

Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

- Care and compassion for our patients and families
- Everyone feeling valued as part of the hospice team
- Fairness and integrity
- Dignity and respect
- Striving for excellence

Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the director of clinical services or writing directly to the chief executive. If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice, www.healthcareimprovementscotland.org.

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.

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The Prince & Princess
of Wales Hospice



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Falling and falls awareness



www.ppwh.org.uk

Falling and falls awareness

At The Prince & Princess of Wales Hospice the safety of our patients is paramount. Unfortunately, often those admitted into the hospice inpatient unit are at higher risk of falls due to changes in their condition

Why have I been given this leaflet?

This leaflet is to advise how, as a team, we try to prevent patient falls, and what you and your visitors can do to help.

Why do falls occur?

There are many reasons why a person may fall during admission or when at home.

Some examples include:

- Deterioration in health
- Reduced ability to walk or move around
- Disorientation or confusion
- Infection
- Falls in a previous care setting
- Reduced balance
- Weakness in your legs
- Fear of falling
- Loss of confidence.

If you or a loved one have had or are experiencing any of these issues please inform a member of staff as this may increase your risk of falling.

What is involved in a falls assessment?

All individuals admitted to the hospice will have regular falls risk assessments completed.

When assessing an individual's risk of falls the team will complete a full assessment of a person's current health, their ability to walk or complete everyday tasks and explore a person's confidence or fears if indicated.

The assessment may involve the following team members:

- Medical staff
- Nurses
- Physiotherapists
- Occupational therapists (OT)
- Rehabilitation or healthcare assistants.

What can I do to reduce my or my loved one's risk of falls?

Sometimes simple changes can reduce your risk of falling. Below are some examples of this:

Previous falls It is important the team is aware of any previous falls; so please pass on details that may be helpful, including:

- Number of previous falls and approximate dates
- Location of falls
- Injuries sustained
- Level of assistance required after the fall.

Buzzer Staff will often advise individuals to use our inpatient buzzer to access assistance. If a member of staff has recommended this please ensure you use the buzzer.

Eyesight If you normally wear glasses please keep them within easy reach.

Hearing If you normally wear a hearing aid make sure this is brought in for you to use during your stay.

Walking aids If possible please bring any walking aids you use at home into the hospice. It is important that if you have been advised to use a walking aid during your stay you do so.

Personal items Ensure or ask for help to keep personal items close to reduce the need to stretch or stand. If items are moved please do not hesitate to ask for assistance.

Footwear Ensure your footwear is well fitting. Try and avoid loose-fitting, or slip-on, shoes or slippers. If the feet are swollen it is better to purchase wider-fitting footwear rather than go up a size. A member of the team can provide information on this.

Leaving the ward If you or a loved one wish to leave the ward please inform a member of staff. If planning to go outside, wheelchair use should be considered.

How can I find out more information?

If you or a family member are worried about falls within the hospice or when discharged home, please speak with a member of the clinical team.

What happens if I have a fall?

If a fall does occur, we will arrange for you to be reviewed by a member of the clinical team and contact your loved ones to inform them. An incident form examining the fall including exploring possible causes will be completed. Then an action plan will be developed in discussion with you and your loved ones; the aim is to reduce the risk of further falls.

These actions may include:

- Moving you to a bed space where you can be easily observed
- If you are falling out of bed we may suggest use of cot sides
- Walking aids and daily living aids (eg a toilet frame) may be supplied by our occupational therapist or physiotherapist
- Assessing the underlying cause eg explore for infection
- Full falls re-assessment.