



## Common safeguarding issues – Falls

This guidance is designed to help managers and professionals know when to report an incident where a person has, or appears to have fallen.

Residents should be supported to stay as active and independently mobile as possible and the support they need should be recorded in their care plans. Some people who are frail or have mobility problems may be at greater risk of falling. The consequences of falls can be very costly for both the individual – in terms of their health, wellbeing and mobility – and for services. Following a fall, the individual may require more intensive services for longer and, in some cases, may never return to previous levels of mobility. A fall does not automatically indicate neglect and each individual case should be examined in order to determine whether there is a safeguarding concern.

For further details please refer to the Threshold of Needs matrix overleaf.

### Reporting:

#### **Oxfordshire County Council**

Wherever possible please use the on-line referral form at:

<http://www.osab.co.uk/public/reporting-concerns/>

Telephone: 0345 050 7666

#### **Thames Valley Police**

Any fall resulting in significant injury or death where there is suspected abuse or neglect by a staff member or other person or a failure to follow relevant care plans, policies or procedures should be reported to the police.

Non-emergency number: **101**

In an emergency dial: **999**

## Threshold of Needs Matrix

**Guidance:** This tool does not replace professional judgement or aim to set a rigid threshold for intervention. It helps you consider the type and seriousness of abuse and the circumstances in which a referral to adult social care may be required.

Falls		
Non-reportable	Requires Consultation	Reportable
<p>Incidents at this level do not require reporting to the Safeguarding Team. However, agencies should keep a written internal record of what happened and what action was taken.</p> <p>Actions/outcomes may include advice, information, risk management and staff training.</p>	<p>Incidents at this level should be discussed with the Oxfordshire County Council's Safeguarding Team (called a Consultation). Call 01865 328232 and ask to speak to the Duty Team.</p> <p>After the conversation, you may be asked to formally report the concern.</p>	<p>Incidents at this level should be reported using the online form.</p> <p>If there is any indication a criminal act has occurred the Police <b>must</b> be consulted.</p>
<ul style="list-style-type: none"> <li>• Isolated incident where no significant harm occurs</li> <li>• Multiple incidents where no significant harm occurs and:               <ul style="list-style-type: none"> <li>○ A care plan is in place</li> <li>○ Action is being taken to minimise further risk</li> <li>○ Other relevant professionals have been notified</li> <li>○ There has been full discussion with the patient, their family or representative</li> <li>○ There are no other indicators of abuse or neglect</li> </ul> </li> <li>• Isolated incident requiring attendance at hospital and no other form of abuse or neglect is suspected.</li> </ul>	<ul style="list-style-type: none"> <li>• More than one incident during a 6 month period requiring attendance at hospital</li> <li>• Multiple incidents where:               <ul style="list-style-type: none"> <li>○ The care plan has NOT been fully implemented.</li> <li>○ It is NOT CLEAR that professional advice or support has been sought at the appropriate time. e.g. Care Home Support Service/Falls Service</li> <li>○ There have been other similar incidents or areas of concern.</li> </ul> </li> <li>• Any fall where there is suspected abuse or neglect by a staff member or other person or a failure to follow relevant care plans, policies or procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Any fall resulting in significant injury or death where there is suspected abuse or neglect by a staff member or other person or a failure to follow relevant care plans, policies or procedures.</li> </ul>

The person has mental capacity and has refused treatment and prevention strategies.

Only exceptional cases of self-neglect will trigger adult safeguarding. All standard interventions must be used first to manage risk e.g. Care Management/Care Plan Approach/Multi-Disciplinary Team, providing:

1. A clear capacity assessment is in place
2. Evidence available to show concerns were raised and support was sought from a relevant professional

There has been full discussion with the patient, their family or representative