

A summary of responses to Cheshire East Council's

Falls Prevention Strategy Consultation 2023



Executive Summary

Introduction

Between 16 January and 27 March 2023 Cheshire East Council consulted on an updated version of its Falls Prevention Strategy, with feedback to be used to finalise the strategy prior to its adoption in 2023.

The consultation targeted 2 different stakeholder groups:

- A “Strategy Survey” targeted health practitioners, managers, policy makers, decision makers, and members of the public on the actual draft strategy itself.
- A “Resident Survey” targeted Cheshire East residents who might be at risk of falling, particularly those aged 65 plus.

In total, there were 297 consultation responses, including:

- 28 “Strategy Survey” responses
- 267 “Resident Survey” responses
- 2 email responses

Strategy survey feedback

Almost two-thirds of “Strategy Survey” respondents (63%) were aware of the Falls Prevention Strategy before taking the survey, and large proportions agreed that the vision (88% agree), aims (81% agree) and priorities (85% agree) of the draft strategy were suitable.

Respondents suggested the strategy could be improved by:

- Ensuring it covers those under 65 who also may be at risk of falling
- Ensuring it covers visitors to Cheshire East as well as residents
- Making more reference to exercise classes and community activities to help build fitness to in turn help prevent falls
- Making more reference to improving pavements in Cheshire East to prevent falls

Respondents listed their preferred methods of communicating about falls to professionals and the public as:

- Leaflets handed out to customers / residents, delivered in the post or distributed in libraries, GP surgeries, pharmacies
- Cheshire East Council website / Live Well website
- Email
- Facebook / On social media

Resident survey feedback

A high proportion of “Resident Survey” respondents (69%) were concerned about falling over, with 24% very concerned. In the last 3 years:

- 64% of respondents had experienced a fear of falling
- 40% of respondents had experienced a fall resulting in an injury
- 15% of respondents had experienced a fracture from a fall

In terms of physical exercise, respondents reported doing each of the following at least a few times a week:

- Housework or childcare (79%)
- Walking for pleasure or to commute (68%)
- Gardening or DIY (48%)
- Physical exercise (31%)
- Cycling (5%)

In terms of taking steps to prevent falls:

- 95% are aware of trips and hazards in their home
- 56% are aware that not drinking enough water can lead to a fall

Before taking this survey, 12% of respondents had heard of the “Cheshire Falls Prevention” leaflet, 86% had not, and the most popular ways of finding out falls prevention information in future would be:

- Online (61%)
- At a GP / Pharmacist (19%)

When asked if they had any suggestions as to how falls in Cheshire East could be reduced respondents suggested:

- Maintaining pavements better, and ensuring they are clear (140 comments)
- Improve local infrastructure, by removing street furniture and having more public seating (19 comments)
- Improving the physical health of the elderly and improving health services for the elderly (45 comments)
- Raising awareness of falls prevention (35 comments)

Email feedback

In total 2 emails were received during the consultation, including an email received on behalf of Sandbach Town Council (email response #2).

- Falls Prevention should include a Quick Response Falls Pickup service which has mobile teams that are on call to assist people who have fallen, such a service has been successfully employed in other areas and works well.
- Sandbach Town Council would like to include fall prevention for outside the home within the strategy – It is a concern that this strategy concentrates solely on residents falling within the home. Consideration should be given to linking the strategy with Highways and Planning to help minimise trip hazards.

Conclusions

Positive feedback on the strategy

Although the number of responses to the “Strategy Survey” was quite low (29 responses in total), it is extremely encouraging that feedback on the strategy itself was so positive, with very high proportions of respondents agreeing that its content is appropriate (81% plus) – this gives us a certain amount of confidence that the strategy is fit for purpose.

“Resident Survey” response

The response to the “Resident Survey” was much more significant (267 responses in total), probably because the “Resident Survey” was shorter, more engaging and did not require respondents to read a strategy document before responding.

Residents confirmed that falls are a problem among a certain cohort, with 40% having experienced a fall in the past 3 years.

Improving the Falls Prevention Strategy

Respondents suggested a number of ways the Falls Prevention Strategy could be improved, and these suggestions have been captured in detail within this report.

The main suggestions for improving the strategy seemed to be:

Improving pavements around Cheshire East – The number one suggestion within comments by “Resident Survey” respondents for improving the Falls Prevention Strategy was to improve pavements around Cheshire East to prevent falls. Some were concerned that the strategy only focuses on preventing falls inside the home, with no reference made to preventing falls outside the home. This may be an especially important priority given 68% of “Resident Survey” respondents walk for exercise several times a week, the second most popular form of exercise for those at risk of falls.

Improving physical health of the elderly – 31% of “Resident Survey” respondents do physical exercise at least a few times a week and many respondents suggested improving the physical health of those at risk of falls should be a key priority.

Respondents suggested this could be achieved by improving access to exercise classes and community groups for those with mobility problems.

Raise awareness of falls prevention – The main ways people wanted to be communicated with regarding falls prevention seemed to be online via the CEC website or by email, and through leaflets at GP surgeries. This would seem to be a key priority given just 12% of “Resident Survey” respondents had heard of the “Cheshire Falls Prevention” leaflet prior to the survey.

Not restricting the strategy to only those aged 65 and over, and only to Cheshire East residents – Respondents suggested the strategy could be made more inclusive by including more reference to these groups in it.

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Report produced 12 April 2023 by Ben Buckley of the Research and Consultation Team, Cheshire East Council. Email RandC@cheshireeast.gov.uk for further information.

