



Urgent Care Practitioners (UCP+) Home Visiting Service **(Co-ordinated by Herts Urgent Care & Herts Adult Care Services)**

To prevent unnecessary admissions to hospital

For clients in their own home who have fallen & are still on the floor or have managed to get up – Get prompt Assessment / Treatment / Advice from a qualified nurse or paramedic.

Only for clients that have no obvious fractures, dislocation, injury and who are not unwell. If you suspect a serious injury / ill-health you will always call 999 and ask for "AMBULANCE"

UCP+ visiting service

Service available Monday to Friday - 8am until 7pm (last referral 6.30pm)

Instructions for carers

If you see that a fall has taken place, please take the following course of action:

- Check for injuries. If the client cannot get up by themselves or with assistance, do not lift them up – you could hurt them and yourself!
- Help make the client comfortable and give reassurance.
- Help the client to phone NHS 111 (or phone for them).
- The NHS 111 health advisor will need full information about what has happened and the client's condition.
- If the client is not injured or unwell, suggest to the NHS 111 advisor that "**UCP+ visiting service**" could be appropriate.
- NHS 111 staff will decide if this course of action is correct. If not, they will tell the client & you what to do next.

Remember

*** Concerned over someone's health - phone NHS 111***

*** Suspect serious ill-health or serious injury, phone 999***

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