Royal Prince Alfred Hospital

NSW GOVERNMENT

Falls Service Camperdown

Expert model of care for community falls prevention

Adam Buckingham
Physiotherapist – RPA Falls Service

Sydney Local Health District

NGURANG DALI MANA BURUDI

A PLACE TO GET BETTER

Acknowledgement of Country

Artwork:

Ngurang Dali Mana Burudi — a place to get better

The map was created by our Aboriginal Health staff telling the story of a cultural pathway for our community to gain better access to healthcare.

Artwork by Aboriginal artist Lee Hampton utilising our story.

Why is the Falls Service important?

RPA Hospital Ambulances at the Emergency Department

1. Potentially Preventable Hospitalisations (PPH)
2. Quality of life (QoL)
3. **Prevention** is the best option

The Team

Staff:

- SLHD Staff Specialist Clinical Associate Professor **Mark Latt** - Geriatrician
- **Ciara Warsop** – Acting Team Leader/Registered Nurse
- **Adam Buckingham** - Physiotherapist

Team structure

- SLHD Staff Specialist Clinical Associate Professor Mark Latt – Geriatrician, conducts falls clinic two half days per week. Also conducts ward rounds 3 days per week.
- Ciara Warsop – Acting Team Leader/Registered Nurse, coordinates a number of clinics and referrals.
- Adam Buckingham - Physiotherapist, Part-time (FTE 0-5) completes mostly home visits for tailored falls prevention and attends falls clinic.

Inclusion and Exclusion Criteria

Inclusion Criteria

- Over 65 years of age, 50 years of age for ATSI people
- Live in the RPA catchment area (physiotherapy) – no geographical restrictions for Geriatrician
- Medically stable, and a willingness & ability to participate in a short term intervention program
- Had a fall in the last 12 months that resulted in an injury (e.g. wound, dislocation, head strike, sprain)
- History of trips/near misses within the last 6 months
- Patients with MMSE below 22/30 may be accepted for Geriatrician if patient able to follow instructions or has carer willing to supervise exercise program safely
- Seen by GP/Specialist who has reviewed patient's health history and identified areas that physiotherapy would reduce risk of falls.
- Referrals accepted from ACC&R services, including Aged Care Assessment Service, ASET, and family, carers and self-referrals.

Exclusion criteria

- MMSE 22/30 or below.
- Significant mental health or behavioural issue that reduces the patient's ability to learn new skills.
- Diagnosed with degenerative movement disorder (please discuss with Team Leader).
- Receiving Transition Care.
- In receipt of Home Care Package Level 3 / 4.
- A chronic health condition that may prevent participation in service.
- Excluded from Falls Physiotherapy if in RACF. Refer to RACF outreach Service.

When and how to refer to RPA Falls Service

When to refer a client

- Frail faller
- Client is not an in-patient
- Is not going to be discharged to an in-patient rehabilitation or other discharge service such as Transitional Aged Care Program (TACP) should be engaged.

When and how to refer to RPA Falls Service

Who (can refer):