Introduction

Purpose of the consultation

Between 16 January and 27 March 2023 Cheshire East Council consulted on an updated version of its Falls Prevention Strategy.

The consultation targeted 2 different stakeholder groups:

1. Health practitioners, managers, policy makers, decision makers, and members of the public.

Feedback was sought from this stakeholder group on the content of the draft strategy itself – this was collected through a “Strategy Survey”.

2. Residents of Cheshire East who might be at risk of falling, particularly those aged 65 plus.

Feedback was sought from this stakeholder group on their experience with falls and what could be done to prevent it in future – this was collected through a “Resident Survey”.

Feedback from these surveys would be used to inform the development of the strategy, before it is adopted by the council in 2023.

Consultation methodology

The consultation was widely promoted, most notably through:

- Media releases
- Emails to key stakeholders including all local Town and Parish Councils
- The council's Digital Influence Panel
- Social media

Consultation responses

In total, there were 297 consultation responses, including:

- 28 “Strategy Survey” responses
- 267 “Resident Survey” responses
- 2 email responses (see Appendix 1)

Reading this report

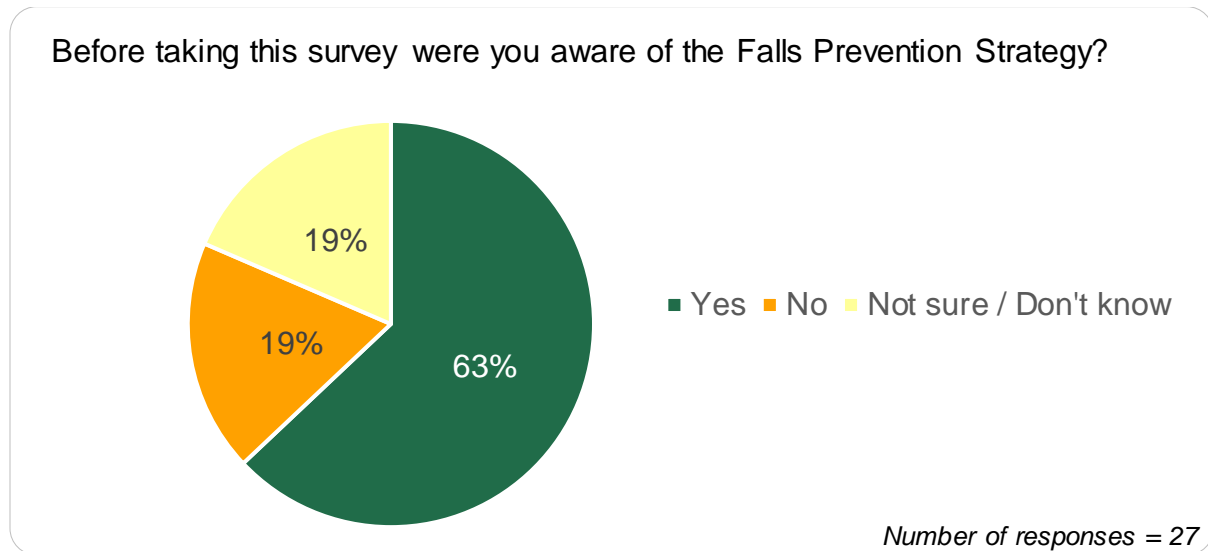
The main sections of the report (“Strategy Survey feedback” and “Resident Survey feedback”) summarise responses to the 2 different stakeholder surveys.

Appendix 1 then summarises and publishes the 2 emails received during the consultation.

Strategy Survey feedback

Awareness of the strategy

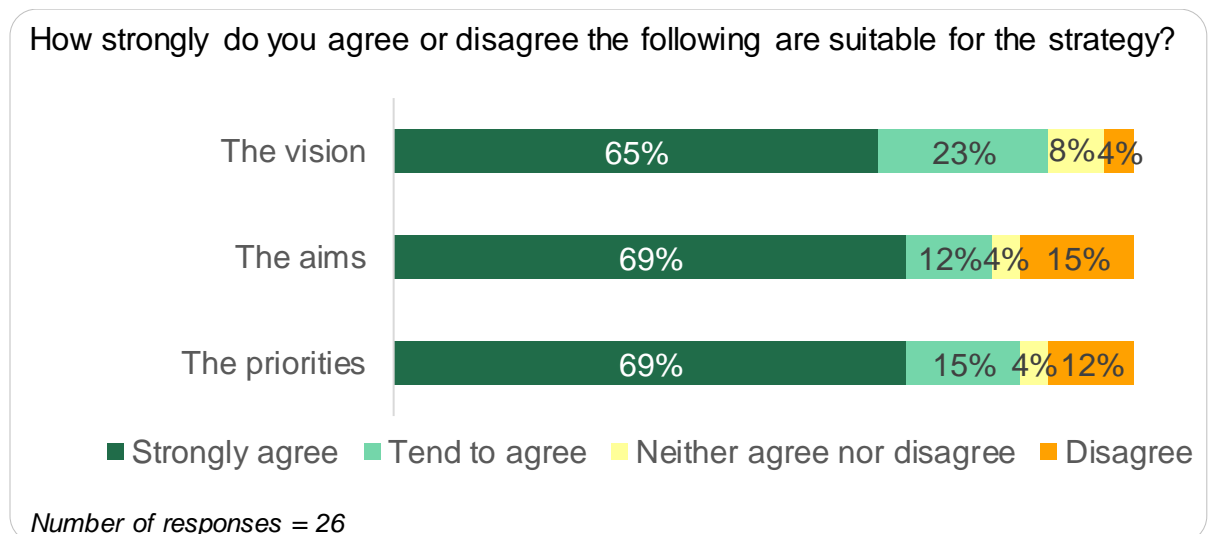
Almost two-thirds of “Strategy Survey” respondents (63%) were aware of the Falls Prevention Strategy before taking the survey.



