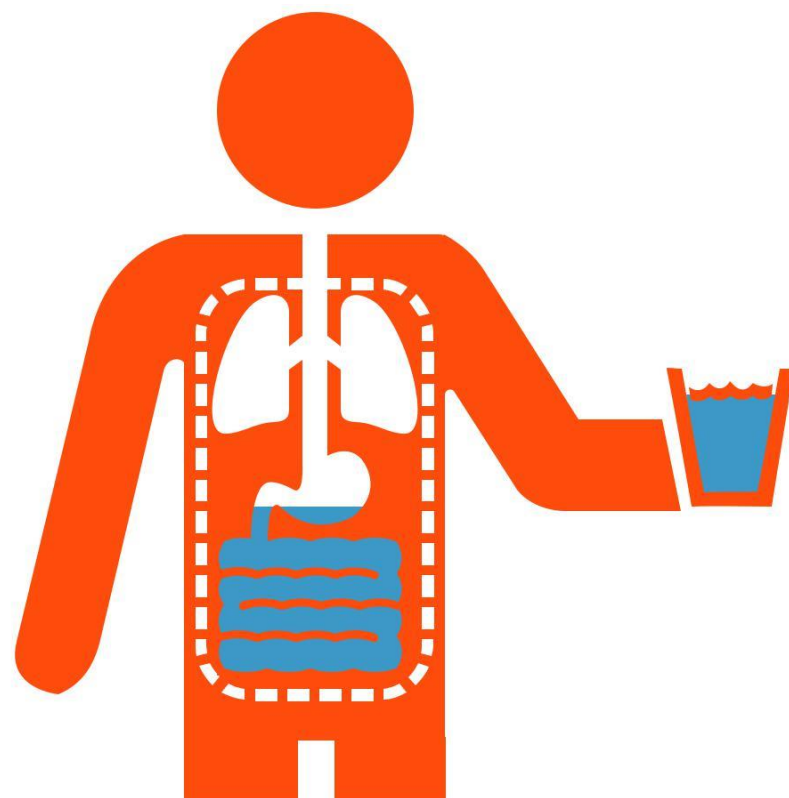
Hydration

Your body is made up of approximately 70% water. Hydration and water are, therefore, very important in keeping your body in good working order.

Hydration is the replacement of body fluid lost through perspiring, going to the lavatory and breathing. The body, therefore, needs a steady supply of fluid during the day to replace that loss.

Adequate hydration does more than just stopping us from getting thirsty:

- Water carries nutrients and oxygen to cells in the body via the blood
- Water converts food into energy
- Water lubricates joints
- Water regulates body temperature
- Water can help prevent constipation
- Dry itchy skin and headaches may be a sign of dehydration



Keeping hydrated

How much water do you drink a day? It is recommended we drink at least eight large glasses of water each day. You can tell how hydrated you are by checking your urine. A dark colour means you are dehydrated, a pale yellow colour means you are on your way to being hydrated.

The following tips can help ensure you are keeping hydrated:

- Do not wait until you are thirsty to drink water. By the time you feel thirsty, you are probably dehydrated
- Drink half a glass of water every half-an-hour for the first eight hours of the day
- Keep a bottle or jug of water on your table as a reminder
- Stop drinking early evening to avoid getting up in the night
- Alternatives to water could include squash or juice, but be aware of the sugar content
- Tea and coffee are fine in small quantities. However, alcohol and caffeine act as diuretics causing you to lose water through increased urination
- If you are not used to drinking water, start with four glasses per day, then increase to the recommended eight glasses



Continence

A healthy bladder and bowel is important to all of us - it lets us get on with our lives. But six million people in the UK have problems with their bladders.

Despite being so common, bladder and bowel problems are often hidden as people find it difficult to talk about this sort of thing and so suffer in silence instead of seeking help.

If you have to rush to use the toilet you are at risk of falling.

Ensure the correct height of toilet seat, if it is too low you may experience difficulty getting up which may cause you to fall forwards or sideways.

