

Report to the Care Scrutiny Committee

Title of item:	<i>Protocol for falls</i>
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.

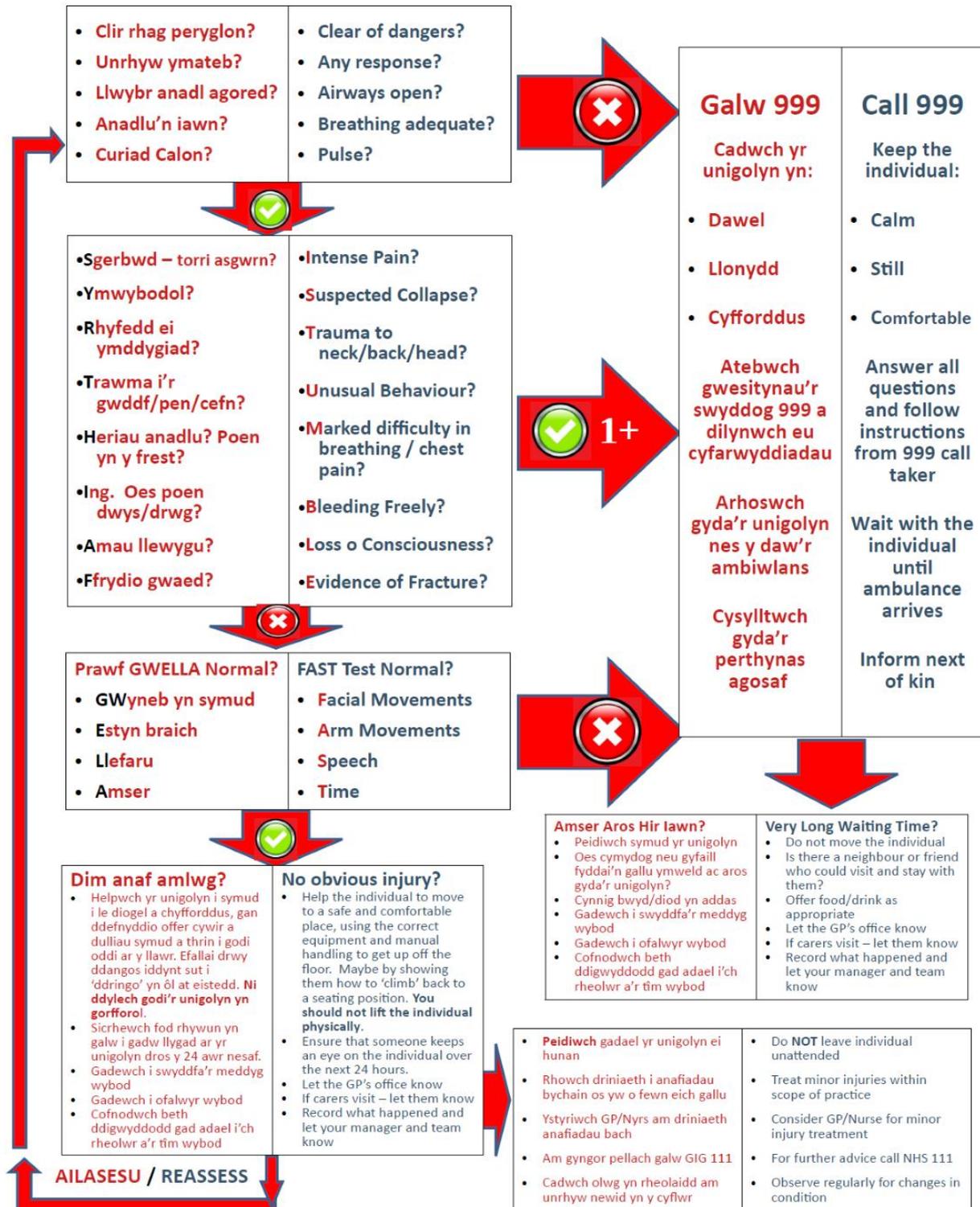
3.3 This meeting would also look again at the possible pilot in the Ffestiniog area.

Appendix A



**GIG
CYMRU
NHS
WALES**

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board



'SYRTHIAF'	'I STUMBLE'
<p>Sgerbwed – Oes Asgwrn wedi torri?</p> <ul style="list-style-type: none"> • 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 	<p>Intense Pain</p> <ul style="list-style-type: none"> • New pain since fall, including: <ul style="list-style-type: none"> • Headache, chest pain and abdominal pain • Consider both pain from injury caused by fall or medical causes
<p>Ymwybodol?</p> <ul style="list-style-type: none"> • Holwch yr unigolyn, cyn syrthio a oeddech nhw'n: <ul style="list-style-type: none"> ◦ Baglu ◦ Llewylgu/'colapsio' ◦ Teimlo pendro ◦ Teimlo'n gyfogleid 	<p>Suspected Collapse</p> <ul style="list-style-type: none"> • Ask individual if, before their fall, they: <ul style="list-style-type: none"> ◦ Tripped ◦ Collapsed ◦ Felt Dizzy ◦ Felt Nauseous
<p>Rhyfedd ei ymddygiad?</p> <ul style="list-style-type: none"> • Dryswch newydd • Ymddwyn yn wahanol i'r arfer. e.e. blinder, tawel, cynhyrfus • Trafferth siarad, e.e. aneglur, cymysgu geiriau, atal dweud 	<p>Trauma to Neck/Back/Head</p> <ul style="list-style-type: none"> • New pain in neck/back/head following fall • New lump or dent in head with/without bleeding • Any new numbness/paralysis in any limbs
<p>Trawma i'r gwddf/pen/cefn?</p> <ul style="list-style-type: none"> • 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 	<p>Unusual Behaviour</p> <ul style="list-style-type: none"> • New confusion • Acting differently to normal self e.g. agitated, drowsy, quiet • Difficulty speaking e.g. slurred speech, words mixed up, marked stuttering
<p>Heriau anadlu? Poen yn y frest?</p> <ul style="list-style-type: none"> • Prinder eithafol o anadl, heb wella er yn tawelu'n feddylol • Methu gorffen brawddegau • Gwefusol glas, pennau bysedd glas, blino neu ddryswch 	<p>Marked Difficulty Breathing/Chest Pain</p> <ul style="list-style-type: none"> • Severe shortness of breath, not improved when anxiety is reduced • Unable to complete sentences • Blue/pale lips, blue fingertips, becoming lethargic or confused
<p>Ing. Oes poen dwys/drwg?</p> <ul style="list-style-type: none"> • 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 	<p>Bleeding Freely</p> <ul style="list-style-type: none"> • 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)
<p>Amau llewylgu?</p> <ul style="list-style-type: none"> • 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 	<p>Loss of Consciousness</p> <ul style="list-style-type: none"> • 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
<p>Ffrydio gwaed?</p> <ul style="list-style-type: none"> • 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) 	<p>Evidence of Fracture</p> <ul style="list-style-type: none"> • Obvious deformity e.g. shortened/rotated, bone visible, severe swelling • Reduced range of movement in affected area • Unusual movement around affected area
<p>Ymhob achos 999 cofiwch gadw'r unioglyn yn: DAWEL, LLONYDD A CHYFFORDDUS</p> <p>Os oes gwaedu, rhowch bwysau cyson ar yr anaf gyda gorchudd glan</p>	<p>In all 999 cases remember to keep resident: CALM, STILL & COMFORTABLE</p> <p>If any bleeding is present, apply constant direct pressure with a clean dressing</p>