Suitability of the vision, aims and priorities

Large proportions of “Strategy Survey” respondents agreed that the following are suitable for the strategy:

- The vision (88% agreed it was suitable, 4% disagreed)
- The aims (81% agreed they were suitable, 15% disagreed)
- The priorities (85% agreed they were suitable, 12% disagreed)



Improving the vision and aims

Respondents made 16 comments in reply to the question “How could the vision and aims be improved?” – these comments have been summarised in the table below.

How could the vision and aims be improved?	Count
Include more age groups, I have fallen twice in the last 12 months breaking bones on both occasions and am not yet 65. Could it include those who are not elderly, but who have sight and hearing problems?	3
Suggested vision wording change in italics: “Prevent and reduce the impact of falls to enable people in Cheshire East to live independently for longer <i>and to provide the opportunity to benefit from engaging in sociable community activities.</i> ”	1
Possible addition – Provide a sentence, or information / detail about exercises and classes that can help people build their fitness and how these will be promoted, including for those leaving hospital	4
Possible addition – Shouldn't it include pavements and dropped kerbs? Everybody is at risk of falling if pavements/walkways are not fit for walking on. Kerbsides not kept in good condition or dropped for ease of traverse	2
Possible addition – The strategy needs to also cover visitors to or through Cheshire East e.g. ensure visitors have access to drinks, footpaths and public spaces are safe from trip hazards	1
Possible addition – Joint working between NHS and Social Services	1
Possible addition – Raise awareness of Falls Prevention with all health and care professionals through training programmes and awareness for the general public	1
Possible addition – Equality and diversity inclusion	1
It could be improved by having no strategy. The strategy is very patronising and typical of state interference in people's lives. This must be about the 10 th Falls Prevention Strategy I have seen from CEC, what has been delivered? Stop with the strategies – start delivering.	2

Improving the priorities

Respondents made 7 comments in reply to the question “How could the priorities be improved?” – these comments have been summarised in the table below.

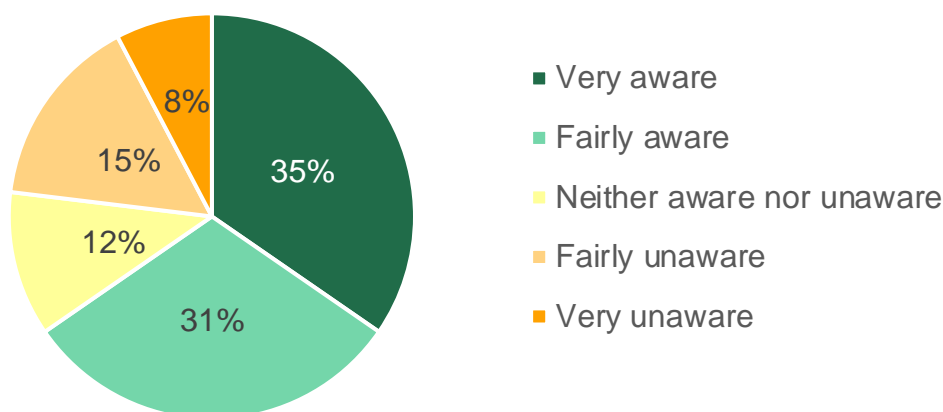
How could the priorities be improved?	Count
Possible addition – Education and information for the public i.e. leaflets at A&E, GP surgeries etc.	1
Possible addition – Joint working between the NHS and Social Services.	1
Possible addition – Smooth referral process for Social care staff to identify and refer those individuals who are identified as being vulnerable to falls.	1
Possible addition – Have medical help available, ambulances do not arrive for fall victims even for compound fractures	1
Possible addition – Not receiving timely medical help exacerbates the problem resulting in trauma and delayed treatment impacts on recovery and mental health	1

Possible addition – Involve the highways team and PROW depots at the start as it would start discussions on how improvements can be made to pavements/kerbs and prow etc to meet your objectives	1
Possible addition – Need to include the risk to those visiting/traveling through Cheshire East, and ensure publicly accessible space is safe and free from trip hazards - would benefit all residents and visitors whatever their ages and physical ability.	1

Awareness of falls prevention services

65% of “Strategy Survey” respondents were aware of the services in Cheshire East that support falls prevention.

How aware are you of the services in Cheshire East that support falls prevention?



Number of responses = 26

Preferred method of communication

Respondents made 30 comments in reply to the question “Which is your preferred method of ensuring communication of the issue of falls to professionals and the public?” – these comments have been summarised in the table below.

Which is your preferred method of ensuring communication of the issue of falls to professionals and the public?	Count
Leaflets handed out to customers / residents, delivered in the post or distributed in libraries, GP surgeries, pharmacies	9
Cheshire East Council website / Live Well website	5
Email	4
Facebook / Social media	3
Posters	2
Public talks / Engagement events	2
Face to face conversations	1
Local newsletters	1
Radio / TV adverts	1
Through Town & Parish Councils	1
Word of mouth	1

Additional intelligence

Respondents made 7 comments in reply to the question “What additional intelligence do you have available that can help to inform commissioning and service development of falls prevention in Cheshire East?” – these comments have been summarised in the table below.

