

Safe Steps community app

Southwark Council - Guy's and St Thomas'
NHS Foundation Trust - Lambeth Council

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Southwark Falls Prevention Strategy and Safe Steps project

Southwark are in the worst quartile nationally for the rate of falls resulting in a hospital admission. For this reason, the issue has been prioritised both for the Southwark SCDIP proposal and for a strategic project.

Emergency hospital admissions due to falls in people age 65 and over 2018/19 (England)



The SCDIP discovery phase on falls provided a strong foundation of resident and staff engagement for addressing falls in Southwark. The discovery work provided key insight for both the SCDIP project and the falls prevention strategy.

Southwark Falls Prevention Strategy and Safe Steps project

The community falls prevention strategy has been written between January – September 2020. Safe Steps appears directly in the strategy:

- **Priority 2: Timely access to evidence-based specialist falls interventions, including comprehensive multi-factorial falls assessment and falls prevention exercise programmes**
 - Review access to electronic patient record information on previous assessments and falls interventions to avoid duplication in place – e.g. through the Local Care Record and using the community version Safe Steps app currently in development and pilot phase, and frailty scores such as through the EMIS Electronic Frailty Score
- **Priority 7: Improve NHS, Social Care providers and Voluntary and Community Sector staff awareness and capability regarding falls risk factors and interventions: key knowledge and skills, workforce and training**
 - Develop and pilot a community version of the [Safe Steps](#) screening and action planning digital tool, initially in an Extra Care unit, with the SMART pendant alarm implementation team and with people in receipt of telecare from Southwark Council, and if successful scale up further services including volunteer befrienders and domiciliary care. Develop a companion app as part of this project

Alignment to additional priorities

If the Safe Steps pilot, including the carers companion app is successful, it will also support the following priorities in the falls prevention strategy:

- **Priority 6: Ensure falls and falls risks are identified and addressed proactively, making every contact count**

- People living in older people's accommodation such as sheltered housing, extra care, residential care and nursing homes: All residents of such facilities should be considered at risk and screened, and offered appropriate interventions such as environmental adaptations

- **Priority 8: Build population awareness of falls risks and osteoporosis, resilience and tools to self-manage and reduce fear of falling**

- Explore methods to improve adherence to exercise and sustain behaviour change, such as through technology. Work with Southwark Council on digital health and wellbeing coach

- **Long term priorities:**

- Explore opportunities to use digital observations to monitor falls risks e.g. of blood pressure remotely with permission from patients and paid and informal carers

Project overview

Developing a 'community' version of the [Safe Steps](#) Falls Risk Assessment and Action Planning Tool

- Care Home app already in use in Greater Manchester with a falls reduction of 28% after 2 years of operation

Additional functionality developed in this project:

- Automated and suggested referrals
- Companion App to be provided to named family, friends, domiciliary care providers

Scope of 2 year pilot is narrow at first, but may expand after a 12 month review:

- Extra care facilities (Lambeth and Southwark)
- Pendant alarm scheme

Partners: Southwark Council, Lambeth Council, Guys and St Thomas' NHS Foundation Trust, Safe Steps Ltd, Age UK (local), Carers orgs, CCGs, Services involved in falls prevention

Project blog can be found at: <https://www.southwark.gov.uk/innovate/collabrative-project/safe-steps-community-app>

