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To: GP Practice Team

Nursing/Care Home Falls Pathway via Flow Navigation Centre GGC Wide Implementation

We are writing to advise that following the successful test of a new pathway to support nursing and care home residents who had fallen within a number of Nursing/Care Homes across Greater Glasgow & Clyde, we are now rolling this pathway out across all homes for older people.

This pathway will provide an enhanced service whereby professional advice can be quickly accessed by nursing/care home staff. The use of an early video assessment/contact using 'Near Me' resulting in the formation of an action plan and treatment plan, will help to avoid an unscheduled and potentially lengthy attendance to the emergency department (ED). These patients will be identified and referred to the virtual service DIRECTLY by the nursing/care home staff.

The Flow Navigation Centre (FNC) Practitioner will undertake an early patient assessment via a video link to support the initial management of the patient by the nursing/care home trained staff. A provisional diagnosis would be made and nursing/care home staff will be advised of an initial course of action that will either:

- help to keep the patient comfortable in the nursing home overnight until a scheduled assessment in a Minor Injuries Unit (MIU) or ED is arranged
- inform that immediate treatment was required in hospital and how to facilitate this
- aid nursing home staff to manage the patient's injuries themselves and/or to seek primary care follow up

For residents that still may require attendance to hospital as an emergency, the Flow Navigation Centre can facilitate referral and ambulance transfer. For those residents that may require non-urgent assessment and/or investigation of their injury, the FNC staff can organise for their care episode to be a planned visit to a minor injuries unit (MIU) or ED.

For residents that are appropriate for assessment in an MIU, who are able to be transported by taxi or car with a carer, a scheduled visit to MIUs based at North Glasgow, South Glasgow or Clyde can be arranged for the following day. Where ongoing treatment/rehabilitation needs have been identified there may be a requirement for onward referral to a number of community services such as community rehab teams, district nursing or care home liaison teams.

Across GG&C there are over 100 homes for older people who could benefit from this pathway. To support the scale up it has been agreed that HSCPs will support the local implementation taking full advantage of the local governance arrangements, local intelligence, relationships and recognised robust communication channels. . Local commissioning teams have the intelligence to influence and shape the decisions around timing to approach homes, to engage with this pathway positively.

By summer 2022 we aim to have reached out to all homes for older people adding this pathway to their toolkit to support residents who have fallen.

We hope that you are supportive of this approach and that it will lead to positive outcomes for our nursing/care home residents.

Yours sincerely



Kerri Neylon
Deputy Medical Director for
Primary Care



Scott Davidson
Deputy Medical Director, Acute Services