

## What to do if you fall

**Stop, think, plan and attract help.** Use your care alarm pendant (this only works if worn) or crawl to a telephone or bang on the floor or shout. Try to get up if you can.

**Keep warm.** Cover yourself with anything to hand, for example a towel, rug, or blanket.

**Keep moving.** Move the parts of your body that don't hurt to stop pressure on the bony parts.

## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

Please contact us if you would like the information in another language or different format.

**Arabic** يرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.  
**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।  
**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔  
**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫  
**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.  
**Portuguese** Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

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Falls prevention

Information  
about your falls  
specialist  
assessment

## What is the Oxfordshire Falls Prevention Service?

The Oxfordshire Falls Prevention Service provides programmes to help reduce the risk of you falling again.

If you are an older person and have fallen once, unfortunately you are more likely to fall again.

The **falls specialist** is a qualified health professional (nurse or therapist) who has undertaken specific training in the diagnosis and management of falls.

The falls specialist will

- give you advice on why you may have fallen and how to reduce the risk of further falls.
- carry out a falls risk assessment and a medication review. Please ensure that you bring along a list of your current medications for the specialist to see. Please do not apply cream before the assessment.

- ask you a few questions and conduct a basic physical examination. Please allow up to one-and-a-half hours as the specialist needs to gain a good understanding of your falls. You can bring along a family member or friend to accompany you.
- write a report following the assessment that will be sent to you if requested and to your GP.
- suggest, if relevant, that you are referred on to another service if a specific problem is identified.

If you fall again before your appointment with the falls specialist, please contact your GP immediately. **Do not wait for your appointment with the falls specialist.**

For further information or advice please contact the falls office by:

Phone: 01865 903400

Email: [oxon.falls@nhs.net](mailto:oxon.falls@nhs.net)

Fax: 01865 262320

## 10 tips to help prevent falls

1. Ask your GP to review your medications and ask about their side effects.
2. Have your eyesight checked once a year.
3. Wear your pendant alarm or consider purchasing one if you do not have one.
4. Increase your calcium and vitamin D intake (from dairy produce, bony tinned fish and sunlight).
5. If you have a fall, do not ignore it - let your GP know.
6. Put handrails on the stairs, doorways, corridors and in your bathroom.
7. Ensure your home is well lit, especially on the stairs and landings. Turn on a light when getting out of bed at night.
8. If possible, keep items in easy reach to avoid climbing, bending and stretching.
9. Ensure your shoes and slippers fit well and have your toe nails cut regularly.
10. Keep active.