What additional intelligence do you have available that can help to inform commissioning and service development of falls prevention in Cheshire East?	Count
I don't have any data but there should be more intelligence around the causes of falls so you can identify the top reasons for falls and where/when they are most likely to happen.	1
Intelligence??? The NHS has a 10yr plan to get everyone walking. Suggest you work with all CE health workers and their third parties, Cheshire NHS, CE highways to make the roads safer, CE prow team, walking groups, town and Parish councils, schools and other educational establishments. CE departments who are responsible for air quality and environmental to push to reduce carbon emissions and meet targets.	1
Libraries could help to promote the strategy and its services - we have a large client base in the over 65s and we also deliver books to housebound, elderly and frail residents - information could be passed on through this service too. Staff are often asked to signpost people to this sort of service - as we're one of the few places where you can speak to a council employee in person. We also facilitate digital access and assist those who need help using online services.	1
Personal experience of falling, lack of medical provision and hospitalisations as a result of lack of initial medical support, i.e. NO AMBULANCES	1
Reablement staff regularly witness incidents of Falls and the outcomes. We have the potential to capture valuable data about the frequency of falls, types of falls and the impact of falls upon the different Services and resources.	1
The strategy covers falls specific exercise classes but not all people can easily access these or wish to access a group. My service supports therapy exercises in a person`s home but is being impacted by the shortages of physiotherapists and being under utilised. I don`t feel a large investment is needed to make a big impact. Services being more aware of what each other provide would also help in supporting or signposting for falls prevention.	1
There is a need to work closely with the medical community with regards to medicines management for individuals as multiple medications can lead to side effects which cause symptoms which might increase a persons falls risk. Regular BP checks for the at risk population widening the scope of social care staff in daily contact or during care delivery to engage with those at risk of falls, provide advice, support or encourage exercise plans etc improving accessibility of falls exercise groups/reducing charges for high risk groups of patients	1

Final comments

Respondents made 2 comments in reply to the question “Do you have any comments or additions that are not covered in the strategy?” – these comments have been summarised in the table below.

Do you have any comments or additions that are not covered in the strategy?	Count
A lot of elderly people fall within their own homes and do not necessarily require the intervention of a paramedic or hospital. If a task force was employed (of a nurse and a physiotherapist) to respond to incidents of falls, visit the individual in their home, assess the individual's health, and assist them up off the floor where appropriate this would help save Social Care and NHS resources and budgets.	1
Improve ambulance services or even have them available	1

Respondents made 2 comments in reply to the question “Are there any key areas missing or any general amendments you would suggest to the Falls Prevention Strategy?” – these comments have been summarised in the table below.

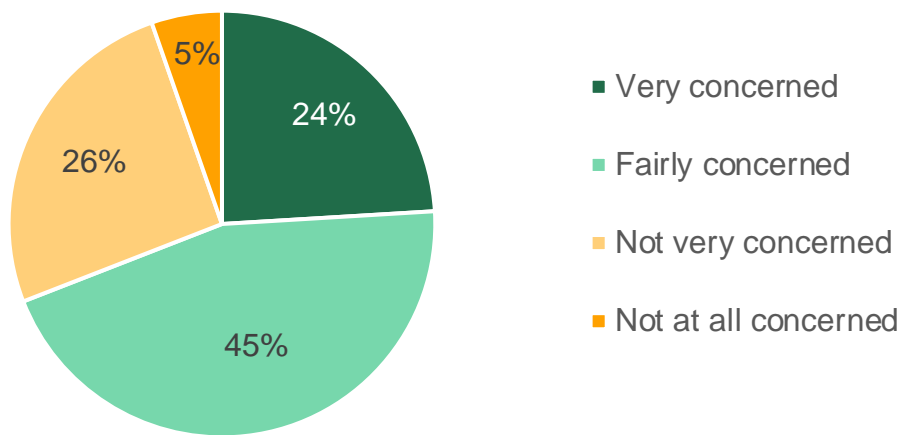
Are there any key areas missing or any general amendments you would suggest to the Falls Prevention Strategy?	Count
Accidents and falls don't just happen to residents, the strategy needs to relate to residents and visitors/travellers within Cheshire East.	1
Falls prevention needs to be ongoing so greater provision needs to be made for participants to continue with exercise at the end of the referral course even if that requires a monetary contribution per participant.	1

Resident Survey feedback

Level of concern about falling

69% of respondents were concerned about falling over, with 24% of respondents very concerned.

Generally speaking, how concerned are you about falling over?

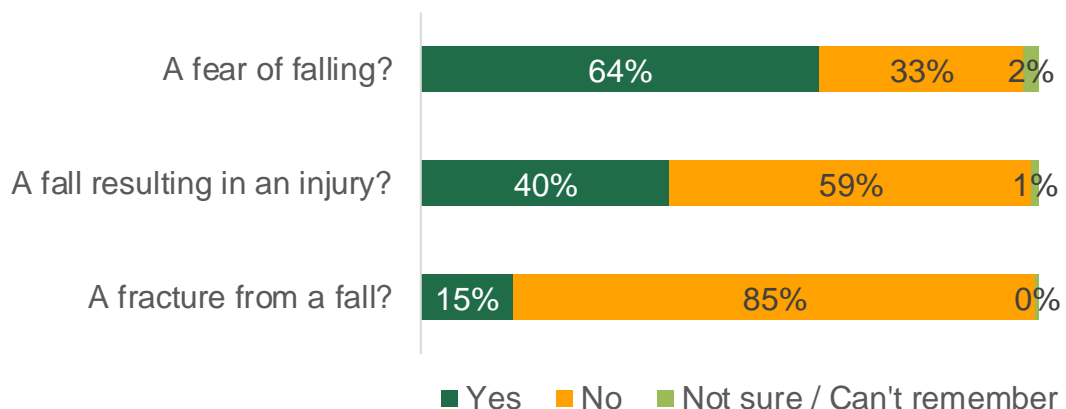


Number of responses = 262

In the last 3 years:

- 64% of respondents had experienced a fear of falling
- 40% of respondents had experienced a fall resulting in an injury
- 15% of respondents had experienced a fracture from a fall

Have you experienced any of the following in the last 3 years?