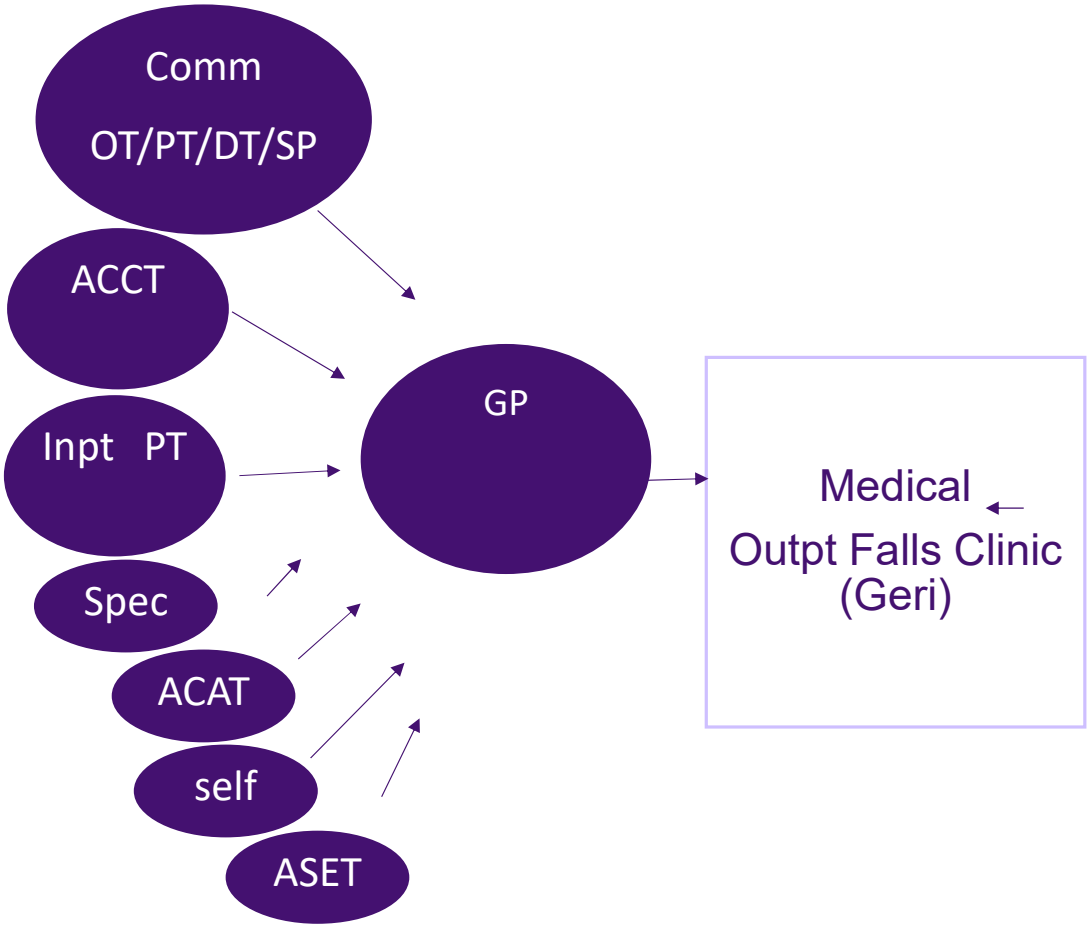
To Medical via GP referral. Physiotherapy anyone can refer.

How:

