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Transforming Healthcare



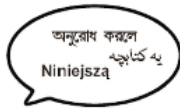
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Patient Advice and Liaison (PALS)

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to PALS on **0800 085 7935** or you can email epunft.pals@nhs.net

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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WEST ESSEX FALLS CAR



What is the West Essex Falls Car?

A new Falls Response Car Service has been launched in west Essex to reach people who have fallen at home or in a care home within two hours.

The service operates 08.00 – 20.00 seven days a week.

The specially equipped ambulance vehicle is staffed by an ambulance clinician from the East of England Ambulance Service (EEAST) and either an occupational therapist, physiotherapist or nurse from Essex Partnership University NHS Foundation Trust (EPUT).

What does the service offer people?

- A full holistic clinical assessment to check their physical health and mobility
- Checks for potential risk of further falls. Basic equipment will be provided to reduce these risks, as needed.
- Review of any care or health interventions the person is already receiving. Further referrals or follow up checks will be made as required.

Who is it for?

The service is for people who:

- Have had a fall with or without injury or require lifting from the floor, either at home or in a care/residential home.
- Are resident in west Essex and registered with a west Essex GP.

Who do I call?

- If you have fallen or have someone who has fallen and you require assistance, please call the Care Co-ordination Centre on 0300 123 5433.
- If deemed clinically appropriate and the service has capacity, it will attend within two hours.