App design walkthrough

Staff account designs

<https://marvelapp.com/prototype/250ifeeg>

Team admin account designs

<https://marvelapp.com/prototype/f06548h>

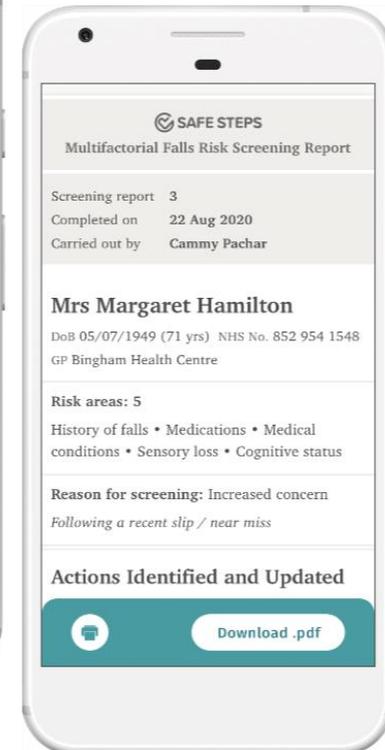
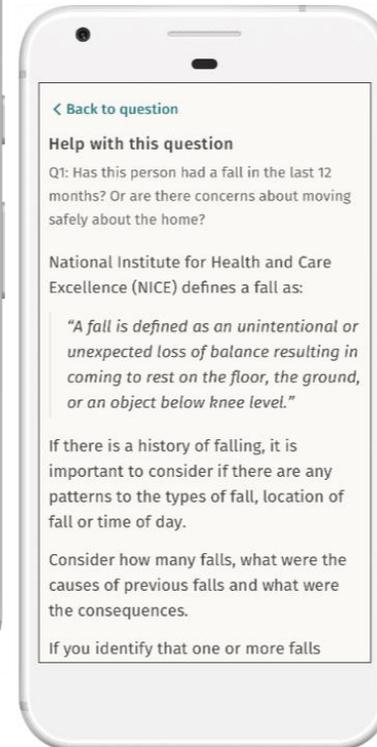
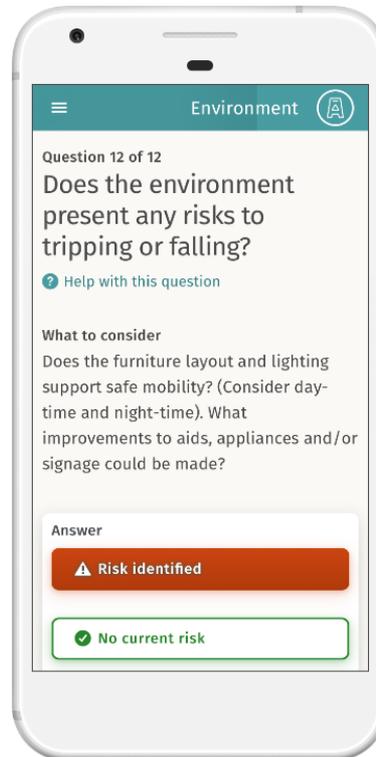
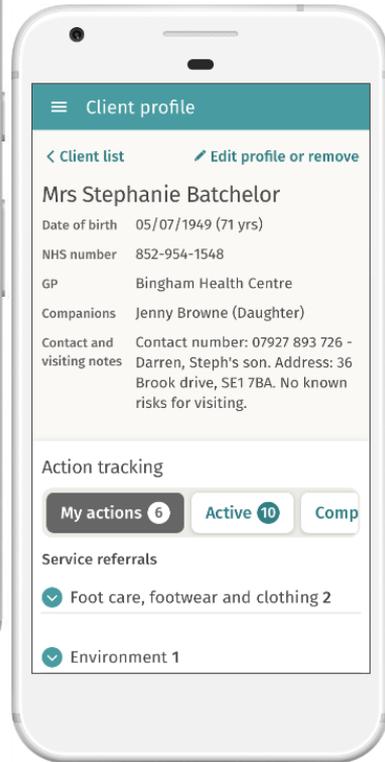
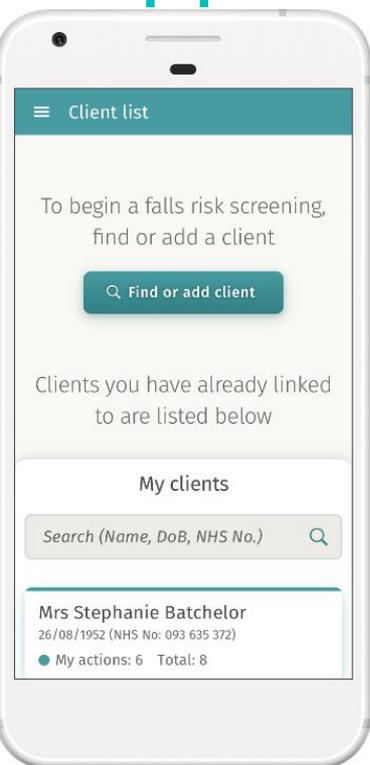
Service account designs