- Medically via GP referral to fax 02 9515 9750

- Physio.: Via Access Care Team (ACT) **1300 722 276** or via SLHD Intranet

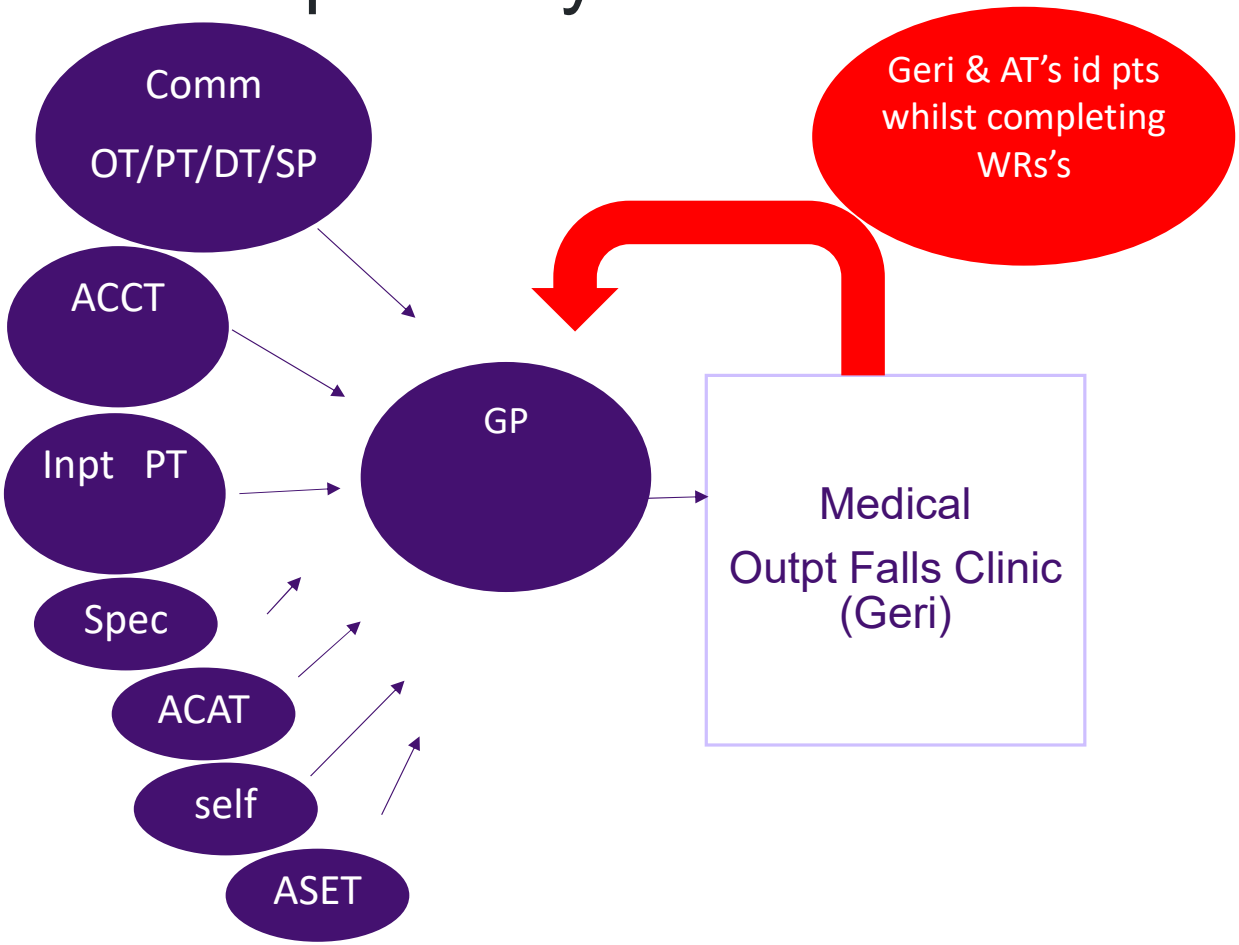
Referral pathway



Referrals for Geriatrician is predominantly via the GP who is still the primary coordinator of client's health

