

## Patient information

# **Welcome to the Liverpool Falls Assessment Clinic in the Department of Medicine for Older People and Stroke**

## Department of Medicine for Older People and Stroke

The Liverpool Falls Assessment Service is for patients who have fallen and attended the Emergency Department (A&E) at the Royal Liverpool Hospital, or have been referred by their family doctor (GP).

The aim of the service is to identify factors that may have caused the fall and find ways of reducing the risk of further falls.

### **Location**

We are situated on the lower ground floor of the Alexandra Wing of Broadgreen Hospital.

### **When you arrive**

When you arrive at the department you should book into reception. You will be seen in the nurse-led clinic and during your assessment you will meet various members of the multidisciplinary falls team. A member of the nursing team will begin your assessment and explain your visit.

As Broadgreen Hospital is a teaching hospital there may be students at your consultation. If you have any objections to their presence please speak to the nurse in charge.

## **The Liverpool Falls Assessment Team**

### **Nurses**

The nursing staff are available throughout your visit to offer you help, advice, and support. A nurse will complete your health assessment, including checking your weight, height, lying and standing (postural) blood pressure and take a brief history of your falls/collapses.

### **Physiotherapist**

The physiotherapist will assess your muscle strength, gait, and balance and plan your treatment with you. This may include exercises to help you in your day to day activities and referrals for follow up physiotherapy if necessary. They may also assess whether a walking aid will benefit you.

### **Occupational Therapist**

The occupational therapist will talk to you about how you are managing at home. They assess you in the department or arrange a home visit to determine if you need any equipment/adaptations in your home to reduce your falls risk. They will also discuss the installation of a falls alarm, which can assist in the event of a fall in the home

### **Pharmacist Medication Review**

If you are on more than four medications or if there are any concerns over medications a pharmacist will review your regime either in clinic if available, or as soon as possible after clinic using your Summary Care Record (SCR) data with your permission.

### **Communication**

Following your assessment a letter will be sent to yourself and your family doctor detailing the results of the assessment and all recommendations

**Please note Broadgreen Hospital operates a 'No Smoking Policy'.**

No one is allowed to smoke in any of the Trust buildings or within Trust grounds.

Smoke Free Liverpool are available to offer advice

**Interpreter**

If you require an interpreter for your clinic appointment please advise us on as soon as possible so we can arrange this.

Tel: 0151 282 6676

Text phone number: 18001 0151 282 6676

**Transport**

Ambulance transportation is available for patients who are unable to make their own way to the hospital. If you wish to book an ambulance, please ring Tel: 0151 706 4676

Text phone number: 18001 0151 706 4676.

Or book through your own GP.

Relatives and carers are welcome to attend but this is restricted to one person with you, but unfortunately we are unable to provide them with transport.

**Important Information**

Before and during your appointment your NHS Summary Care Record (SCR) will be available to view by certain hospital staff involved in your care, unless you have previously opted out of having SCR. Your SCR contains important information from your GP record including current medications, allergies and any bad reactions to medicines.

**If you do not want our staff to access your SCR please inform staff at the start of your assessment.**

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further Information**

**Liverpool Falls Assessment Service  
Department of Medicine for Older People and Stroke  
Outpatient Department  
Alexander Wing Broadgreen Hospital  
Thomas Drive  
Liverpool  
L14 3LB**

**Tel: 0151 282 6674**

**Text phone number: 18001 0151 706 6674**

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**Review Date: July 2024**

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 ( Moon ) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار بهو نه‌خوشانه‌ی له‌لایمن تراسته‌وه پسمند کراون، نگمر داوا بکرنیت له فورماتمکانی تردا بریتی له زمانمکانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گموره، شریتی دهنگ، هیلای موون و ئلیکترؤنیکی هاسیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.