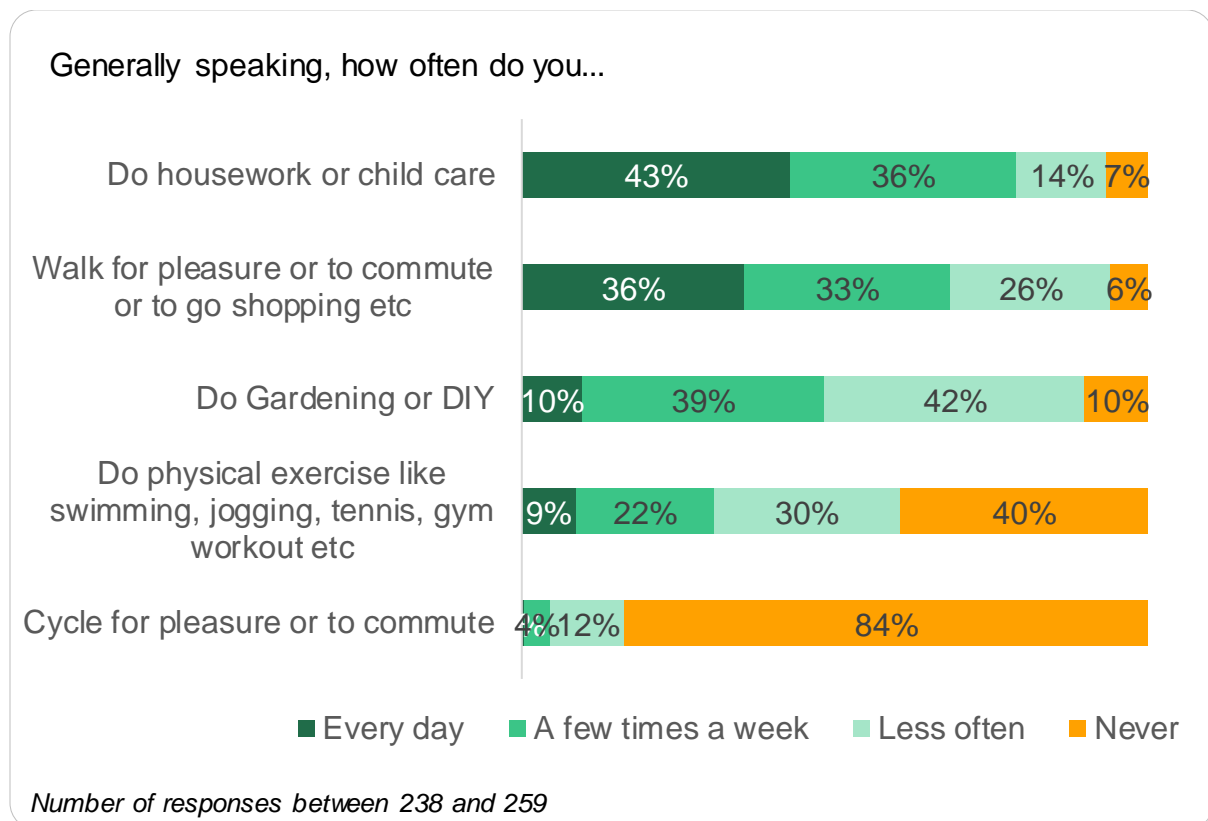
Number of responses between 230 and 246

Health and falls prevention

Respondents do the following at least a few times a week:

- 79% do housework or childcare
- 68% walk for pleasure or to commute
- 48% do gardening or DIY
- 31% do physical exercise
- 5% cycle

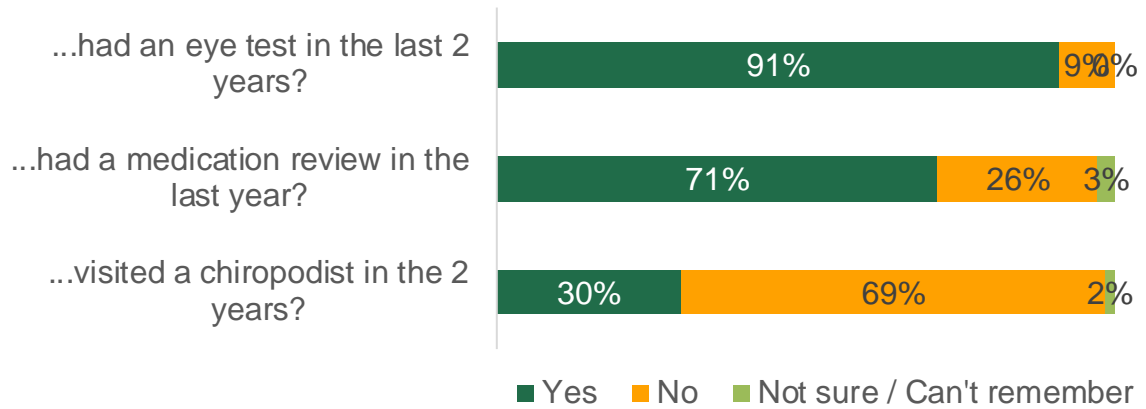
10% of respondents had not done any of these activities at least a few times a week.