Diagram caption

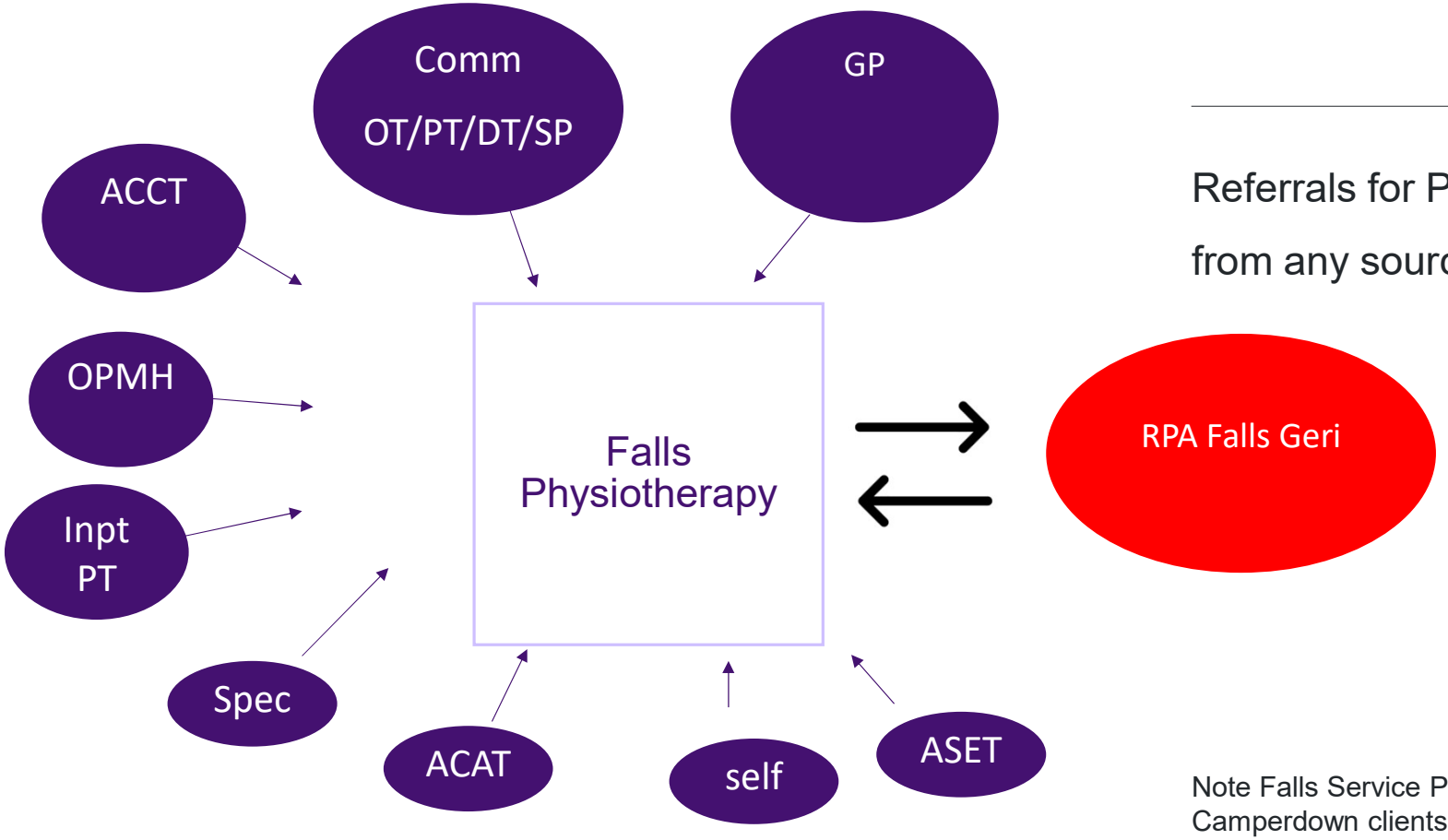
Referral pathway medical



Referrals for Geriatrician is predominantly via the GP who is still the primary coordinator of clients health