Causes and Consequences of Continence Problems

- **Not being able to hold until you reach the toilet**
- **Poor mobility**
- **Vaginal and rectal prolapses**
- **Frequency of urine**
- **Urine infections**
- **Faecal incontinence**
- **Incontinence dermatitis due to urine soaked skin**
- **Pelvic floor related problems**

Speak to your Doctor or a continence specialist for advice, treatment and equipment

Maintaining a healthy bladder

- **Stay as healthy as able**
- **Fluid intake should be 6 – 8 cups a day**
- **Reduce caffeine intake which can irritate the bladder**
- **It is healthy to empty your bladder 4 – 7 times a day**
- **Avoid constipation – eat a well balanced healthy diet**
- **Try to keep your weight down**
- **Being overweight can put extra pressure on your bladder**
- **Make sure the toilet is easy to access and clothes are easy to remove**

Foot health

Looking after your feet is one of the most important aspects of personal healthcare. Keeping your feet clean and healthy helps prevent infection.

- Wash your feet daily, rinse and dry them well, taking care to dry between toes
- Trim toenails regularly with nail clippers. Always cut nails straight across so they are level with the end of your toes. If you cannot bend to cut your nails, ask a friend or relative to help
- People with diabetes often experience poor circulation and loss of sensation in their feet. It therefore important to examine your feet regularly and receive regular foot advice from your GP or chiropodist

When buying new footwear bear in mind the following:

- It is essential that shoes, boots and slippers fit correctly. There should always be enough room for your toes to move around
- Choose soft flexible soles with a large area of contact to the ground, to provide grip
- Make sure you can take footwear on and off easily by yourself - choose those with fastenings, such as laces and velcro
- Check shoes regularly for wear and tear, especially on the soles
- As you get older the size and shape of your feet may change, so always get your feet measured before buying new shoes

If you have difficulty finding suitable shoes or getting to a shop, some companies provide a mail order service. See the **Helpful contacts** section on p30 for details.

Healthy bones



- Osteoporosis literally means 'porous bones' and is often referred to as the fragile bone disease (NOS 2016)
- 1 in 2 women and 1 in 5 men over the age of 50 will break a bone as a result of osteoporosis. It is estimated that around 3 million people in the UK have osteoporosis. (National Osteoporosis Society 2016 www.nos.co.uk)
- It is a condition that results in loss of bone mass. The skeleton becomes porous, less resistant to stress and liable to fracture
- The wrist, spine and hip are the bones most affected by osteoporosis
- Our bones contain calcium to make them strong. After middle age our skeleton gradually loses calcium as a part of the natural ageing process; however it can happen faster in some people than others
- There are no early warning signs to indicate whether you have osteoporosis; however, if you have suffered a fracture as a result of a minor bump you may already have osteoporosis. Other signs include curvature of the spine, height loss and lower back pain
- The cause of osteoporosis is unknown, but there are certain risk factors that predict who is most at risk

You are at risk if you:

- | | |
|-------------------------------------|---|
| • Are post-menopausal | • Have a low calcium intake |
| • Have a low body weight | • Have used steroids long-term |
| • Smoke | • Other family members have it |
| • Have a sedentary lifestyle | • Have reduced exposure to the sun |
| • Drink excessive alcohol | |

If you have one or more of these risk factors, you are at increased risk of developing osteoporosis and need to discuss this with your GP.

What can I do about it?

Bone density is 80% genetically determined (inherited); however, the remaining 20% can be influenced by following a healthy lifestyle, whatever your age.

1. **Consult your GP.** Lost bone cannot be replaced, but doctors can prescribe treatments aimed at strengthening existing bone to prevent further bone loss and fractures.
2. **Eat a healthy diet.** Our bones need a well-balanced diet, in particular, calcium and vitamin D.
Calcium is especially important in the diet as it gives our bones rigidity and strength. Calcium is most readily available in milk and dairy products, but is also found in green leafy vegetables, such as watercress, broccoli and spinach; bony fish; baked beans; nuts and dried fruit.
Vitamin D is also important when looking after bones as it helps the body absorb calcium. Vitamin D can be found in egg yolk, margarine, oily fish, and sunlight (15 minutes a day is enough).
3. **Take regular exercise.** To stimulate bone production try to do some weight bearing exercise, which puts force through the bone. Try to exercise at least three times a week for a minimum of 20 minutes. Good exercise includes a brisk walk, running, skipping, aerobics etc. It may take six months to have an effect on the bones, so choose an activity you enjoy and stick to a regular routine.
If you are unable to do vigorous exercise, see the active lifestyle section on page 27 & 28 of this booklet to boost your activity levels.
4. **Change your lifestyle.** Stop smoking and reduce the amount of alcohol and caffeine you drink.

