



Milton Keynes
Clinical Commissioning Group

28 March 2019

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Dear Ms Toms

Re: Regulation 28 Report to Prevent Deaths: Falls service

Thank you for your letter received 18th February, concerning the fall and subsequent death of Mr M.

Milton Keynes did have a falls service as you describe, some years ago. That service was superseded by a number of community based services that have been put in place to offer a targeted approach to individual situations. These include:

- A Home 1st Rapids service provided by our community provider, CNWL comprising of experienced nurse practitioners and prescribers, who respond to a call from a GP, ambulance services or other allied health professional.

The service triages all calls within 15 minutes and has a 2 hour attendance requirement, unless advised otherwise by another health care professional who has seen the patient. In the majority of cases, attendance by Home 1st Rapids will result in the patient being assessed and made comfortable at home, avoiding a hospital attendance. Should transfer to hospital be necessary, the team calls for assistance or an ambulance according to the severity of the condition.

This service operates 24/7, has approximately 1500 new referrals per year and is provided in people's homes including Care Homes.

- The Staying Steady service provided by CNWL therapists as part of their Home 1st function. It is intended for people usually over 65 who have, or are at risk of falling.

The service works with individuals to improving balance, core strength, mobility etc. It is not an acute service, but takes referrals from GPs, hospital staff or self/relatives. The service assesses an individual's fall risk factors and works with them to make changes in their home environment where necessary, including providing adaptive equipment. They also investigate the circumstances surrounding a fall and develop a preventative action plan to increase confidence with walking and daily activities; as well as developing individual exercise programmes that they be undertaken at home to develop strength and balance.

This service, operating in office hours, receives approximately 1600 referrals a year.

- The MK Council's Falls Service provided by B-Well works with Staying Steady to provide assessment, treatment and advice to older people who have fallen, are at risk of falling, or are fearful of falling, in a supportive environment. People can be assessed in their own homes and where exercise classes are required these are available free of charge to help reduce the risk of falling and improve mobility and balance.

I hope the above description of commissioned services provides suitable assurance that although the original falls services was discontinued, it has been replaced by a 24/7 Home 1st Rapids service to deal with acute episodes of falling in the community; supported by two in office hours services which focus on prevention and non-urgent needs. The Home 1st Rapids service reflects the objectives of the original falls service in that they attend the home, carry out an assessment, make the individual comfortable and call an ambulance if required.

Please do not contact me should you require additional information

Yours sincerely

A handwritten signature in black ink, appearing to be 'A. Smith', written over a black rectangular redaction box.

Chief Operating Officer