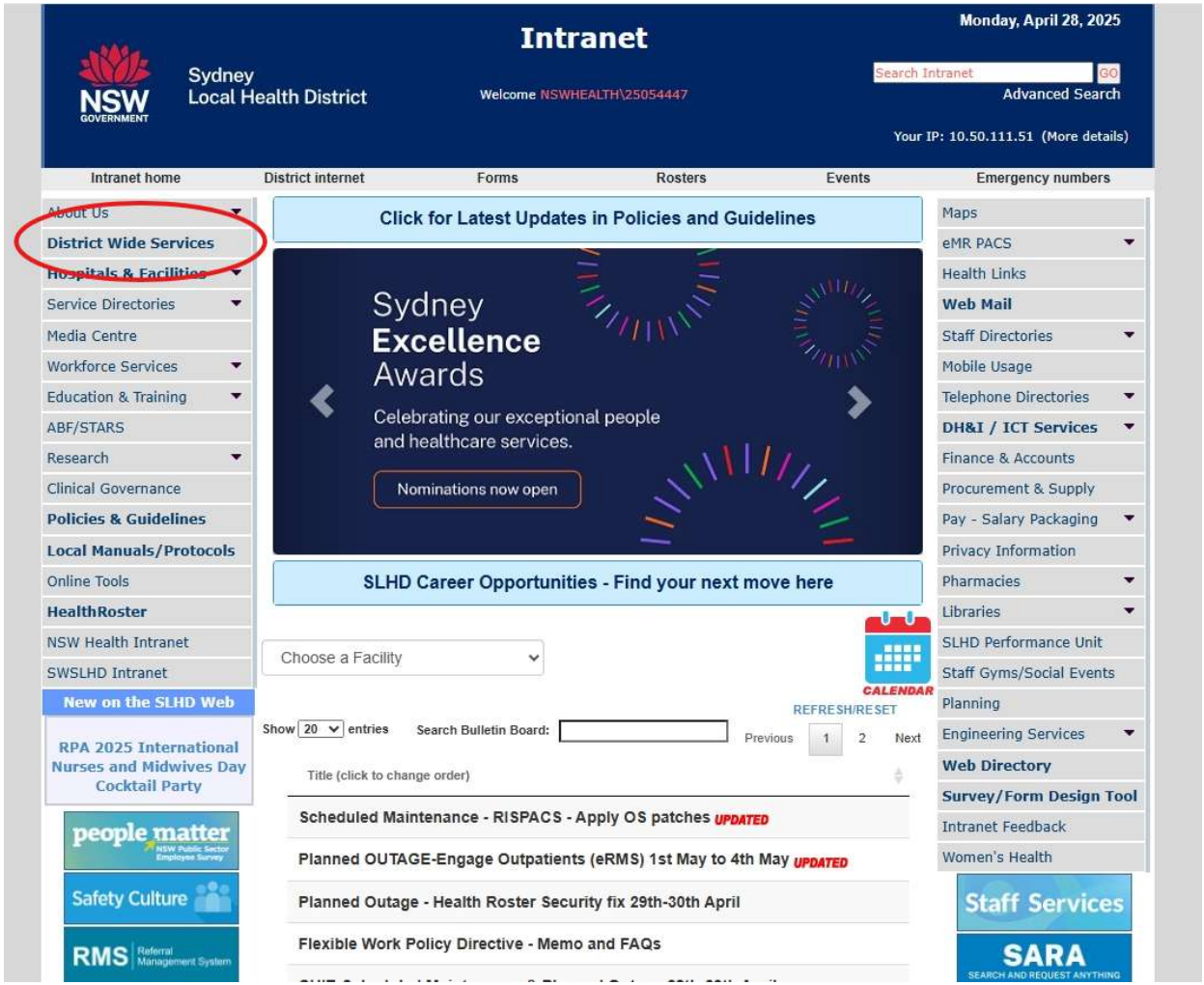
Clients from across SLHD

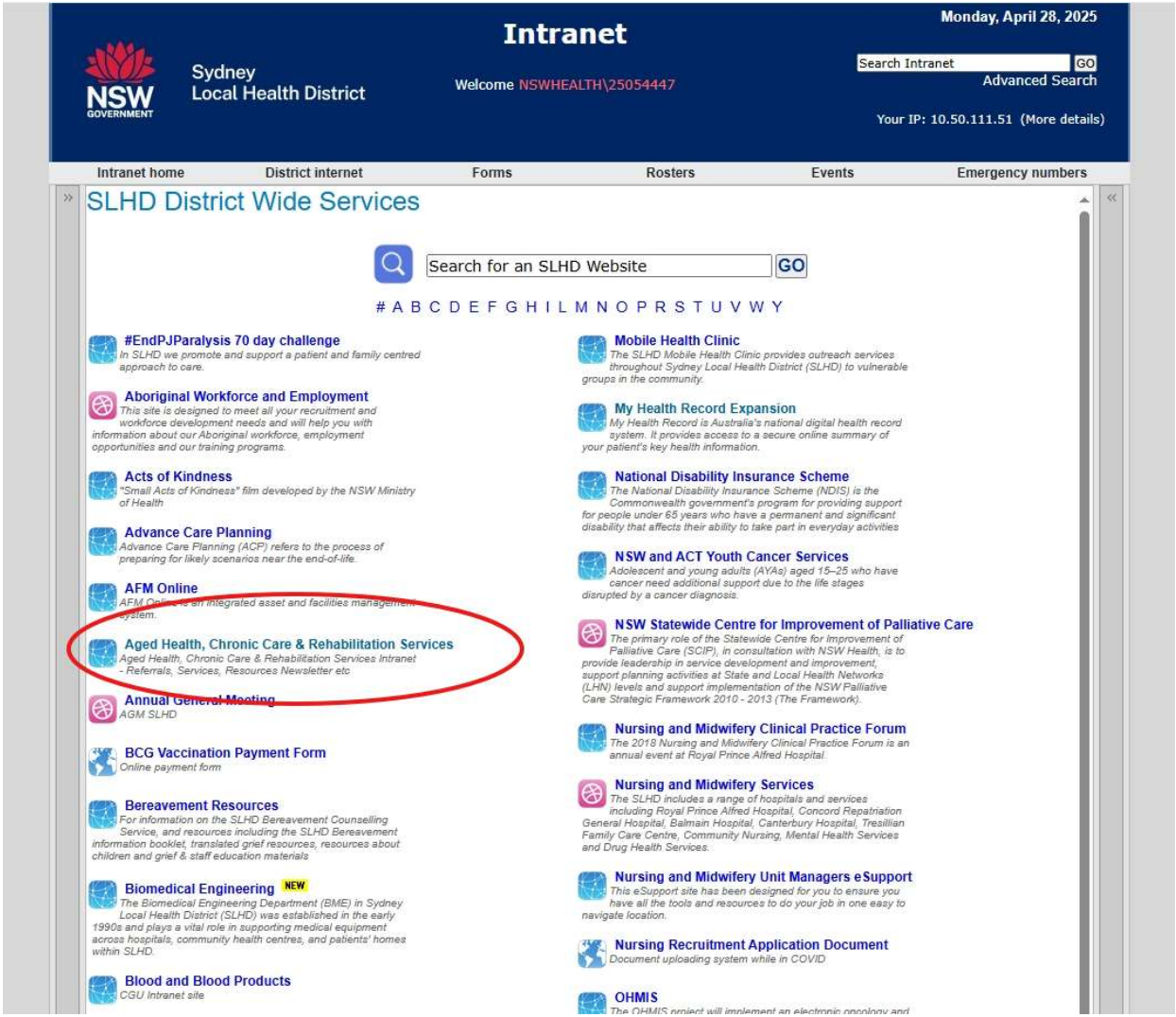
Referral pathway physiotherapy



Referrals for Physiotherapy are from any source

Note Falls Service Physiotherapy only covers Camperdown clients


Intranet
Monday, April 28, 2025
NSW GOVERNMENT
Sydney
Local Health District
Welcome NSWHEALTH\25054447
Search Intranet
GO
Advanced Search
Your IP: 10.50.111.51 (More details)
Intranet home
District internet
Forms
Rosters
Events
Emergency numbers
About Us
District Wide Services
Hospitals & Facilities
Service Directories
Media Centre
Workforce Services
Education & Training
ABF/STARS
Research
Clinical Governance
Policies & Guidelines
Local Manuals/Protocols
Online Tools
HealthRoster
NSW Health Intranet
SWSLHD Intranet
New on the SLHD Web
RPA 2025 International Nurses and Midwives Day Cocktail Party
people matter
Safety Culture
RMS Referral Management System
Click for Latest Updates in Policies and Guidelines
Sydney
Excellence
Awards
Celebrating our exceptional people and healthcare services.
Nominations now open
SLHD Career Opportunities - Find your next move here
Choose a Facility
CALENDAR
REFRESH/RESET
Show 20 entries
Search Bulletin Board:
Previous 1 2 Next
Title (click to change order)
Scheduled Maintenance - RISPACS - Apply OS patches UPDATED
Planned OUTAGE-Engage Outpatients (eRMS) 1st May to 4th May UPDATED
Planned Outage - Health Roster Security fix 29th-30th April
Flexible Work Policy Directive - Memo and FAQs
Maps
eMR PACS
Health Links
Web Mail
Staff Directories
Mobile Usage
Telephone Directories
DH&I / ICT Services
Finance & Accounts
Procurement & Supply
Pay - Salary Packaging
Privacy Information
Pharmacies
Libraries
SLHD Performance Unit
Staff Gyms/Social Events
Planning
Engineering Services
Web Directory
Survey/Form Design Tool
