Report to the Care Scrutiny Committee

_	_	
Title of item:	Protocol for falls	
Cabinet Member:	Cllr Dilwyn Morgan, Cabinet Member for Adults, Health and	
	Well-being	
Relevant Officer:	Dylan Owen, Statutory Director of Social Services	
Date of meeting:	2 February 2024	

1. Purpose of the Report:

1.1. Provide an update on developing a protocol for falls for Cyngor Gwynedd carers, that can also be used by un-paid carers.

2. Background:

- 2.1. In a Care Scrutiny Committee in the winter of 2023 the Chair at the time, Councillor Eryl Jones-Williams, enquired if there was a joint protocol between the health service and the Council for responding to carers in the community (not in care homes) when a vulnerable individual has a fall. There was no clarity available at the time on what should be done if someone had a fall in the community, especially as significant challenges were to be had in terms of ambulance service response times.
- 2.2. Dylan Owen agreed to look at the situation, and to make enquiries with the ambulance service (*Wales Ambulance Service Trust* WAST) and Betsi Cadwaladr Health Board officers if a protocol was available locally, or was a national protocol available.
- 2.3. The specific question was: If a vulnerable individual was to fall in a public area or at their home, what should be done to keep them safe if the ambulance would not arrive for a few hours? At the time there was considerable discussion regarding an individual who had waited a significant number of hours and carers were worried about them. In some cases, there was a question whether an employed carer should leave the situation to visit the next individual on their daily call rota, and in other cases members of the public were unsure what to do when someone had been lying in pain and uncomfortable on the pavement for many hours.
- 2.4. Several meetings were held with various officers from the local Health Board and WAST and it became apparent:
 - There was no recognised protocol adopted nationally or regionally;

- A protocol called I STUMBLE was available, and used by WAST, but it had been developed by MANGAR UK, a private company. It works using a mnemonic which strives to ensure that individuals remember the main matters to consider if someone has fallen. However, I STUMBLE has not been specifically developed for situations where an individual must wait long hours on the floor. Therefore, it is not fully suitable for the need.
- Other public services across Britain have adapted I STUMBLE and use it in homes for the elderly and so forth.
- 2.5 WAST officers were not eager to develop a similar system to I STUMBLE specifically for ambulance waiting times. The reason for this was that the MANGAR UK company was working on further developments to the system and an associated mobile phone app and therefore local developments weren't timely for these. WAST officers were not happy for their logo to be on the page.
- 2.6 A therapy director at the Health Board was happy for the Council to develop a suitable system to adopt, and to support with training if needed. She was willing for the Health Board's logo to be on the page.
- 2.7 Work was undertaken to develop and translate the I STUMBLE system as seen in Appendix A. Both pages have been created to be a two-sided poster on a laminated page. The first page was developed to show the I STUMBLE system with specific additions for long waiting times for ambulances and support for carers and if they should leave the individual and so forth. The I STUMBLE mnemonic was translated to Welsh 'SYRTHIAF'.
- 2.8 Plans were discussed with WAST to hold a pilot scheme in the Ffestiniog area on falls prevention and to provide suitable equipment for the local community. WAST officers intended to discuss and arrange to develop the pilot jointly with the Health Board where equipment to lift people would be kept in a local community centre and a number of the local population would receive training on how to use it. An update was expected on establishing this pilot from those establishments.

3. Conclusion / Next steps:

- 3.1. In order to make use of the SYRTHIAF protocol (Appendix A), it was intended to:
 - Receive the opinion and advice of the Scrutiny Committee on the protocol, to ensure it was understandable and reasonable;
 - Publish it for Gwynedd's paid carers and other agencies commissioned by the Council in the first instance, and distribute it to the workforce and workplaces;
 - Collaborate with the Health Board to provide training on how to use it and to ensure regular use;

- Promote it to ensure it is regularly used and to ensure that it is visible in relevant work centres.
- 3.2 It was an intended to meet again with the WAST officers and the Health Board to ensure that everyone was on-board and in agreement with the proposed and to arrange key training as soon as possible.
- 3.3 This meeting would also look again at the possible pilot in the Ffestiniog area.





