

# Ealing Falls and Frailty - Support Services 2024

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# Ealing Falls Service – Ealing Community Partners (ECP)

Patients are provided with an initial visit by an Occupational Therapist or Physiotherapist to provide a multi-factorial falls risk assessment. This may include falls prevention interventions, strategies to reduce the fear of falls, encourage activity and provide exercise support, exploring how to get up from the floor and how to call for help.

If assessed by the team to be suitable for a group, the patient is invited to attend a Physiotherapy and Occupational Therapy led MDT advice and exercise group. This runs for eight weeks at Ealing Day Treatment Centre (EDTC.) or other community locations. A consultant at a Falls Clinic is also available to support the patient's medical review.

## Referral criteria

- Patients registered with an Ealing GP and live within 1 mile of Ealing borough boundary.
- Patients aged 65yrs and above.
- History of falls/fear of falling.

Referrals are only accepted on the falls service referral form with a completed screening tool.

## Who can refer?

- GP Practices
- Health visitor
- School nurse
- Community adult and paediatric services
- Secondary care
- Nursing and residential homes
- Social services
- Hospices
- Other local private and NHS professionals

## Current wait time between referral and initial assessment

Wait time can fluctuate due to demand but the waiting time for initial assessment is currently 4 – 5 weeks

## Current wait time between referral and start of service?

Patients are currently waiting a further 5-7 weeks after assessment to join a group programme. Some patients choose to wait and request to delay until the following month.

Whilst patients are waiting for a group, they are visited at home by a rehab assistant.

## Number of people who can access the service each month

Currently 45-50 new patients per month – this is under review.

## Number of referrals received per month (average over a 12 month period 2022-22)

Average of 75 per month

**Find out more about the Falls service: West London NHS Trust**

**Email referrals to: [ealingcommunity.referrals@nhs.net](mailto:ealingcommunity.referrals@nhs.net)**

# Reablement In house homecare team

The reablement in-house homecare team provide a service for up to 6 weeks for people 18+ It is a proactive package of care, so customers need to be able to achieve goals set by the team. This includes goals set by team leaders and occupational therapists. Patients are monitored weekly and discussed & assessed accordingly. Patients may then move into long term care, but not palliative care or support for long term illnesses. This service is suitable for people who have been discharged from hospital or have been identified by a GP, district nurse or fire brigade as needing support. This service works across all teams, including safeguarding, independent living, Occupational Therapy and Mental Health.

## Referral criteria

The Advice and Referrals Centre (front door to the council) can refer and there are two other streams available:

- Discharge from hospital
- Wellbeing check (this is when someone has raised concerns and a mini assessment takes place and a package of care is set up or signposting to other relevant services.

## Who can refer?

As above and Ealing Community Partners Team and Hospital Assessment Team.

## Current wait time between referral and initial assessment

Initial assessment is carried out by the hospital. Once this is carried out, turn around is very quick.

## Wait time between referral and start of service

No wait time

## Number of people who can access the service each month

On average 80

## Number of referrals received per month (average over a 12 month period 2022-23)

140

[Find out more about reablement in your own home](#)

Telephone: 020 8825 8000

# Occupational therapy service and sensory services – with visual or hearing impairment

The Occupational Therapy service supports people with physical and mental health impairment or disabilities. This includes providing equipment or adapting people's environments to help them manage their everyday activities and independence.

The Sensory Service supports people with sensory impairment by adapting their environment and providing mobility training for people with visual impairment. Mobility training for trips to shops, deciding what the best route and providing staff to go with them. Helping people become independent and providing them with support to use equipment & aids.

Patients seen at eye clinics who are assessed as having a visual impairment are issued with a Certificate of Visual Impairment (CVI) which is then sent to the council. The Council then helps people with the final registration to be classified as having a visual impairment.

Staff begin a registration process on MOSAIC, a registration card and pack is then sent to the customer. Sometimes the customer doesn't need any further support or help. But if they do, an intervention is made by a professional and a further assessment made, and relevant support provided.

## Referral criteria

For the Occupational Therapy service, the customer must have some form of disability (physical or mental health) or frailty and that they are struggling to carry out their everyday activities.

For the Sensory Support Service, the customer has some form of sense loss. They will then be assessed and require a formal diagnosis of their sensory impairment.

## Who can refer?

Sensory Support Service – The Certificate of Visual Impairment being sent to the Council is an automatic referral, but referrals can be made by any professional or self-referrals can be made too.

