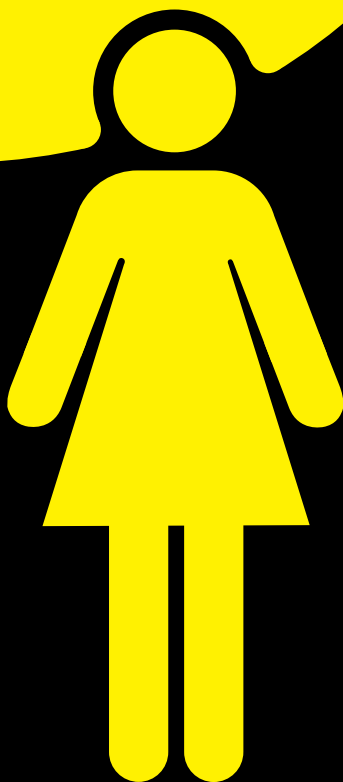


# FALLS

## Action Plan

Know who to Call if you Have a Fall.



As you will know, having a fall can be a distressing experience. If you have planned what you would do if you have another fall, it can often help to make the experience a lot less frightening. If you have a falls action plan it will allow you to feel that a fall is something you can manage, rather than worrying about how you would cope if you fell.

Answer the questions in this booklet and add the information to **Your Falls Action Plan** on the back page.

**Do you have someone you could phone if you fall?**

This might be a neighbour, family member or friend. They should be a reliable person that you know you can depend on in an emergency. Invest in a mobile phone and carry it with you at all times to ensure you can always call for help when needed.

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**Do you have a backup person or people you could phone in case they are at work, on holiday or are unwell?**

**Does this person have a key to your house or know the code to your keysafe?**

Consider getting a keysafe box with a code that would be familiar to your family and friends, like your birthday. That way your emergency contact will always be able to get into the house. If you have a helpline this code can be stored by them and provided to emergency services.

## **Does your emergency contact live close by so you won't have to wait too long for them to come and help you?**



You don't want to be on the floor for any longer than 30 minutes as, after that time, your health could be adversely affected. If possible, try and identify someone who can be with you in less than half an hour.

While you are waiting for help to arrive you should use the **REST AND WAIT PLAN**. Move to a soft surface such as a carpet, if possible. Try to reach for something to cover yourself with. It is a good idea to keep a spare blanket in a low cupboard or shelf, so that you can reach it if you're on the floor. Try to move out of draughts and keep moving if you can. Rolling from side to side and moving your arms and legs can help generate heat.

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## **Are you familiar with THE UP AND ABOUT PLAN?**



There is a useful leaflet outlining how to get up off the floor called **THE UP AND ABOUT PLAN**. Keep this somewhere visible so you

can constantly remind yourself of the plan.

**THE UP AND ABOUT PLAN** tells us to get onto all fours, crawl to a stable piece of furniture and pull yourself up using furniture.

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**Is your emergency contact familiar with THE UP AND ABOUT PLAN?**



Share the information about the plan with your emergency contact so that they can bring a chair in to you and talk you through how to get up. If you're in shock after the fall it might be hard to remember all the steps of **THE UP AND ABOUT PLAN**.

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**Does your emergency contact know how to assess if you are injured and when to contact 999?**



If there is a head injury, a lot of bleeding, you experienced a loss of consciousness, you are feeling confused or disorientated, you are very swollen around a joint, you or your emergency contact should call an ambulance to get you checked over.

**If you can't get to the phone because of injury do you know how to try and attract attention?**



Try and make as much noise as you can, call out, bang on the wall or radiator to try and attract attention.

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**If you have a call alarm, do you know how to call for help with it?**



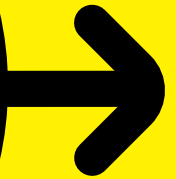
It couldn't be easier. Just press the red button and help will be on it's way. Once you have pressed the button the operator will call you by name to check if you're ok. If you have fallen, call that you need help and they will ring your emergency contacts until someone answers. If they don't get a response from you they will automatically ring your emergency contacts. If none of your contacts can be reached, don't worry, the operator will send help in the form of the police or ambulance service. This is what the operator normally does in these circumstances. However they can usually reach one of your emergency contacts.

**Do you test the call alarm regularly to make sure it's working correctly?**



The call button providers would like you to test the button every four to six weeks to make sure it's working correctly. Just press the button and when the operator asks if you're ok, tell them you're testing the alarm.

Your  
**FALLS**  
Action Plan  
Is on the Back Page.



# Your Falls Action Plan

Know who to Call if you Have a Fall



Try getting up using **THE UP AND ABOUT PLAN**. Get onto all fours, crawl to stable furniture and pull yourself up onto the furniture.

**IF YOU ARE UNABLE TO GET UP**, phone your emergency contact or press your alarm call.

**His/Her No.**

**He/She is my**

**REST AND WAIT** for help to arrive. Keep warm while you wait. Try and use **THE UP AND ABOUT PLAN** with the help of your emergency contact. If you're hurt or unable to get up call an ambulance.

**My Personal Action Plan to Help Prevent Falls**

**Stay Calm • Remain Positive**  
**Decide Whether you can get up Safely or not.**