In terms of getting medical assessments to help prevent falls:

- 91% have had an eye test in the last 2 years
- 71% have had a medication review in the last year
- 30% have visited a chiropodist in the last 2 years

Have you...

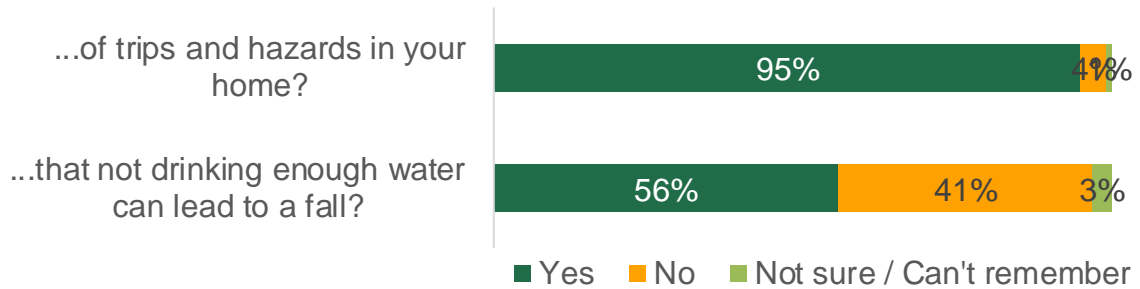


Number of responses between 257 and 264

In terms of taking steps to prevent falls in other ways:

- 95% are aware of trips and hazards in their home
- 56% are aware that not drinking enough water can lead to a fall

Are you aware...

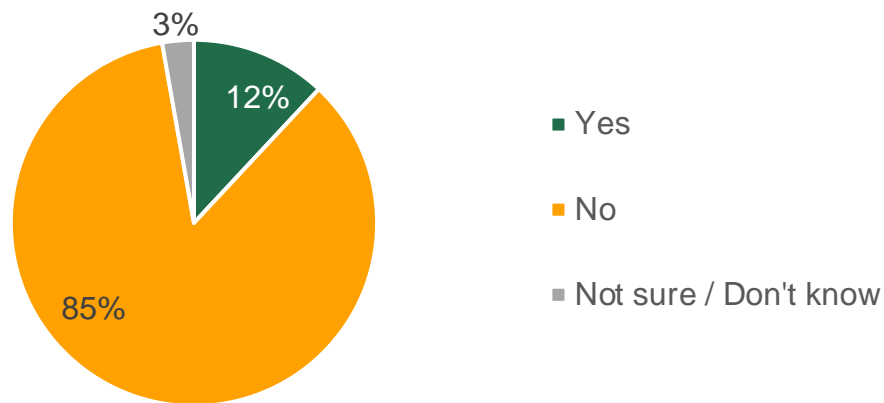


Number of responses between 259 and 260

Falls prevention information

Before taking this survey, 12% of respondents had heard of the “Cheshire Falls Prevention” leaflet, 86% had not.

Before taking this survey had you seen or heard of the "Cheshire Falls Prevention" leaflet?

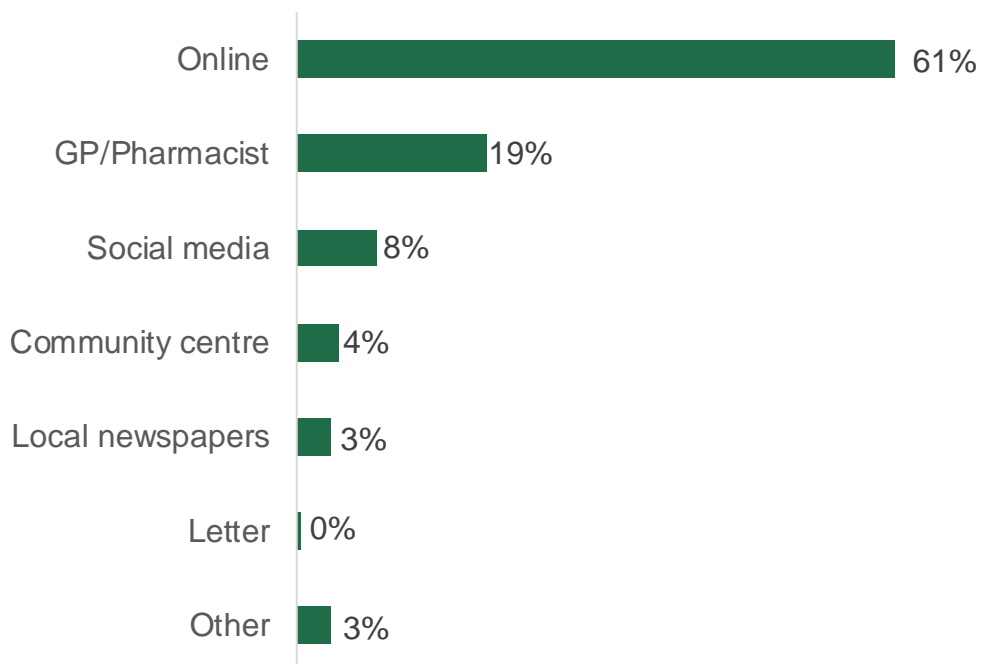


Number of responses = 251

The most popular ways of finding out falls prevention information in future would be:

- Online (61%)
- At a GP / Pharmacist (19%)

How would you prefer to find out information about falls prevention in Cheshire East?



Number of responses = 259

Suggestions for reducing falls in Cheshire East

Within the “Resident Survey”, respondents were asked if they had any suggestions how Cheshire East Council and partners could help to reduce the likelihood of falls in Cheshire East.