Intranet Feedback
Women's Health
Staff Services
SARA
SEARCH AND REQUEST ANYTHING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SLHD District Wide Services
Search for an SLHD Website
GO
A B C D E F G H I L M N O P R S T U V W Y
#EndPJParalysis 70 day challenge
In SLHD we promote and support a patient and family centred approach to care.
Aboriginal Workforce and Employment
This site is designed to meet all your recruitment and workforce development needs and will help you with information about our Aboriginal workforce, employment opportunities and our training programs.
Acts of Kindness
"Small Acts of Kindness" film developed by the NSW Ministry of Health
Advance Care Planning
Advance Care Planning (ACP) refers to the process of preparing for likely scenarios near the end-of-life.
AFM Online
AFM Online is an integrated asset and facilities management system.
Aged Health, Chronic Care & Rehabilitation Services
Aged Health, Chronic Care & Rehabilitation Services Intranet - Referrals, Services, Resources Newsletter etc
Annual General Meeting
AGM SLHD
BCG Vaccination Payment Form
Online payment form
Bereavement Resources
For information on the SLHD Bereavement Counselling Service, and resources including the SLHD Bereavement information booklet, translated grief resources, resources about children and grief & staff education materials
Biomedical Engineering NEW
The Biomedical Engineering Department (BME) in Sydney Local Health District (SLHD) was established in the early 1990s and plays a vital role in supporting medical equipment across hospitals, community health centres, and patients' homes within SLHD.
Blood and Blood Products
CGU Intranet site
Mobile Health Clinic
The SLHD Mobile Health Clinic provides outreach services throughout Sydney Local Health District (SLHD) to vulnerable groups in the community.