<https://marvelapp.com/prototype/5021ed3>

Companion account designs

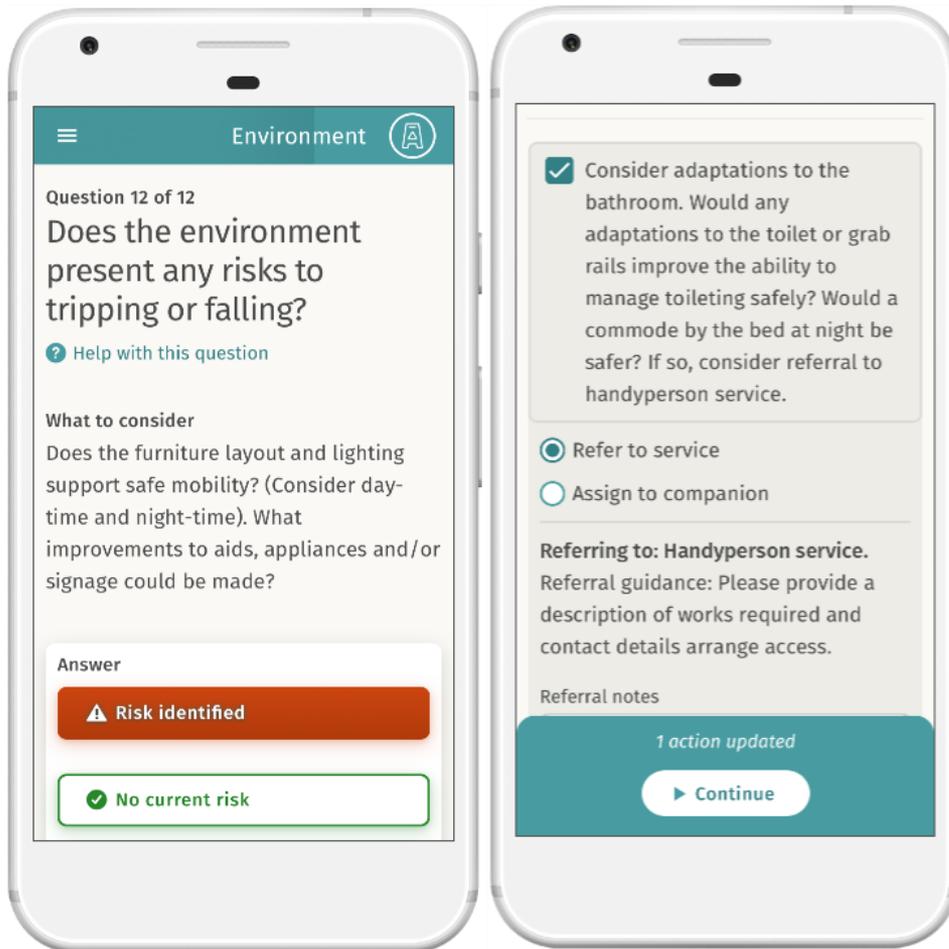
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App design – conducting assessments