In total respondents made a total of 245 comments in reply between them. These comments have been summarised below.

Maintain pavements better and ensure they are clear

Respondents made 140 comments which suggested improving pavements in Cheshire East to help prevent falls – these comments have been summarised in the table below.

Maintain pavements better and ensure they are clear	140
Maintain pavements and roads better, they are in a poor state. Make sure pavements are level and not uneven or sloping. The main concern for falls is on streets with uneven cobblestones and paving blocks. Tripping on pavements is a major problem. Most elderly people can be seen walking with their heads down and leaning forward so that their backs are not straight and they are unbalanced, but they have to walk like this because the pavements are so bad. People should be able to walk looking in front of them, not down at their feet to avoid the unevenness.	97
Keep pavements clean and clear – Of snow and ice in winter. Make sure they are well salted, have more salting bins around.	26
Keep pavements clean and clear – Of leaves, twigs, overgrown shrubs / bushes / trees, tree roots, of flood water. These are all trip hazards.	8
Keep pavements clean and clear – Of cars which cause obstructions when parked on pavements and make them uneven, enforce no parking laws better. Ban vehicles from pedestrian areas to stop pavements getting ruined.	6
Keep pavements clean and clear – Of dog poo, which if stepped on can cause people to slide and fall.	1
Advertise fixmystreet better in towns, advertise it on lamposts near pavements etc. Act on reports quicker.	2
Make curbs easier to see.	1

Improve local infrastructure

Respondents made 19 comments which suggested improving local infrastructure in Cheshire East to help prevent falls – these comments have been summarised in the table below.

Improve local infrastructure	19
Stop shops from putting signs and street furniture on the street outside shops or using pavements. Shops need to be alert to their surfaces, mats, kerb edges, steps etc that present risk.	6
Have more public seating and benches so people can take rests.	3

Have better / fix public lighting and street lights.	3
Cluttered pavements (street furniture), shared vehicle and pedestrian areas, and in particular electric scooters or bikes ridden too quickly and in the wrong place are risks.	3
Provide more safe street crossings / pedestrian crossings.	2
Ensure new builds advertised on Cheshire Homechoice are safe and have everything they should have.	1
Provide free car parking in town centres for elderly people so they don't have to walk far.	1

Improve the physical health of the elderly and improve health services

Respondents made 45 comments which suggested improving the physical health of the elderly to help prevent falls – these comments have been summarised in the table below.

Improve the physical health of the elderly and improve health services	45
Put on more exercise classes for the elderly, help to develop muscle strength / core strength. Have free classes for the over 70s. Exercise classes strengthen muscles, build confidence, improve the knowledge and understanding of falls and of people's body and joints. Don't wait for people to have a fall before needing to be assessed to attend a class. Improve access to the classes – while they look great many people can't get there. Initiate exercise programmes for the elderly in easily reached venues, perhaps run a minibus to pick up those who live a distance from the venue. Have more community gatherings to make people more active. Older people concerned about falling could be given a voucher or publicise a gym such as the one I go to which is specifically for older people where we do particular exercises to prevent falling. Classes could include swimming classes, stand strong exercise classes, body balance classes, the ALIVE project etc.	18
Have better access to physiotherapy sessions, community physiotherapists and occupational therapy for assessments and advise. Current waiting lists for access to these in Cheshire East are far too long.	6
GPs – Have them check the balance of the elderly when they see them and to and communicate risks better.	4
Walking sticks / Shoes – Encourage their use more, especially for those that are afraid of falling. Reduce the stigma of using a stick, elderly people tend to think it's admitting that they're old. Ensure people are wearing proper shoes.	4
Promote the benefits of more light exercise – Standing on one leg for 5 minutes then the other is good exercise, encourage this daily, advise the elderly on what exercises to do. Residential homes should be encouraged to do daily specific exercises with their residents.	3
Have teams visits older people to risk assess their homes, and to follow up hospital admissions to ascertain the causes of falls experienced. People coming out of hospital or whose eyesight is getting poor could request a home visit by the team / an occupational therapist who can advise on hazards and how the risks could be removed or reduced. This should be linked up with existing voluntary groups who will install grab rails, tape rugs securely etc.	3

Balance – Encourage hospitals to promote exercise to aid balance rather than simply issuing walking aids.	2
Glasses – Encourage people not to wear bifocals or varifocals when standing, only when sitting.	1
Medication review – Sometimes falls can be because people take their medication at the wrong time.	1
Advise against loose bathroom mats and general rugs around the house. Provide stick on anti-slip pads for baths and showers.	1
Publicise the dangers of dehydration more widely especially for younger potential 'fallers'.	1
Make falls prevention programmes available to under 65 year olds who need it.	1

Raise awareness of falls prevention

Respondents made 35 comments which suggested raising awareness of falls prevention to help prevent falls – these comments have been summarised in the table below.

Raise awareness of falls prevention	35
Provide more information, raise awareness – Make people aware of what can contribute towards a fall and what solutions are available to help avoid them. Provide info in GP surgeries, community halls, churches, libraries, schools etc. Send leaflets of guidance to people's homes, especially those who are older. Do more courses on how to prevent falls. Guidelines and suggestions via social media platforms would be appreciated.	24
Contact older people's groups and U3A to give talks about falls prevention. I found 'stand strong' very helpful but it needs to be advertised more publicly, such as surgeries, libraries, physiotherapy clinics. Give talks at U3A, Inner Wheel, Ladies Circle, Rotary, Probus meetings. Go to the Tuesday Club. Set up "staffed tables" in public area do public can access the info easily.	11

Miscellaneous comments

Respondents made 6 miscellaneous comments about preventing falls – these comments have been summarised in the table below.