Head injuries

Minor head injuries are common in people of all ages and should not result in any permanent damage. The symptoms of a minor head injury are usually mild and short lived.

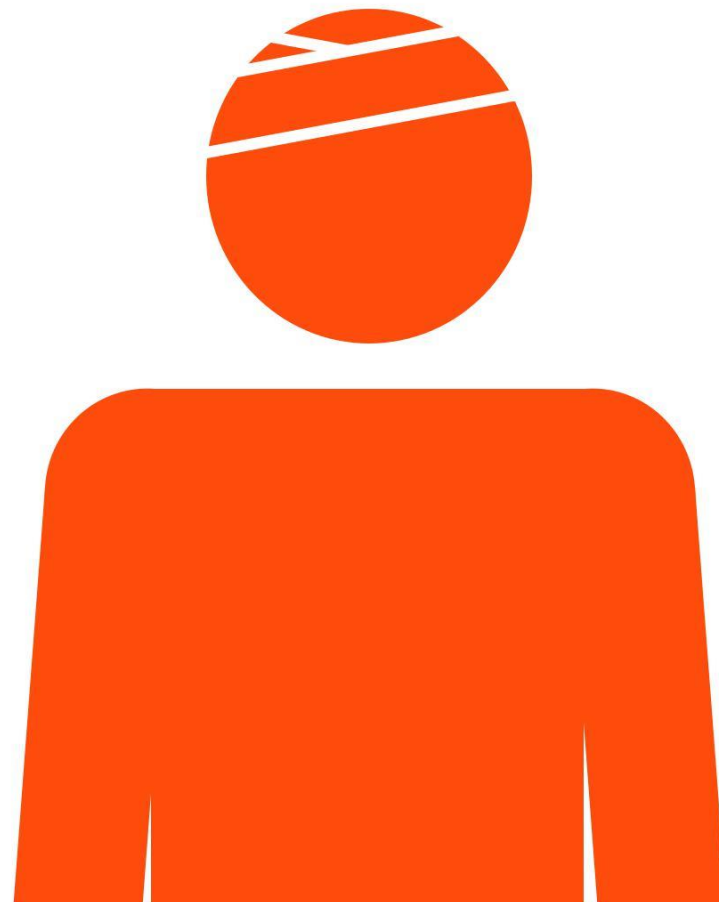
Symptoms may include:

- **A mild headache**
- **Mild dizziness**
- **Nausea (feeling sick)**
- **Mild blurred vision**

If you experience these mild symptoms after a fall or knock, bump or blow to the head, you won't usually require any specific treatment. However you should go to your local accident and

emergency (A&E) department for a check up.

If your symptoms significantly worsen or you develop any new symptoms after being discharged (see above), you should return to A&E straight away or call 999 for an ambulance.



Treating a minor head injury:

Minor head injuries can usually be treated at home and most people will make a full recovery in a few days.

For the first 24 hours after the injury, it's important for someone to stay with the person who was injured, to keep an eye out for any new symptoms that may develop.

It is also important to rest and avoid aggravating the injury with stressful situations and avoid contact sports until fully recovered.

Severe head injuries required immediate medical attention because there is a risk of potentially serious damage to the brain.

Signs of a severe head injury can include:

- **Unconsciousness – either brief (concussion) or for a longer period of time**
- **Problems with the senses – such as hearing loss or double vision**
- **Fits or seizures – when the body suddenly moves uncontrollably**
- **Repeated vomiting**
- **Difficulty speaking or staying awake**
- **Blood or clear fluid coming from the ears or nose**
- **Memory loss (amnesia)**

If you notice any of these symptoms after a head injury, immediately go to your nearest accident and emergency (A&E) department or **call 999** and ask for an ambulance.



