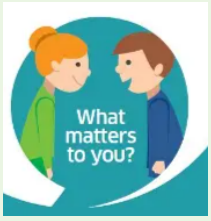
NHSGGC Care Home Falls Pathway

Michael's journey

The NHSGGC Care Home Falls Pathway helps care home staff look after residents who have fallen and hurt themselves. It lets staff quickly speak to a senior clinician by video call to get advice about what to do next.

The clinician and care home staff can help decide whether the resident can stay safely in the care home, needs a planned visit to a clinic or hospital, or needs urgent treatment. The pathway aims to get people the right care quickly, avoid unnecessary trips to hospital, and help residents stay safe and comfortable, and at home where ever possible

Meet Michael



Michael is an 87-year-old gentleman, he and his wife live in Nightingale Care Home.

What matters most to Michael is his family, his faith, and football. He values his independence and enjoys remaining active, engaged, and at home, close to his wife, Mary, who still makes his eyes light up.



Michael and Mary



Nightingale Care Home

In August, Michael experienced a fall within the care home. This is the story of his journey through the NHSGGC Care Home Falls Pathway.

The Pathway

Wednesday Morning - Approximately 8am

During the morning shift handover, Michael experienced a fall and was found in the bathroom. Although he had managed to get himself up, staff noted a lump on his head. Rosemary, the nurse caring for Michael, immediately commenced observations, including neurological observations, and carried out a thorough assessment.

Recognising the need for additional support, Rosemary contacted the local Community Nursing Team, who recommended following the NHSGGC Care Home Falls Pathway.



Nurse Rosemary



Jane at FNC Admin Team

9am

Rosemary contacted the Admin Team at the Flow Navigation Centre (FNC). Michael's details were recorded, and a virtual appointment was scheduled with the Virtual ED clinical team at 11:30am.

11.30am

Shortly before the appointment, the call was allocated to John Paul, an Advanced Practice Paramedic. To gain a comprehensive understanding of Michael's circumstances, John Paul reviewed his medical history, including existing health conditions, prescribed medications, and any documented anticipatory care planning discussions.

At 11:30am, Michael joined the video consultation with support from Rosemary. Guided by John Paul’s questions, Rosemary provided details about the fall and the care that had been delivered while awaiting the consultation. Together, they completed a thorough assessment of Michael's condition.



John Paul, Advanced Practice Paramedic, FNC

Both Rosemary and John Paul were reassured that, despite the fall, Michael remained clinically well. The bump to his head was not causing any concerning symptoms. During the consultation, Michael was observed to be easily woken, mobilising as usual, and eating and drinking well.

Following the assessment, it was agreed that the most appropriate plan was for Michael to remain in the care home, with ongoing observation over the following 24 hours. Rosemary was advised to contact the team again should Michael's condition change.

Follow up

One week later, Michael remained settled and well within the care home. Rosemary reflected positively on the support provided through the Care Home Falls Pathway, describing it as timely, responsive, and highly supportive. She felt reassured throughout the process, with the assessment being guided appropriately and her clinical findings validated.

Mary, the Deputy Manager, emphasised the care home's commitment to avoiding unnecessary hospital admissions whenever possible, noting, "No one knows the residents as well as their families and us."

Arlene, the Care Home Manager, highlighted that Michael becomes more disorientated when away from his familiar environment and would likely find a hospital attendance distressing.

Michael's daughter, Wendy, shared this view, explaining that she prefers her father to avoid hospital visits whenever it is safe to do so, as the experience can be overwhelming for him.



Nightingale team (left - right)
Arlene, Rosemary and Mary

The Outcome

Michael received the right care, in the right place, at the right time. By using the NHSGGC Care Home Falls Pathway, the care team were able to access timely clinical support, avoid an unnecessary hospital attendance, and achieve the best possible outcome for Michael.

Further Resources

Learn more about the NHSGGC Care Home Falls Pathway

Access further Care Home Falls Reduction Resources via The Care Home Collaborative website

Get involved



We'd love to hear your stories of using the Care Home Falls Pathway. Tell us how it helped your resident access the right care, in the right place, at the right time.

Drop us an email at ggc.chccontact@nhs.scot

Produced with thanks to Michael, his family and the Teams at Nightingale Care Home and NHSGGC FNC