My Health Record Expansion
My Health Record is Australia's national digital health record system. It provides access to a secure online summary of your patient's key health information.
National Disability Insurance Scheme
The National Disability Insurance Scheme (NDIS) is the Commonwealth government's program for providing support for people under 65 years who have a permanent and significant disability that affects their ability to take part in everyday activities
NSW and ACT Youth Cancer Services
Adolescent and young adults (AYAs) aged 15–25 who have cancer need additional support due to the life stages disrupted by a cancer diagnosis.
NSW Statewide Centre for Improvement of Palliative Care
The primary role of the Statewide Centre for Improvement of Palliative Care (SCIPC), in consultation with NSW Health, is to provide leadership in service development and improvement, support planning activities at State and Local Health Networks (LHN) levels and support implementation of the NSW Palliative Care Strategic Framework 2010 - 2013 (The Framework).
Nursing and Midwifery Clinical Practice Forum
The 2018 Nursing and Midwifery Clinical Practice Forum is an annual event at Royal Prince Alfred Hospital.
Nursing and Midwifery Services
The SLHD includes a range of hospitals and services including Royal Prince Alfred Hospital, Concord Repatriation General Hospital, Balmain Hospital, Canterbury Hospital, Tresillian Family Care Centre, Community Nursing, Mental Health Services and Drug Health Services.
Nursing and Midwifery Unit Managers eSupport
This eSupport site has been designed for you to ensure you have all the tools and resources to do your job in one easy to navigate location.
Nursing Recruitment Application Document
Document uploading system while in COVID
OHMIS

