

# Southwark Falls Prevention & Management Discovery

Social Care Digital Innovation  
Programme 2019



# Context

Falls have a devastating impact on a person's life – they cause distress, injury, loss of confidence, loss of independence and can lead to isolation, depression and mortality.

They also put significant pressure on our health and social care system. Falls are a big issue in Southwark with rates of falls-related injuries consistently amongst the highest in London.

Southwark's over-65 population is predicted to rise by 40% over the next 10 years\*. This will put increasing pressure on our health and social care system unless we improve approaches to prevention and management of common conditions. As a preventable health issue which affects about a third of over-65s annually and which accounts for half of all accident related hospital admissions\*\*, falls management and prevention is an area where we could see significant system-wide savings and improved outcomes for our residents.

Source: \*GLA Population Predictions \*\*Briefing for NHS England 2014

# What is the question we are seeking to answer?

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3 “How can we improve prevention and management of falls in Southwark to reduce the impact on local residents and the wider health and social care system?”

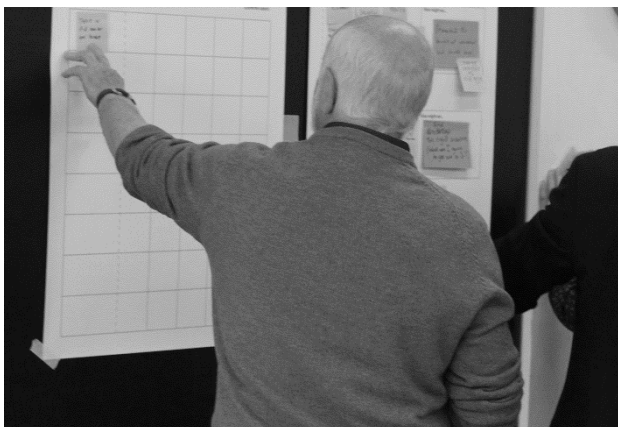


# Research activity to date

Stakeholder group	Method	Number
Professionals working across the health and social care system	Workshop	18
Professionals working across the health and social care system	Electronic Survey	12
Professionals working in health and social care	In-depth interviews	6
Older residents via AgeUK diverse groups	Focus Group	2 groups (13 people)
Domiciliary Care Agency	Focus Group	1 group (3 people)
People with lived experience (high and low risk of falling)	In-depth interview	1

# Research activity to date

5



## Workshop to map existing falls pathways and services

We brought together a range of professionals who work across health and social care to map the existing falls pathway and services. We asked them to think about three areas:

- Pre fall
- Fall
- Post fall



## Personas – mapping a high and low risk user journey

Given the breadth of the challenge we are trying to address, we have used personas to help us understand the experience of service users at both ends of the spectrum – high risk and low risk of falling.



## Horizon scanning

Having identified some areas for opportunity we have started to conduct desk research to explore what digital innovations and technologies exist – and the evidence-base for them.

## Insight

## Pain Point

## Opportunity

- “Working in a joined up manner, various agencies doing good work, but not always communicating with one another.”
- “Challenges with sharing information in terms of governance and lots of different IT systems.”
- “There is not a consistent evidence-based multi agency approach to falls prevention”
- “Prevention needs to be everyone’s business and the focus needs to be at a much earlier stage.”
- “that [exercise] would never have appealed to me when I was younger, let alone now.”
- From the focus groups approximately 50% of the groups had a smart device
- Digital technology commonly used locally for *management* of falls

Evidence of good practice but this is happening in silos, making it difficult to share information and deliver best practice for the service user. The system is complicated and difficult to navigate.

Multiple IT systems across health and social care. This reduces the flow of information and results in poor service user experience, missed opportunities and failed referrals.

Different teams/ organisations take different approaches to prevention. Not maximising impact of evidence-based interventions

People at risk of falls go undetected. This is a missed opportunity, often people could be prevented from deteriorating.

Exercise is not a common feature of the older adult lifestyle. Many are not meeting recommended guidelines for reducing falls risk.

Not all service users have access to smart devices/ feel confident with technology. May present a challenge in creating universal solutions involving technology.

Limited digital solutions available to support *prevention* of falls

- Improve the ability of systems and people to connect /interface
- Simplify pathways
- Learn from other areas where they have implemented integrated falls services/pathway
- Make falls prevention everyone's business: Establish a system-wide approach to falls prevention based on best available evidence
- Explore solutions that address barriers to engaging with appropriate exercise activities
- Utilise patient activation measures
- Opportunity to test app-based interventions with more 'tech-savvy/confident' cohort
- Training/ digital awareness work with older population
- Develop/ test new digital technology for prevention of falls

# Next steps...

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- Complete interviews and focus groups (including carers, low risk groups and care agencies)
- Meet with Public Health to deepen our understanding of the prevention agenda and any current workstreams relating to falls prevention in the borough
- Continue to adjust map of falls pathway and services
- Analyse qualitative and quantitative data to focus problem statement and prioritise areas to guide digital exploration.
- Engage stakeholders in a workshop to examine potential digital solutions