Occupational Therapy Service - Anyone, self-referrals, GP and any professional

## Current wait time between referral and initial assessment

Occupational Therapy Service - 6 – 7 months

Sensory Support Service - more than 12 months (only one member of staff on the team at present)

## Current wait time between referral and start of service

Provisions made straight after assessment

## Number of people accessing the service each month

Sensory Support Service could potentially reach 70 a month with more staff

Occupational Therapy Service – referral rate has already increased by 60% since 2020

## Number of referrals received per month (average over a 12 month period 2022-23)

Occupational Therapy Service – 200 – 220 people

Sensory Support Service - 40 – 50 people

**Find out more about occupational therapy**

**[www.ealing.gov.uk/careline](http://www.ealing.gov.uk/careline)**

**Telephone: 020 8825 8000**

# Ealing Rapid Response Service (The Urgent Crisis Response Service for Ealing residents)

## How does this service work?

- This is a consultant led service supported by an MDT of Therapy and Nursing practitioners with advanced assessment and prescribing abilities. Carrying the aim of preventing avoidable admissions to an acute hospital, where there is an identified and immediate concern of admission such as with acutely decreasing mobility, increasing falls risk, or other deterioration that can be treated in the community, this service will attend to the patient within 2 hours of referral to assess and treat.
- The Rapid Response service will ensure the patient is safely discharged, including completing all necessary referrals to specialisms, or local community teams, as well as the patients GP.
- Where appropriate, the service can utilise admission avoidance beds available at Clayponds Hospital.
- If a patient is on the floor but otherwise uninjured, this service is able to directly attend as part of falls pick up, utilising lifting equipment.

## The Homefirst service

- This is part of the Rapid Response team and supports adults in Ealing who are discharged home from the acute hospital and need same-day therapy or care.
- The team includes occupational therapists, physiotherapists and support workers, offering a comprehensive therapy assessment on the same day of discharge before 18:00 from an acute hospital or within 24 hours of discharge.
- Their goal is to ensure patients are safe at home, arranging for any urgent equipment required based on the assessment. Homefirst also facilitates a smooth transition by completing all necessary referrals to specialists, local community services, longer term therapy teams, and the patient's GP (providing patient centred care).

**All referrals for this service should be made via 0300 1234 544 and will be accepted or signposted following a clinical discussion with one of our triage clinicians.**

**[Find out more about the NHS England Urgent community response services](#)**

# Handyperson Service

The Handyperson Service arranges minor jobs in the home for older, disabled or otherwise vulnerable people.

## To qualify for the Handyperson service resident must be either:

- Aged 60 or over (and not in paid employment)
- Disabled
- A carer
- A single parent in receipt of an income-related benefit living with child(ren) under 16.

Please note that property assessments may be carried out at this time by the Handyperson contractor in conjunction with the Fall Safe, Fire Safe projects and Healthy Homes Ealing.

## Typical works which can be carried out include:

- Replacing lightbulbs
- Setting thermostats/timers
- Fixing and supplying internal / external grab rails and handrails (where adequate fixing can be established)
- Fitting smoke/carbon monoxide alarms, (but not supplying them)
- Unblocking or sealing around sink/basin/bath/shower tray
- Unblocking toilets, replacing toilet seats
- Refixing/regrouting small numbers of loose wall tiles
- Fixing down hazardous carpets, rugs, trailing electrical leads etc.
- Advising on energy efficiency and condensation/dampness
- Changing basic door locks, fitting door chains to timber doors.

**Please note - a brochure is available on request showing a more comprehensive list of qualifying work for the handyperson service. Email [pereirar@ealing.gov.uk](mailto:pereirar@ealing.gov.uk) for a brochure.**

The following conditions/limitations apply:

- Each visit is limited to 90 minutes of work on site.
- Maximum of three (six if the carer is also living at the home) visits in any 12 month period.
- Residents must sign and agree to a brief survey to identify other work/hazards.
- All materials to be supplied or paid for by the client.
- Residents must have the power or duty to carry out the works.

RAS/HIA work in partnership to deliver the following Handyperson Services

- Fire Safety Improvements
- Small Repairs (Through the Handy person Plus Repairs - HPPR)
- Energy Efficiency Measures
- Hospital Discharges
- Trips and Falls Prevention Works
- Home Safety Checks
- Boiler and Heating Repair / Replacement
- Provide safe and secure home security improvements

**For more information contact the Repairs and Adaptations Service**  
**Telephone: 020 8825 6070**  
**Email: [HandyPersonReferrals@ealing.gov.uk](mailto:HandyPersonReferrals@ealing.gov.uk)**

# Healthy Homes Ealing

As fuel prices go up and winter temperatures go down, people have to spend more money to heat their homes. People can save money and make their home more comfortable by making it more energy efficient. There are many measures people can take that will cost nothing.

Healthy Homes Ealing offers free and impartial advice on:

- Energy bills, tariffs and suppliers
- Grants and financial assistance
- Insulating homes
- Upgrading old and inefficient heating systems
- Install first time central heating

Telephone: **0800 0832265** [www.ealing.gov.uk/HealthyHomesEaling](http://www.ealing.gov.uk/HealthyHomesEaling)

It is just as important to make sure homes are easy to keep cool during very hot weather. This will also help ensure a healthy home and keep down energy costs if limiting the use of cooling equipment.

You can make a referral for someone else or they can [self-refer by completing this form](#)

## Warmer Homes Service

As part of the COVID-19 response, Green Doctors are now offering free telephone consultations to Ealing residents, instead of home visits.

Their energy advisors will help people save money, stay warm, and improve the energy efficiency and safety of their home.

Visit [london.greendoctors.org.uk](http://london.greendoctors.org.uk) or call **0300 365 3005** to schedule a consultation.