- · Clir rhag peryglon?
- · Unrhyw ymateb?
- · Llwybr anadl agored?
- · Anadlu'n iawn?
- **Curiad Calon?**
- Clear of dangers?
- · Any response?
- · Airways open?
- Breathing adequate?
- Pulse?



Galw 999

Cadwch yr unigolyn yn:

- Dawel
- Llonydd
- Cyfforddus
- Atebwch gwesitynau'r swyddog 999 a dilynwch eu

cyfarwyddiadau

Arhoswch gyda'r unigolyn nes y daw'r ambiwlans

> Cysylltwch gyda'r perthynas agosaf

Call 999

Keep the individual:

- Calm
- Still
- Comfortable

Answer all questions and follow instructions from 999 call taker

Wait with the individual until ambulance arrives

Inform next of kin



- •Sgerbwd torri asgwrn?
- •Ymwybodol?
- •Rhyfedd ei ymddygiad?
- •Trawma i'r gwddf/pen/cefn?
- •Heriau anadlu? Poen yn y frest?
- •Ing. Oes poen dwys/drwg?
- ·Amau Ilewygu?
- ·Ffrydio gwaed?

- •Intense Pain?
- •Suspected Collapse?
- Trauma to neck/back/head?
- •Unusual Behaviour?
- Marked difficulty in breathing / chest pain?
- •Bleeding Freely?
- Loss o Consciousness?
- •Evidence of Fracture?



Prawf GWELLA Normal?

- · GWyneb yn symud
- Estyn braich

Dim anaf amlwg?

Helpwch yr unigolyn i symud i le diogel a chyfforddus, gan

ddefnyddio offer cywir a dulliau symud a thrin i godi

oddi ar y llawr. Efallai drwy ddangos iddynt sut i 'ddringo' yn ôl at eistedd. **Ni**

ddylech godi'r unigolyn yn

galw i gadw llygad ar yr unigolyn dros y 24 awr nesaf.

Gadewch i swyddfa'r meddyg wybod

Gadewch i ofalwyr wybod Cofnodwch beth ddigwyddodd gad adael i'ch

Sicrhewch fod rhywun yn

- Llefaru
- Amser

gorfforol

FAST Test Normal?

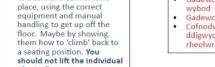
- Facial Movements
- **Arm Movements**
- Speech
- Time



- Amser Aros Hir lawn? Peidiwch symud yr unigolyn Oes cymydog neu gyfaill fyddai'n gallu ymweld ac aros
- gyda'r unigolyn? Cynnig bwyd/diod yn addas Gadewch i swyddfa'r meddyg wybod
- Gadewch i ofalwyr wybod
- Cofnodwch beth ddigwyddodd gad adael i'ch rheolwr a'r tîm wybod

Very Long Waiting Time?

- Do not move the individual Is there a neighbour or friend who could visit and stay with them? Offer food/drink as
- appropriate Let the GP's office know If carers visit - let them know
- Record what happened and let your manager and team



- physically. Ensure that someone keeps an eye on the individual over
- the next 24 hours. Let the GP's office know If carers visit – let them know

No obvious injury?