Medication



- Some types of medication may increase the risk of falling by affecting balance, co-ordination and alertness or by altering blood pressure
- All medicines carry some risk of side-effects. Always read the label on the bottle/ packet for information on when and how to take your medicine to reduce the risk of side-effects
- If you think you are experiencing side-effects you should mention it to your GP or pharmacist, even if it seems a small thing. Do not stop taking your medication without getting advice from your GP.
- Different medicines can react with each other, which may increase the risk of side-effects. If you take four or more medicines ask your GP to review this
- Always take your medication at the recommended time and size of dose. If you miss a dose, do not take an extra one next time
- If you are in any doubt about what any of your medication is for ask your GP or pharmacist. Make a list of all the medication you take in the table below and what you are taking it for

Medication name	What is it for?

An active lifestyle



Remaining physically active is one of the best ways to reduce the risk of falling. You may not want to do all the things you did when you were younger; however, if you stop being active you will lose strength, which will affect your mobility and sense of balance.

An active lifestyle means enjoying a variety of physical activities throughout the day. These activities may include bowls, short walks or everyday activities, such as shopping and housework.

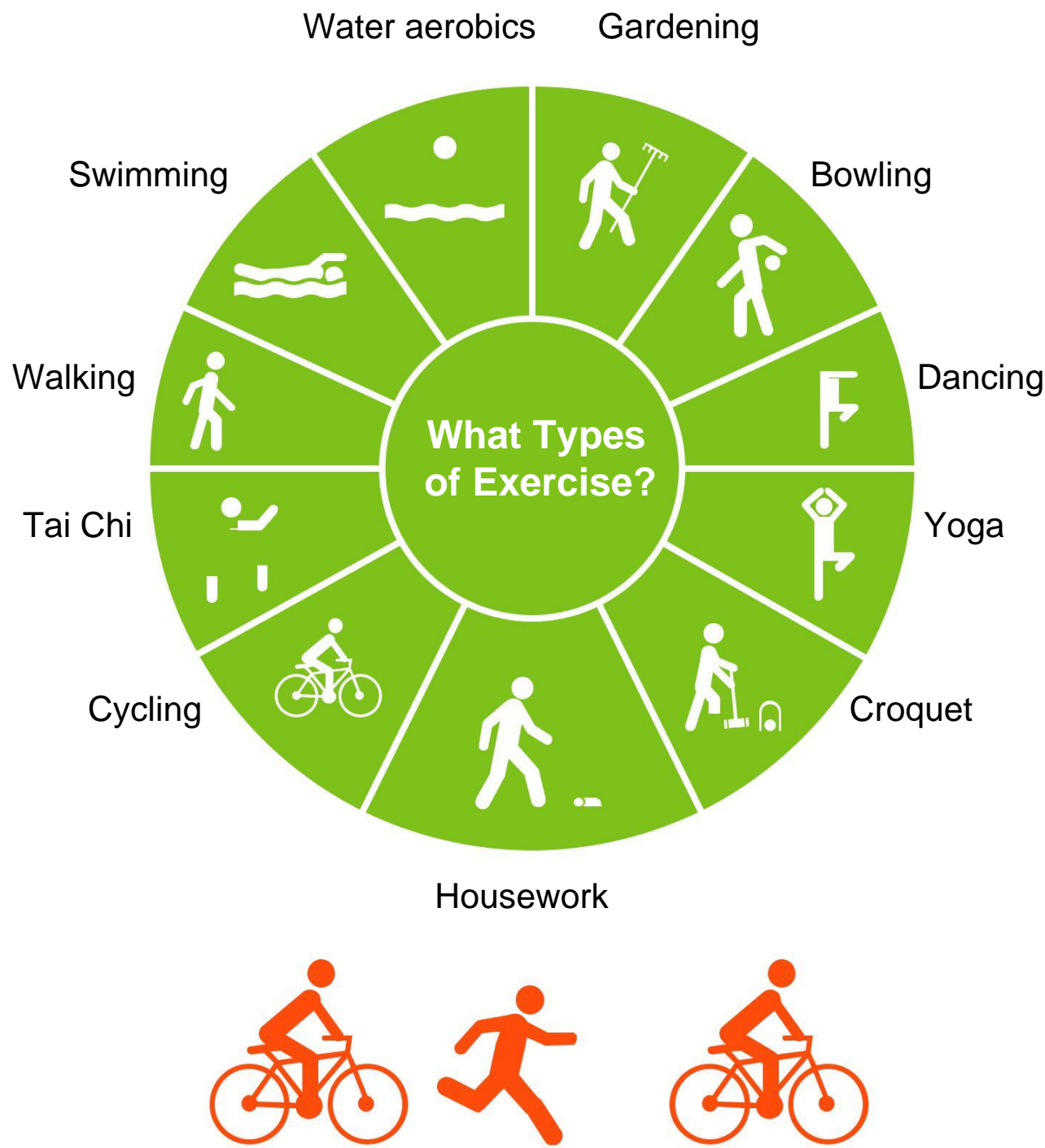
Points to remember when exercising:

