



Recurrent fallers in residential aged care

Guidance for clinical staff

Residential Care Line (RCL) plays a key role in identifying service delivery gaps, especially when residents present to the emergency department following a fall.

Led by nurse practitioners, the service focuses on reducing preventable ED presentations and ensuring complex discharges are well supported.

RCL empowers residential aged care home (RACH) staff through clinical education, collaborative problem solving, and coordinated follow up to enhance resident care.

Falls assessment tool

RCL has developed a falls assessment tool that supports RACH staff to complete a systematic and structured review of each resident's falls history.

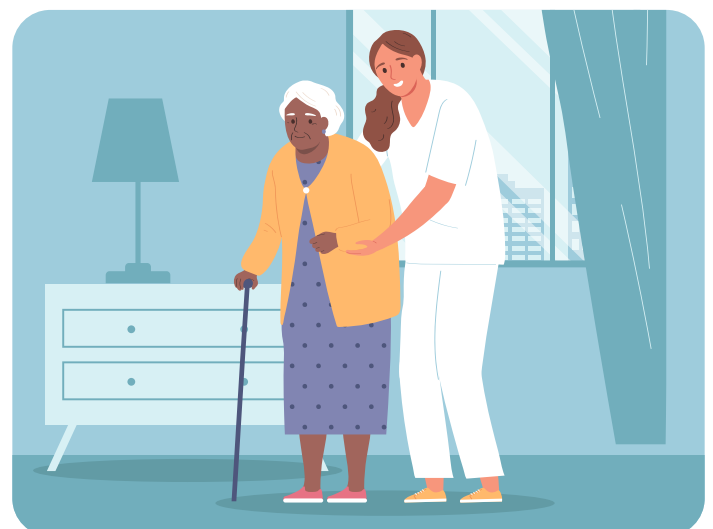
The tool includes:

- A visual timeline that plots all falls to help identify patterns
- A comprehensive checklist covering all factors that may contribute to a fall
- The tool also promotes ongoing clinical monitoring, ensuring staff are well prepared for a full physical assessment when required.

The Falls Assessment Chart form is a structured tool for recording falls. It includes a header with the Government of Western Australia logo and the Residential Care Line logo. The form contains fields for Resident's name, DoB, and RACH. It features a 'Purpose' section explaining the tool's goal to record falls and identify patterns. A 'Sample timeline' section shows a visual timeline with two example falls: one on 1st February at 0300 in the bedroom, and another on 5th February at 0630 in the bathroom. The main 'TIMELINE' section is a horizontal axis from 0100 to 2400, divided into AM, MD, and MN. Below the timeline is a 'Location' section with checkboxes for Bedroom and Bathroom. The form also includes fields for Date range, Name of nurse, and Signature. A footer note states: 'This document can be made available in alternative formats on request. © North Metropolitan Health Service 2023'.

How was it tested?

- Over 12 months, we conducted structured pre and post assessments across 131 referrals. Analysis of this data, supported by RCL, showed a 26.92 percent reduction in falls within the three months following referral.
- The tool helps identify the underlying causes of falls, enabling targeted prevention strategies. RCL also empowers RACH staff to complete their own falls assessments confidently using the tool.





Why are falls significant?

- Falls are the leading reason older adults are transferred from RACHs to emergency departments.
- As well as physical injury, falls often result in emotional trauma, loss of independence and life-threatening complications.

Do you have a frequent faller?

For referrals and enquiries to our service:

- Call (08) 6457 3146, 7 days a week, 8am – 6pm, or
- Email RCL@health.wa.gov.au or
- Scan the QR code or follow this link:
<https://www.nmhs.health.wa.gov.au/RCL>



Eligibility criteria

- Resident is living in a Commonwealth-funded aged care facility
- Has had more than three falls in the last three to 12 months
- Current falls strategies are not effective

Residents who have had a falls assessment in the past three to 12 months are not eligible.

Further information

Please call us on (08) 6457 3146 or scan the QR code to access the recurrent falls timeline document.



The information provided is for information purposes only. If you are a patient using this publication, you should seek assistance from a healthcare professional when interpreting these materials and applying them to your individual circumstances.



North Metropolitan Health Service

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