

Policy Statement

At TruComfort Homecare, we are committed to managing incidents of falls and near misses with the utmost safety and care. We firmly believe in a proactive approach, focusing on fall prevention through assessment and implementation of safeguards, for each individual we support.

New Service Users

- When initiating a new care package where a member of the management team will visit the service user's residence to meet them and any involved family members or representatives.
- During this visit, a comprehensive care plan and risk assessment will be completed, evaluating both the individual and their environment.
- Risk factors that will be considered include, but are not limited to:
 - Medical history or diagnosed conditions
 - Hazards within the home (e.g., loose rugs)
 - Mobility limitations
 - Use and condition of assistive equipment
 - Willingness to engage with support provided

Existing Service Users

- Any notable changes in a service user's condition must be reported to their Care Coordinator immediately.
- The Coordinator will evaluate whether the changes necessitate an updated care plan prior to the scheduled review date.
- Relevant changes may include:
 - Decline or improvement in mobility and moving
 - Recent illness or hospitalization
 - Introduction of new assistive equipment
 - Relocation to a different residence

When a Fall Is Discovered

If a care worker arrives and finds a service user has fallen:

1. **Check responsiveness:** Confirm if the person is conscious and breathing. Offer reassurance.
2. **No apparent injury:** If the service user has cognitive impairments but is alert and shows no sign of injury, encourage them to attempt to rise independently—do not physically lift or assist.

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3. **Visible injury or pain:** If injury is present or pain is reported, call 999 immediately.
4. **No injury, no pain:** If Careline is available, press their pendant/alarm or contact them directly. If unavailable, contact emergency services (999).
5. **Never attempt to move them manually,** regardless of apparent condition.
6. **Notify family** if contact details are available.
7. **Inform the Care Coordinator** immediately.
8. **Remain with the service user** until emergency responders or a family member arrives and the person is safe.
9. **If medical needs arise after initial assistance,** call 111 or 999 again.
10. **Once safety is ensured,** care staff may leave and report the full incident to the Coordinator.

If a Fall Occurs During a Visit

Should a service user fall in the presence of a care worker:

- The care worker must not physically prevent or stop the fall.
- Support the service user safely to the ground if possible.
- Follow the full post-fall procedure outlined above.

Reporting and Monitoring

- Every fall or near-miss must be reported to the TruComfort Homecare office.
- These incidents will be logged, monitored and reviewed for patterns or recurring issues.
- Preventative strategies will be introduced wherever practical based on these findings.