Miscellaneous comments	6
Data – Create a database of falls documenting what caused each fall then look for common causes which could be eliminated or other action taken. Establish a register of vulnerable people.	3
This should not be a priority for the council, fix the roads instead, stop wasting money on such surveys.	3

Conclusions

Positive feedback on the strategy

Although the number of responses to the “Strategy Survey” was quite low (29 responses in total), it is extremely encouraging that feedback on the strategy itself was so positive, with very high proportions of respondents agreeing that its content is appropriate (81% plus) – this gives us a certain amount of confidence that the strategy is fit for purpose.

“Resident Survey” response

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Improving the Falls Prevention Strategy

Respondents suggested a number of ways the Falls Prevention Strategy could be improved, and these suggestions have been captured in detail within this report.

The main suggestions for improving the strategy seemed to be:

Improving pavements around Cheshire East – The number one suggestion within comments by “Resident Survey” respondents for improving the Falls Prevention Strategy was to improve pavements around Cheshire East to prevent falls. Some were concerned that the strategy only focuses on preventing falls inside the home, with no reference made to preventing falls outside the home. This may be an especially important priority given 68% of “Resident Survey” respondents walk for exercise several times a week, the second most popular form of exercise for those at risk of falls.

Improving physical health of the elderly – 31% of “Resident Survey” respondents do physical exercise at least a few times a week and many respondents suggested improving the physical health of those at risk of falls should be a key priority. Respondents suggested this could be achieved by improving access to exercise classes and community groups for those with mobility problems.

Raise awareness of falls prevention – The main ways people wanted to be communicated with regarding falls prevention seemed to be online via the CEC website or by email, and through leaflets at GP surgeries. This would seem to be a

key priority given just 12% of “Resident Survey” respondents had heard of the “Cheshire Falls Prevention” leaflet prior to the survey.

Not restricting the strategy to only those aged 65 and over, and only to Cheshire East residents – Respondents suggested the strategy could be made more inclusive by including more reference to these groups in it.

Appendix 1 – Email feedback

In total 2 emails were received during the consultation, including an email received on behalf of Sandbach Town Council (email response #2).

Both emails have been published verbatim below in the date order they were received, and have been anonymised to protect the identity of the individual sending the response. Brief summaries of the content of each email have also been provided.

Email response #1 – A CE resident

Date email received: 20 January 2023

Summary of content:

Falls Prevention should include a Quick Response Falls Pickup service which has mobile teams that are on call to assist people who have fallen, such a service has been successfully employed in other areas and works well.

Full email text:

The local position in the Cheshire East Falls Prevention Strategy 2023-2025 states that there were 23,982 falls locally in Cheshire East in 2020. This led to 2,255 hospital admissions for falls so therefore 21,727 or about 90% were not admitted.

My proposal is that Falls Prevention should include a Quick Response Falls Pickup service which has mobile teams of two that are on call by phone and able to drive to a fall and use specialist portable blow-up equipment to lift people who have fallen. After picking the person up, they will organise an ambulance for the 10% that require further hospital treatment, complete all visit paperwork and conduct a Home Hazard check or organise a future one (if one hasn't been done before).

This Falls Pickup service has several advantages:

- Reduced 999 calls & ambulance demand - It de-escalates the many falls that are very trivial and do not warrant a 999 call, for example slipping from a seat or bed onto the floor. The vast majority of 999 calls for falls involve a pickup and do not require the faller to be brought to hospital. 23,982 999 calls per year or 66 calls per day could be diverted to the Falls Pickup service to relieve the 999 ambulance service. The pickup service can organise ambulances for the 10% that require further hospital treatment;
- Reduced paramedic manual lifting injuries - Paramedics will not be required to manually lift fallers because specialist portable blow-up equipment will be employed by the Falls Pickup team;

- Reduced paramedic paperwork - Paramedics will not be required to fill out all the paperwork associated with a visit because the Falls Pickup team will do this;
- Reduced hospital treatment - Falls will be attended to more quickly and thus avoid potential hospital treatment because the faller has been on the floor for a lengthy period.

This type of service has been successfully employed on the Wirral where I called them out several times for my father instead of dialling 999. The service was brilliant & free. I have also been in attendance when an ambulance was called instead. Everything about it was slower.

If the Falls Pickup service was seen to be quick & successful, I think people would pay for this service rather than wait for an ambulance. I certainly would.

Regards.

Email response #2 – Sandbach Town Council

Date email received: 24 February 2023

Summary of content:

Sandbach Town Council would like to include fall prevention for outside the home within the strategy – It is a concern that this strategy concentrates solely on residents falling within the home. Consideration should be given to linking the strategy with Highways and Planning to help minimise trip hazards.

Full email text:

Dear Officer,

Members of Planning and Consultation Committee would like to respond to the Falls Prevention Strategy Consultation 2023 after the committee meeting 13 February 2023.

The Members would like to include fall prevention for outside the home within the strategy, including reference to residents and visitors, for provision of safe environment where exercise is encouraged for maintaining condition to minimise risk of falls. It is a concern that this strategy concentrates solely on residents falling within the home. When including prevention of outdoor falls, consideration should be given to linking the draft document with Borough Highways and Planning, to ensure suitability of planting near to footpaths for avoidance of Highway Damage and future trip hazards.

Please find enclosed a copy of the thorough Town Centre public realm condition report as a reference to the response, highlighting accessibility restrictions, risks of fall and incident.

Thank you for you attention.

