



Prevention and management of falls policy

1.0 Purpose and scope

This policy outlines our approach to the prevention and management of falls by a supported housing resident in their home. It sets out clear expectations for staff on what to do in the event of a fall.

2.0 Prevention

We recognise our duty to maintain a safe environment so residents can enjoy their homes without the risk of falling. We complete regular communal inspections and are proactive in our management of any waste items that may increase the risk of falls.

To minimise the risk of falls, we promote fall prevention services [provided by the NHS and local authorities](#) and the [Royal Society for the Prevention of Accidents](#).

Where we identify that a resident is more at risk or prone to falling and an adjustment, aid or adaptation is required, we support the resident to make an application to the local authority or, where possible, our adaptations team. Further information about how we can support residents apply for an adaptation can be found in our [adaptations policy](#).

3.0 Responding to a fall

Staff will not intervene if they see that a resident is about to fall, or, if a resident falls, help them to stand or reposition themselves, as this may cause more damage; instead, staff will encourage the resident to support themselves up if they are physically able to do so. Where this is not possible, staff will contact the ambulance services who are able to provide physical support. Wherever possible staff will remain with the resident until the ambulance arrives to monitor their situation and offer them reassurance that assistance is on the way. If there is any concern of serious injury, we always call an ambulance.

We keep accurate and up-to-date records of any falls as a result of a hazard, in line with our health and safety policy. Following a fall not due to a hazard, such as dizziness or an underlying health condition, we work with other agencies to explore what further preventative measures are available.

Document control

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Version Control

Date	Amendment	Version
EXAMPLE	3 year review carried out. Job roles changed and references to new database updated.	2.1
15/01/2025	Removed reference to extra care staff responsibilities; added links to useful resources; staff no longer carry out a risk assessment where the fall is not due to a hazard	2.2