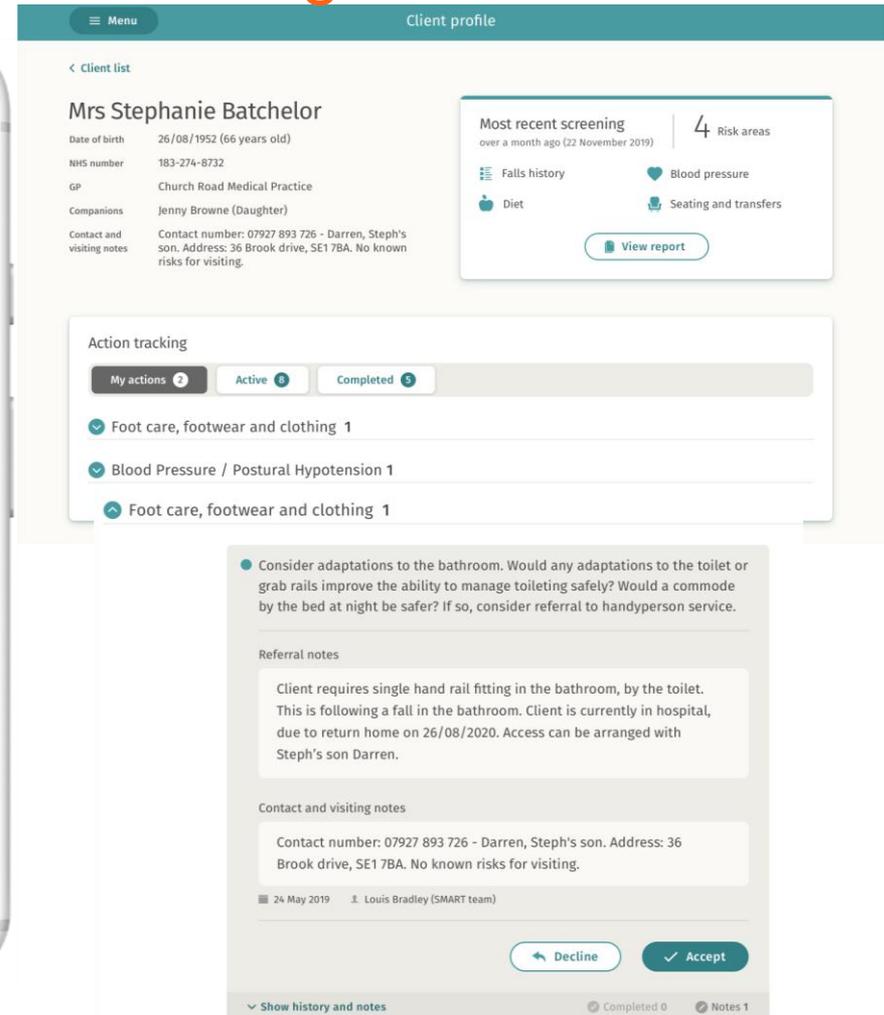


App design – Referrals

Sending referrals



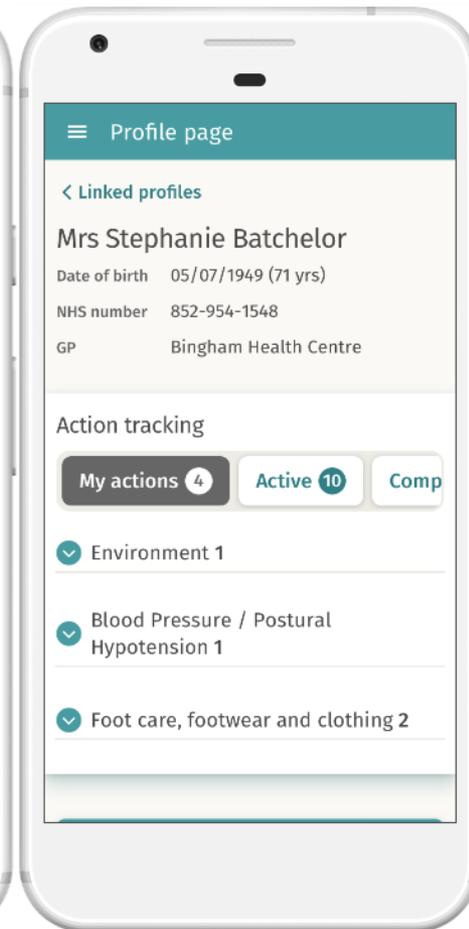
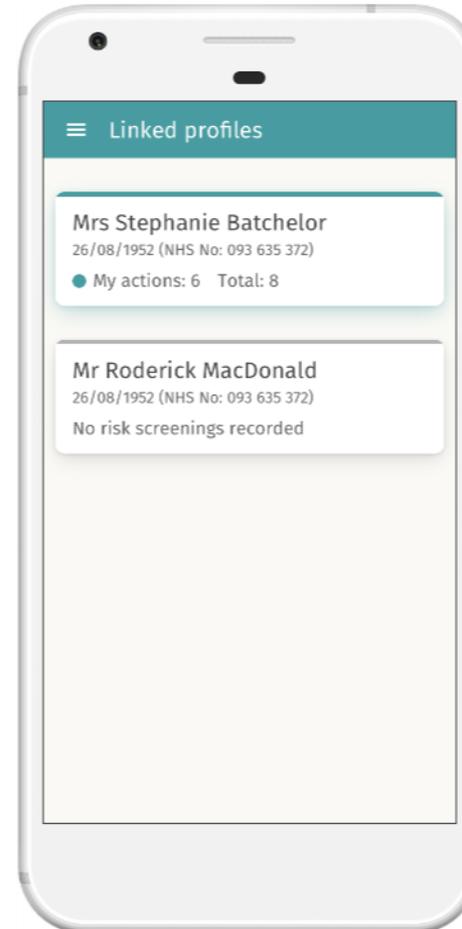
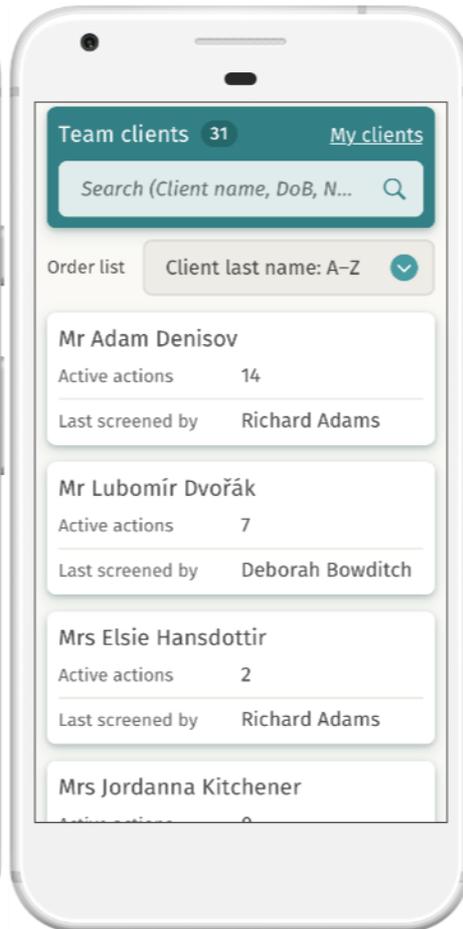
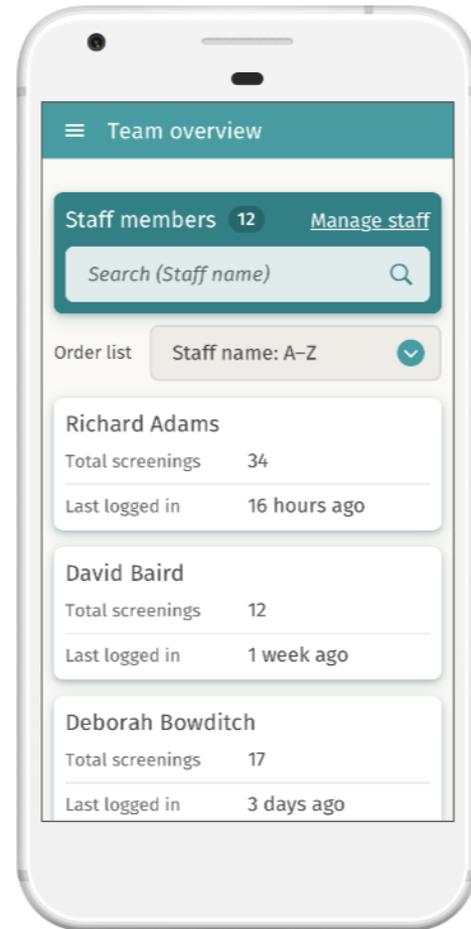
Receiving referrals



App design – team admin, companion app

Team admin

Companion app



Evaluation plan

Currently working with the Health Innovation Network to develop a long term evaluation framework

Key objectives:

- Reduction in falls
- Change in use of 'Help' section of the app
- Improved satisfaction of services from residents
- Improved satisfaction of processes from staff
 - Measured in app, and through user surveys

Initial evaluation period running until March 2021 for SCDIP feedback

- Long term evaluation period running over two year pilot
- 12 month review to inform pilot expansion in second year