

Falls Prevention Service

St Paul's Cray Clinic
Mickleham Road
Orpington BR5 2RJ

0300 330 5777*

*Calls charged at local rate

As part of your referral, it may be necessary to share relevant information about you with health and social care professionals in other organisations so you can get the best care. This is done in line with the NHS Code of Confidentiality and the Data Protection Act 1998. We will always discuss this with you first.

To find out more about the Falls Prevention service visit bromleyhealthcare.org.uk/falls or scan the QR:

SCAN ME



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The Falls Prevention service is provided by Bromley Healthcare, an award-winning social enterprise working with the NHS, delivering a wide range of community healthcare services to people of all ages in Bromley and its neighbouring boroughs.

We provide a wide range of nursing, medical and therapy services for adults and children. These include District Nursing, Health Visiting, Speech and Language Therapy, Physiotherapy and Occupational Therapy. 98% of our patients would recommend our services to their friends and family.

Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Central Court
1b Knoll Rise
Orpington BR6 0JA

020 8315 8880

bromh.feedback@nhs.net

bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd
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NHS



Falls Prevention Service
Provided by Bromley Healthcare

If you have fallen or are at risk of falling, our specialist service for adults aged 65 and over, can offer support and advice to help prevent you from falling in the future.

If you have been identified as being at high risk of osteoporosis (fragile bones) and fractures, this service can help you.

What we can provide

We may offer you a Therapy Clinic appointment or arrange to see you at home if you are housebound.

We provide a holistic falls assessment including: detailed falls history, falls risks, strength, balance, mobility and gait. This will help us investigate the reason for your fall(s).

We can provide home environment assessments to provide equipment and advice to help reduce your falls risk.

We will offer you tailored exercises that have been shown to improve strength, balance, mobility and confidence. These can be within your own home with support, as needed, or you may be able to attend one of our Strong and StABLE exercise classes we hold across the borough.

We will also provide advice and information to you and your relatives or carers, to help you reduce your falls risk.

Following therapy assessment, if you are not under the care of any consultants, we can offer an appointment with our consultant for a medical review, if required.

Referral to the service

If you are aged 65 or over and you feel that you would benefit from receiving an assessment and intervention from the Falls Prevention service, visit the service's website page at:

bromleyhealthcare.org.uk/falls

Once you have read the information regarding referral to the service and you fit the criteria, please contact the service's administrative team by phoning:

0300 330 5777

A member of this team will take the necessary details from you. This information will be passed to a clinician. Then a clinician will contact you within 5 working days to discuss your referral in more detail.

If it is felt you are not suitable for our service or it would be better for you to be seen by a different service, this will be discussed with you and your GP will be informed so that they can make the appropriate referral.

If you would prefer to speak to your GP or healthcare professional about being referred to the Falls Prevention Service, please do so as they are also able to make a referral to the service.

What we might ask you

There could be a number of questions we may ask you (questions may vary), but think about:

- How often have you fallen in the last 12 months?
- What were you doing at the time of your falls?
- Do certain movements make you feel unsteady on your feet?
- Could you get up after you fell?
- Do you have concerns about falling, that have resulted in you stopping or reducing your normal everyday activities?
- Why do you think you fell?

Our specialist team will be able to help you understand why you fell and work with you to develop a plan to help be more confident and reduce your risk of falling again.

Where we will see you

Our service is based at St Paul's Cray Clinic in Orpington (see overleaf) but we can see you in our specialist clinics around the borough.