

Lindsey Lodge Hospice and Healthcare



“The most useful training we’ve had to keep patients safe”

The impact of embedding a multi-faceted approach to falls management through use of quality improvement techniques

Background

The impact of falls within patient care is multi-faceted and can have a significant impact on a person’s physical, psychological, social and financial wellbeing. Within hospices, falls are a concern with statistics indicating that patients receiving palliative and end of life care face a higher risk of injury from falls compared to other adult populations. What we know is that many falls can be prevented through early identification, multifactorial assessment and early intervention

Aim

In 2022, Lindsey Lodge Hospice and Healthcare piloted a new falls audit tool based on Hospice UK benchmarking data. It was evident that whilst post-falls intervention was well established, improvements were required within pre-fall care, documentation, appropriate use of risk management devices and staff confidence with incident reporting including the recognition of near miss incidents as a prevention tool.



PDSA Cycle

What did you learn from this cycle? What went well/what didn’t and what change do you want to introduce next time?

Method

Through exploring drivers for change and including both staff and patient perspectives within:

- Process mapping
- Stakeholder analysis
- A post-audit Plan, Do, Study, Act (PDSA) cycle

A series of intensive mandatory falls training sessions were completed across the organisation including both clinical and non-clinical services with a view to falls becoming **‘everyone’s business.’**

Results & Conclusion

Confidence and empowerment

Staff have reported feeling more confident regarding falls management and patients have expressed a feeling of empowerment being involved in falls discussions.

Clearer focus

Use of the quality improvement tools have provided a clearer focus and guidance into the content and delivery of falls training within the hospice.

Information flow

Additionally, capturing the information in a more robust manner has helped with disseminating information to both patients and the hospice team – an approach that can be sustained within Lindsey Lodge care.

Statistics

The total number of patient falls per month has reduced by **93%**

Falls incident reporting via the appropriate channel has improved from **71%** to **100%**, with consideration around prevention and near miss incidents.



Scan to download our PDSA Collection tool example

References

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Authors: Sarah Hodge BSc (Hons), AFHEA, MSc | Advanced Clinical Practitioner Occupational Therapist | sarah.hodge7@nhs.net
Sally Watson MSc, BSc (Hons), RN | Quality and Education Lead | sally.watson@nhs.net

Lindsey Lodge Hospice and Healthcare, Burringham Road, Scunthorpe, North Lincolnshire, DN17 2AA | lindseylodgehospice.org.uk