Help the individual to mov to a safe and comfortable

Record what happened and let your manager and team



- Rhowch driniaeth i anafiadau bychain os yw o fewn eich gallu
- Ystyriwch GP/Nyrs am driniaeth anafiadau bach
- Am gyngor pellach galw GIG 111
- Cadwch olwg yn rheolaidd am unrhyw newid yn y cyflwr
- Do NOT leave individual
- Treat minor injuries within scope of practice
- Consider GP/Nurse for minor injury treatment
- For further advice call NHS 111
- Observe regularly for changes in condition

rheolwr a'r tîm wybod AILASESU / REASSESS

'SYRTHIAF'	'I STUMBLE'
Sgerbwd – Oes Asgwrn wedi torri?	Intense Pain
 Anffurf amlwg ('deformity'), e.e. asgwrn amlwg, chwyddo eithafol, braich/coes wedi byrhau Llai o symud posib yn yr ardal effeithiwyd Symudiad anarferol o amgylch yr ardal effeithiwyd 	New pain since fall, including: • Headache, chest pain and abdominal pain Consider both pain from injury caused by fall or medical causes
Ymwybodol?	Suspected Collapse
Holwch yr unigolyn, cyn syrthio a oeddech nhw'n: Baglu Llewygu/'colapsio' Teimlo pendro Teimlo'n gyfoglyd	Ask individual if, before their fall, they: Tripped Collapsed Felt Dizzy Felt Nauseous
Rhyfedd ei ymddygiad?	Trauma to Neck/Back/Head
 Dryswch newydd Ymddwyn yn wahanol i'r arfer. e.e. blinder, tawel, cynhyrfus Trafferth siarad, e.e. aneglur, cymysgu geiriau, atal dweud 	New pain in neck/back/head following fall New lump or dent in head with/without bleeding Any new numbness/paralysis in any limbs
Trawma i'r gwddf/pen/cefn?	Unusual Behaviour
 Poen newydd yn y gwddf/pen/cefn wedi'r syrthio Lwmp neu dolc yn y pen (os oes gwaed neu beidio) Braich neu goes neu ran o'r corff heb deimlad 	New confusion Acting differently to normal self e.g. agitated, drowsy, quiet Difficulty speaking e.g. slurred speech, words mixed up, marked stuttering
Heriau anadlu? Poen yn y frest?	Marked Difficulty Breathing/Chest Pain
 Prinder eithafol o anadl, heb wella er yn tawelu'n feddyliol Methu gorffen brawddegau Gwefusal glas, pennau bysedd glas, blino neu ddryswch 	Severe shortness of breath, not improved when anxiety is reduced Unable to complete sentences Blue/pale lips, blue fingertips, becoming lethargic or confused
Ing. Oes poen dwys/drwg?	Bleeding Freely
Poen newydd ers syrthio, yn cynnwys cur-pen, poen yn y frest, neu boen yn y bol. Ystyriwch boen o anaf drwy syrthio neu resymau meddygol	 Free flowing, pumping or squirting blood from wound Apply constant direct pressure to injury with clean dressing (elevate if possible) Try to estimate blood loss (per mugful)
Amau llewygu?	Loss of Consciousness
 Wedi taro 'allan' Symud mewn ac allan o fod yn ymwybodol Methu cofio digwyddiadau cyn, yn ystod neu ar ôl syrthio Methu cadw/cofio gwybodaeth ac yn ailadrodd eu hunain 	Knocked out Drifting in and out of consciousness Limited memory of events before, during or after fall Unable to retain or recall information/repeating themselves
Ffrydio gwaed?	Evidence of Fracture
 Gwaed yn llifo neu bwmpio o'r anaf Rhowch bwysau cyson ar yr anaf gyda gorchudd glan (codi man yr anaf os yn bosibl) Ceisiwch ddyfalu faint o waed gollwyd (sawl mwg) 	Obvious deformity e.g. shortened/rotated, bone visible, severe swelling Reduced range of movement in affected area Unusual movement around affected area
Ymhob achos 999 cofiwch gadw'r unioglyn yn: DAWEL, LLONYDD A CHYFFORDDUS	In all 999 cases remember to keep resident: CALM, STILL & COMFORTABLE
Os oes gwaedu, rhowch bwysau cyson ar yr anaf gyda gorchudd glan	If any bleeding is present, apply constant direct pressure with a clean dressing