

# Falls Care Navigator Service

The Falls Care Navigator Service is a new initiative in Herefordshire dedicated to supporting frequent fallers, connecting them with community support groups and other support resources in the area. This is to reduce the risk and severity of subsequent falls and further reduce the number of non-urgent ambulance call-outs.

The primary aims of the service include:

- Reducing ambulance call-outs to non-injured fallers by raising awareness of the **Falls Responder Service**
- Reducing hospital admissions due to falls
- Increasing individual client's confidence to mobilise safely
- And most importantly providing support and advice to frequent fallers and their families, giving them peace of mind



Our Falls Care Navigator team are specially trained to assess every client's individual needs and so their assistance varies from client to client. They will produce a bespoke action plan for each client, which could involve arranging a review of medication at their pharmacy or referring them to a falls prevention service.

Our Falls Care Navigators will keep GP's, Social Workers and other health and social care professionals (where applicable) informed of their interventions.

## Contact the team

By phone on **01432 384127**

Email them via [FallsCareNavigators@connexus-group.co.uk](mailto:FallsCareNavigators@connexus-group.co.uk)



## Falls Responder Service

The Falls Responder Service is a 3-way partnership between Connexus, Herefordshire Council, and the Herefordshire Clinical Commissioning Group helping individuals who may have fallen in their homes.

[Find out more here](#)

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