- **Wear comfortable shoes and clothing**
- **Make sure you have enough room**
- **Exercise little and often**
- **Work harder each day to improve performance**
- **Exercise at room temperature**
- **Increase your fluid intake**

We all know that we should exercise regularly but what do you think the benefits of exercise are?

Answers: improve balance, improve and maintain strength, keep joints flexible, improve and maintains posture, improve bone density and risk of osteoporosis, improve circulation, reduce blood pressure, improve general health and wellbeing.

What types of exercise?



All forms of exercise should be tailored to the individual by the relevant healthcare professional following their assessment.

How confident are you?

As well as having an impact on us physically, falls can also knock our confidence, which could lead to reduced activity and more falls. It is therefore important not to stop doing things after a fall.

Think about the everyday things you are confident in doing without losing your balance and becoming unsteady, providing you are using your normal walking aid (if you have one) and answer the following questions.

Are you confident when...

Walking around the house	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Walking up and down the stairs	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Bending over to pick up something	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Reaching for a small tin of food from a shelf at eye level	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Standing on tip toes to reach for something	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Sweeping or vacuuming the floor	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Walking outside the house	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Getting in and out of the car	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Walking across the car park to the shops	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Walking up and down a slope/ramp	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Walking in a busy shopping centre when people walk past you quickly	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
You are bumped into by others when walking in or outdoors	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Stepping onto an escalator	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Walking outside on a pavement or uneven surface	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

What to do if you fall

Don't panic, have a plan

1. Stay Calm

Rest for a few moments, check you can move your arms and legs

2. Raising the alarm

How would you call for help?

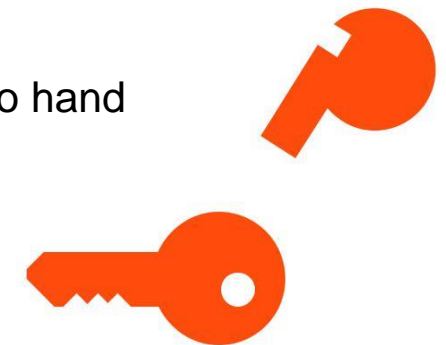
Telephone

- Low table reachable from the floor
- Have a phone up and down stairs
- Consider a mobile phone by your bed — have a list of important numbers



Family/neighbours

- Knock on wall, floor or ceiling
- Have a whistle, torch or pendant alarm to hand
- Have a routine i.e. drawing curtains
- Call family daily
- Spare key holder/key safe
- Consider a community alarm



3. Coping with a long period lying down following a fall

How would you maintain your wellbeing?

Emergency Pack

- Torch or whistle to attract attention
- Drink to prevent dehydration
- Biscuit or chocolate for energy
- Towel/cushion to act as continence pad



Keep warm

- Keep a rug or blanket at low level
- Cover feet, hands and head first
- Newspaper also helps to keep you warm



Maintaining Health

- Move feet/legs to maintain circulation
- Change your position regularly
- Remain calm and breathe steady
- Continue to breathe slowly, deeply and steadily, taking an extra deep breath every 15 seconds.



Getting up off the floor

If you fall do not rush to get up immediately.
Stay calm and plan what to do.

1. Roll onto your **side** and push up on your **elbows** to a **sitting position**



2. Bring your **knees** to your **tummy** and gently push on all fours



3. Look for the nearest stable seat. **Crawl** or **shuffle** to the seat



4. Place your **hands** on the surface and bring one **knee** up in front of you so you are **kneeling**



5. Use **both your hands** to push yourself up into a standing position, turn and **sit** on the chair



6. **Rest**, call and wait for help



Your falls diary



Date and time when you had your fall

Where were you when you had your fall

What were you doing and why did you fall?

