

Case Study

Date: Throughout 2014

Region: Three South of England Clinical Commissioning Groups (CCGs)

Overview: Investigation into reducing the number of falls and fractures sustained by patients aged 65+.

The details: Three South of England CCGs commissioned Donna Ockenden Ltd to review evidence and best practise into how to reduce falls and fractures. Specifically focussing on people aged 65+ and should an injury occur how to return the patient to as good a state of health as possible.

In January 2014 a health economy wide 'Falls and Fracture Reduction Summit' was held and showed a clear need to introduce change. The outcome of the work was that a single management approach needed to be adopted in the best interest of patients. The aim is to set out clearly the outcomes expected and how they will be measured rather than give precise instructions to providers on how to provide the service. Also to promote to all health and social care professionals that they have a duty of care to engage with the strategy.

There were five general principles:

- To evidence involvement of all service users
- To demonstrate the education programme to users and ensure that it is understood by all
- To ensure providers (voluntary and local authority) are utilised, engaged and have support
- To ensure the population is provided with seamless service delivery
- To ensure that the service will be underpinned with commitment to improve bone health

There were five service objectives:

- Restoring health
- Provide equity in access to service
- Identify modifiable causes of falls and mitigate where possible
- Significantly reduce future falls
- Ensure bone protection is initiated for all

There have also been a number of metrics to measure and 11 quality standards.

Outcome: Donna provided the three CCGs with the opportunity to develop a falls and fracture reduction strategy across their joint populations. A single management approach was adopted and a Falls and Fracture Reduction service is now in place.