PATIENT JOURNEY

CURRENT

OLDER PERSON HAS A FALL AT HOME, AND IS FOUND ON THE FLOOR BY A NEIGHBOUR-

NEIGHBOUR DIALS 999

Ambulance arrives, staff assess client and find that she has not sustained serious injury, but will need some support and rehab in the short term.
Referral made to East/West Integrated Team

Ambulance arrives takes client to A & E

Client triaged in A & E, and waits to see Doctor

Doctor examines client, client is shaken and bruised and wrist swollen and painful, but has not sustained serious injury, can go home, but will need assistance on a short term basis

Referred to 'Rapid Response Team'

Waits to see Rapid Response Team who request home care and refer to ICT

Waits for ambulance to take home

Arrives home waits for home care (will be seen by ICT next day)

FUTURE

East/West Integrated Team assess referral – OT visits within 2 hours of referral bei
CURRENT
PATIENT JOURNEY
FUTURE ng received, and assesses client, and refers client to following services

District nurse to attend to wound to leg sustained in fall

Home Care Service – package put in place/

OR, admitted to nursing/ residential care home for short period- according to assessed need

East / West IT Physio

HICES – raised toilet seat

Metropolitan Care and Repair – make safe loose carpet

Meals on Wheels

Community Alarm Service

Referral to community matron/ case manager-if appropriate

Referral to case manager to track patient following interventions