



London Ambulance Service
NHS Trust



London's Calling For Falling

Community Treatment Team / LAS Falls Car

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Eagles Conference 2016





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Community Treatment Team / LAS (CTT / K466)





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Through this resource can we:

- Improve the care of frail older fallers
- Manage more patients safely at home
- Save money, unnecessary admissions and resources



How did CTT/K466 come about?

- Audit in October 2013, 34% of patients conveyed to Queen's Hospital ED by LAS were aged 75 and over.
- A significant proportion were due to falls.
- Product of the 'Frailty Academy' and collaboration between the Community Treatment Team and London Ambulance Service
- K466 went live in October 2014
- Operates from 07:00 – 19:00hrs 7 days a week



Community Treatment Team (CTT)

- Established January 2013 to assist preventing unnecessary admissions
- To provide care to people experiencing a physical health crisis that does not warrant hospital admission
- Operates 7 days a week, 365 days a year; 8am – 10pm.
- Available to adults over the age of 18
- Paramedic and Community Nurse led
- Input from geriatricians, nurse prescribers, occupational therapists, physiotherapists and health care assistants





Queen's Hospital

K466 Serves the boroughs of:

- **Barking and Dagenham**
- **Havering**
- **Redbridge**



Main Purpose

- Introduce joint nurse and paramedic emergency response team
- Provide an intervention and assessment service for frail elderly in their own homes
- Work with community providers to enable referrals direct from the response team
- Release ambulances to attend other emergency calls
- Improve productivity and enhance patient experience
- Reduce pressure on ED and free up acute inpatient capacity (beds)
- Release associated financial savings



Types of patients

- People aged 60 years and over
- Patients still on the floor who are unable to get up or stuck on the commode, in a chair, bed or bath
- Falls with no obvious bony injury
- Suspected infections e.g. urine, chest or skin
- Head injuries, but NOT those who are taking anti-platelet/Anti-Coag drugs e.g. Aspirin Warfarin, Rivaroxaban, Apixaban, Dabigatran
- Injuries such as cuts, bruises and skin tear lacerations
- Acute exacerbations of chronic condition (e.g. COPD)
- Social problems such as patients who require increase in their care package



Three Ways to Access the Service

1. Community hub

- Self referred patients, carers, GPs, other health care professionals to avoid admission to hospital
- 2 hour response time, at least by telephone. Average response time 29 minutes.
- Assessment, treatment and follow up
- Referral on to other services (i.e. Integrated Care Management)



Three Ways to Access the Service

2. Acute hub

- Those patients who bypass the community route and present in ED
- If medically fit, assessment by OT and/or social worker for fitness to return home
- Average response time 8 minutes
- Referral on to other services, including CTT in the community for review



Three Ways to Access the Service

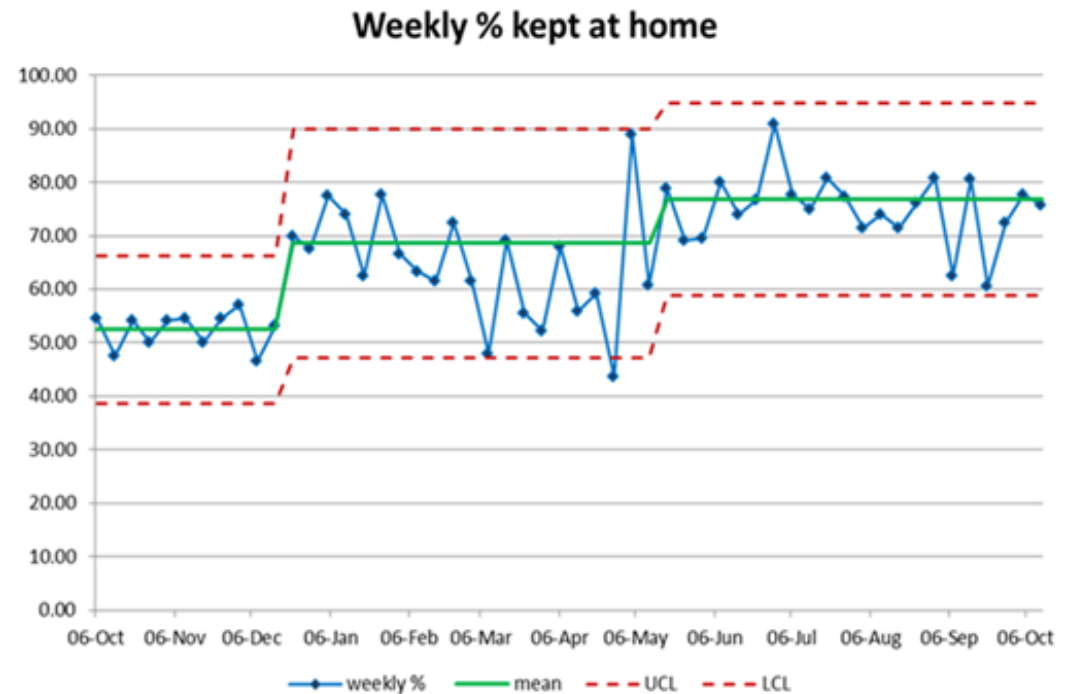
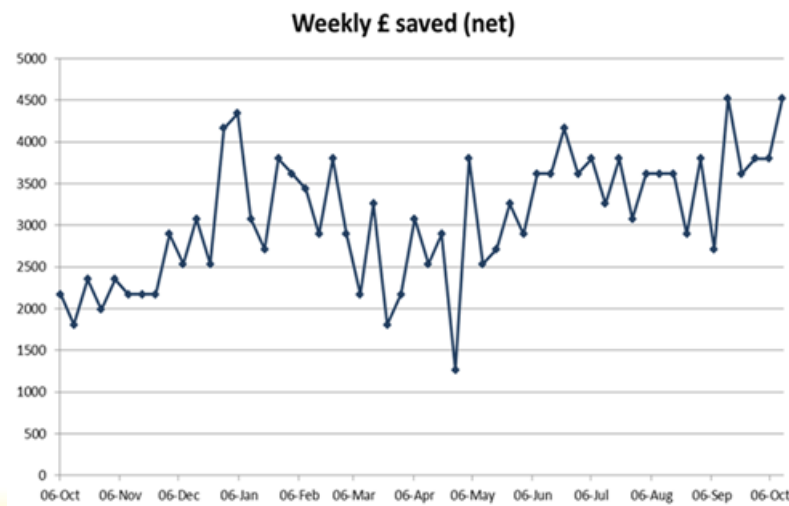
3. 999

- K466 CTT / LAS Car
- Patients over the age of 60 who have fallen who are still on the floor with no obvious bony injuries
- Patients who we can manage and treat at home to reduce unnecessary hospital admission



Supporting Data (Oct14-15)

- 1324 patients treated
- 857 (65%) patients kept at home
- £166,882 saved for the local health economy.



Patient Feedback

“The responders made my day! I was in such terrible pain and they helped me so much.”

“It was absolutely brilliant. They work as a team and explain everything.”

“My Grandfather would have got worse and would have been left on the floor for longer.”

“This service should be in place, great idea, great service and would save lots of elderly patients from enduring A&E for hours.”



K466 Achievements

- **Shortlisted Health Service Journal Award (Sep 2015)**
Value and Improvement in Community Health Service Redesign
- **Winners Patient Safety Congress and Award (Jul 2015)**
Improving healthcare processes and outcomes category
- **Winners of the Doctors Advancing Patient Safety awards (Nov 2015)** Most sustainable QI project



Thank You

Questions?