Record your falls in this diary as soon as possible after they happen. We can then see if there is a pattern to your falls and decide what changes to make to stop them happening again:

How did you cope?
Were you able to get help?
Were you able to get up?

What changes have you made to your home or routine to avoid this happening again?

Helpful contacts

Advice and information

Age UK

0800 169 6565

www.ageuk.org.uk

Dementia UK

02076974160

info@dementiauk.org

Independence

Matters Information

Line 01603 626014

Benefits

Attendance Allowance/PIP

03457 123456

Carers Allowance

0345 6084 321

DWP Pension Centre

0345 6060265

Conditions

Arthritis Research UK

0300 7900400

www.arthritisresearchuk.org

Bladder and Bowel

Foundation Helpline:

01926 357220

www.bladderandbowel

foundation.org

National Osteoporosis Society

01761 471771

Osteoporosis Helpline

0845 4500230

www.nos.org.uk

Equipment

Red Cross Medical Loans

01603 426361

01553 772369

Exercise

Extend

01582 832760

www.extend.org.uk

Extend provides gentle exercise to music for older people and for anyone of any age with a disability.

Getting about

Blue Badge

0344 800 8020

Community Transport (dial-a-bus)

0344 800 8020

www.norfolk.gov.uk

Shopmobility (Norwich)

01603 753350 Shopmobility

(West) King's Lynn: 01553

770310 Transport Plus

Norfolk 0344 8008020

Foot wear

Cosy Feet

01458 447275

www.cosyfeet.com

Hotter Shoes

0800 468837

www.hottershoes.com

Simple Way

01207 566100

www.simpleway.co.uk

Health and social care

Adult Social Services

0344 800 8020

Befriending (telephone)

01603 785223 / 787111

Befriending Service

(Voluntary Norfolk)

01603 614474

Foot Health Services

01603 776634 (Norwich)

Heron website

www.heron.nhs.uk

Local Health Information for

Norfolk and Waveney

Health and social care cont...

NHS (non-emergency)

111

Smokefree Norfolk (Ready to stop smoking)

01603

693605

text bfree and your name to 65000

smokefreenorfolk@nchcnhs.uk

www.smokefreenorfolk.nhs.uk

The Outside Clinic

(NHS sight and hearing test)

0800 854477

Practical help at home

Community Alarms

0344 800 8020

www.norfolk.gov.uk

Meals (delivered)

Wiltshire Farm Foods

01362 699049

Oakhouse Foods

0845 688 5088

Smoke alarms

(Norfolk Fire Service)

0800 917 8137

Trusted Trader

0344 800 8020

trustedtrader@norfolk.gov.uk

Norfolk Swift Response

0344 800 8020

Available 24 hours, 7 days a week.

Contact information correct at time of publishing, although contact numbers may change.

Useful telephone numbers



Call 111 when it's less urgent than 999

GP:

Address:

Tel no:

Emergency no:

Pharmacist:

Community nurse:

Physiotherapist:

Occupational therapist:

Podiatrist / Chiropodist:

Personal emergency contacts:

Other useful numbers; for example, care agency, meals service etc.

Your falls action plan

Problems identified

Action plan

Written in partnership between:

Patient and/or carer

Healthcare professional

Post

Come on Board!

Have your say on the future of NHS health and care locally, by becoming a Member of Norfolk Community Health and Care NHS Trust (NCH&C).

We want to build a large and strong Membership, made up of local people, our patients and clients, as well as members of staff. Anyone over the age of 14 can become a Member of our Trust, for free.

As a Member of NCH&C, your voice will join those of thousands of local people and will contribute to the future of our Trust and NHS health and care in Norfolk.

Join us now!



If you would like this leaflet in large print, audio, Braille, alternative format or in a different language, please contact us on **01603 697352** and we will do our best to help.

Contact information

NCHC Falls Service:

Please contact the relevant number (depending on where you live) about your assessment and rehabilitation.

Norwich Tel: 01603 518 444
South Tel: 01953 609 409
North Tel: 01692 408 079
West Tel: 01553 668 777

Patient Advice and Liaison Service

You can receive help with queries about NHS services from our **NCH&C Patient Advice and Liaison Service (PALS)**

Tel: 0800 088 4449

Email: pals@nchc.nhs.uk

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