

Information for Carers - Falls

As a carer you need to know that if an emergency happens, replacement care will get sorted out speedily and efficiently. For many, this may simply involve contacting a family member, friend or neighbour who is willing to cover in an emergency.

In order to create an emergency plan that fits your needs, you will need to consider:

- Details of the name and address and any other contact details of the person you look after.
- Who you and the person you look after would like to be contacted in an emergency – this might
 - include friends, family or professionals.
 - Details of any medication the person you look after is taking.
- Details of any ongoing treatment they need.

If the person has fallen:

- The carer should seek medical advice and/or assistance immediately.
- Determine whether the person is injured. Reassure the person. Ask them how they are?

Are they able to move their limbs, do they have any breathing difficulties?

- If someone falls on the floor, under no circumstances should the carer attempt to lift the person from the floor.
- If the person is unconscious or seriously injured and requiring emergency care Dial 999 for an ambulance.
- If the person appears uninjured but is unable to get themselves off the floor Dial 111 for guidance

- The carer should remain with the person until the required assistance arrives.
- If there is no apparent injury and the person is able to help themselves to get themselves off the floor with verbal instruction or with minimal assistance e.g. positioning a chair for support, ensure you notify 111.

Out of hours

- If any of the above situations occur out of hours the carer may not be able to contact family or other neighbours.
- The carer should contact the ambulance as above or an out of hours contact carer if known.
- The carer should advise the persons GP or District Nurse the next available business hours.

If you are in any doubt about the severity of the person's illness or injury emergency services should be contacted immediately on 999