Sydney Local Health District

Aged Health Chronic Care & Rehabilitation Services

Monday, April 28, 2025
ABN 17 520 269 052

Your IP: 10.165.139.22 (More details)

Intranet home | District internet | Forms | Rosters | Events | Emergency numbers

- Home
- Services
- Organisation
- Committees
- AHCCR eMR Documents
- SLHD Residential Aged Care
- Newsletters
- Policies
- AHCCR Education Forums
- My District OK (MDOK)
- Resources and Links
- Contact Us

Aged Health, Chronic Care & Rehabilitation (AHCCR)

AHCCR offers services to a range of people with differing needs.

Our clients are generally offered geriatric, aged health care or rehabilitation services. Some AHCCR community teams may also service children and younger adults with disabilities, who require case management, respite or socialisation. Carers across all of these groups will be provided support in their caring role.

Make a referral HERE or Call 1300 722 276 for further assistance (open 24/7)

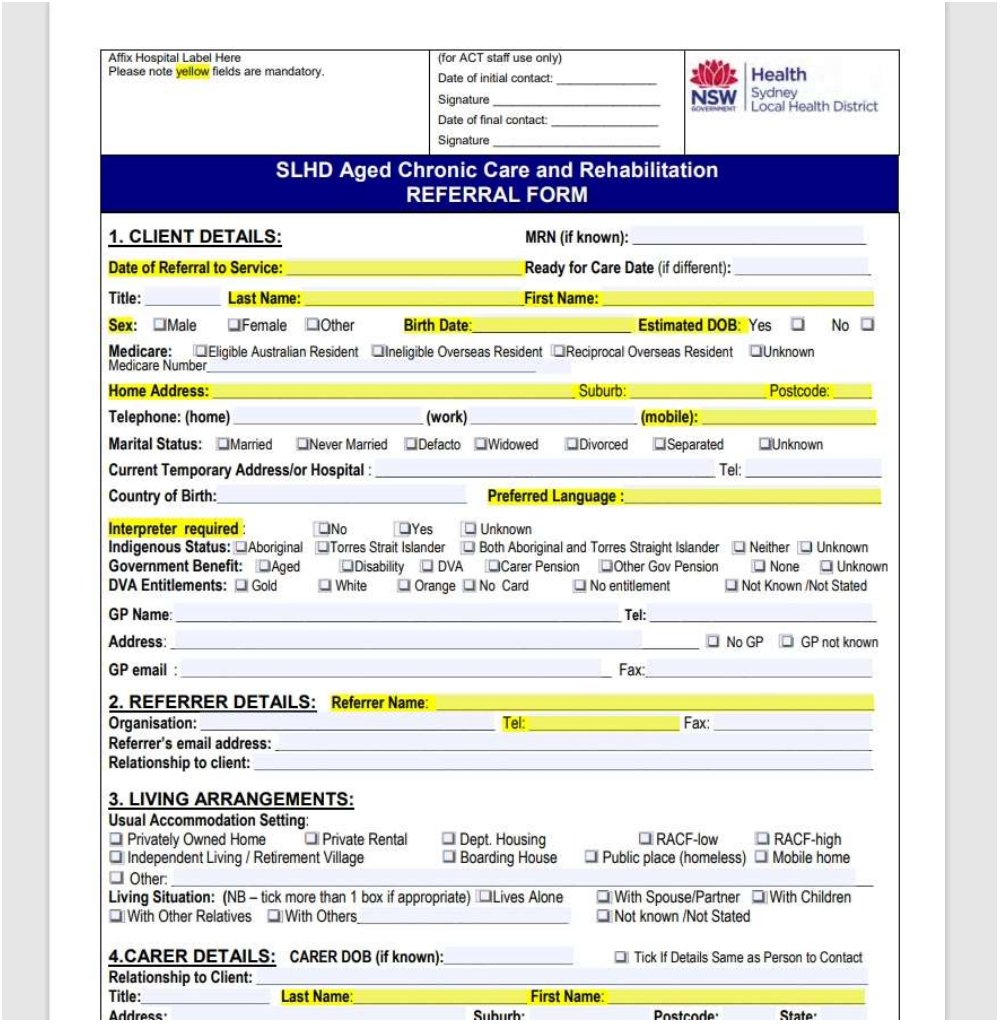
AHCCR Eligibility criteria

AHCCR Organisational Chart

AHCCR 2021-2026 Clinical Stream Position Paper and Action Plan

AHCCR Referral Pathways

AHCCR Events Calendar 2025



Affix Hospital Label Here
Please note yellow fields are mandatory.

(for ACT staff use only)
Date of initial contact: _____
Signature _____
Date of final contact: _____
Signature _____

Health
Sydney
Local Health District

SLHD Aged Chronic Care and Rehabilitation REFERRAL FORM

1. CLIENT DETAILS:

MRN (if known): _____

Date of Referral to Service: _____ Ready for Care Date (if different): _____

Title: _____ Last Name: _____ First Name: _____

Sex: ❑Male ❑Female ❑Other Birth Date: _____ Estimated DOB: Yes ❑ No ❑

Medicare: ❑Eligible Australian Resident ❑Ineligible Overseas Resident ❑Reciprocal Overseas Resident ❑Unknown
Medicare Number _____

Home Address: _____ Suburb: _____ Postcode: ____

Telephone: (home) _____ (work) _____ (mobile): _____

Marital Status: ❑Married ❑Never Married ❑Defacto ❑Widowed ❑Divorced ❑Separated ❑Unknown

Current Temporary Address/or Hospital : _____ Tel: _____

Country of Birth: _____ Preferred Language : _____

Interpreter required : ❑No ❑Yes ❑ Unknown
Indigenous Status: ❑Aboriginal ❑Torres Strait Islander ❑ Both Aboriginal and Torres Straight Islander ❑ Neither ❑ Unknown
Government Benefit: ❑Aged ❑Disability ❑ DVA ❑Carer Pension ❑Other Gov Pension ❑ None ❑ Unknown
DVA Entitlements: ❑ Gold ❑ White ❑ Orange ❑ No Card ❑ No entitlement ❑ Not Known /Not Stated

GP Name: _____ Tel: _____

Address: _____ ❑ No GP ❑ GP not known

GP email : _____ Fax: _____

2. REFERRER DETAILS:

Referrer Name: _____

Organisation: _____ Tel: _____ Fax: _____

Referrer's email address: _____

Relationship to client: _____

3. LIVING ARRANGEMENTS:

Usual Accommodation Setting:
❑ Privately Owned Home ❑ Private Rental ❑ Dept. Housing ❑ RACF-low ❑ RACF-high
❑ Independent Living / Retirement Village ❑ Boarding House ❑ Public place (homeless) ❑ Mobile home
❑ Other: _____

Living Situation: (NB – tick more than 1 box if appropriate) ❑Lives Alone ❑With Spouse/Partner ❑With Children
❑With Other Relatives ❑With Others_____ ❑Not known /Not Stated

4.CARER DETAILS:

CARER DOB (if known): _____ ❑ Tick If Details Same as Person to Contact

Relationship to Client: _____

Title: _____ Last Name: _____ First Name: _____

Address: Suburb: Postcode: State:

Adam (Physio.) journey

- RPA Falls Physio (part-time) Community

- Secondment 2024 to Fairfield Hosp as ED and Ambul. Care Physio. (p-t)

Impacted of NSW Falls Prevention White Paper 2023

Adam (Physio.) journey (continued)

Uniquely placed across:

- Community
- Train RACF staff
- In-patients

This has provided board perspective to identify gaps and work towards coordinated holistic approach. Also an understanding of what will work and not.

Referral processing

How long:

- Medically 3 months non urgent, 30 days urgent.
- Physiotherapy triaged and KPI target pick up within 6/52.

Examples of referral

Appropriate:

- 71 year old who lives alone who has had two falls in the last 6/12 and has lost confidence and now only leaving the house for medical appointments.

Inappropriate:

- 65 year old who slipped on wet floor with no injury and is still working in an office job.

Examples of referral

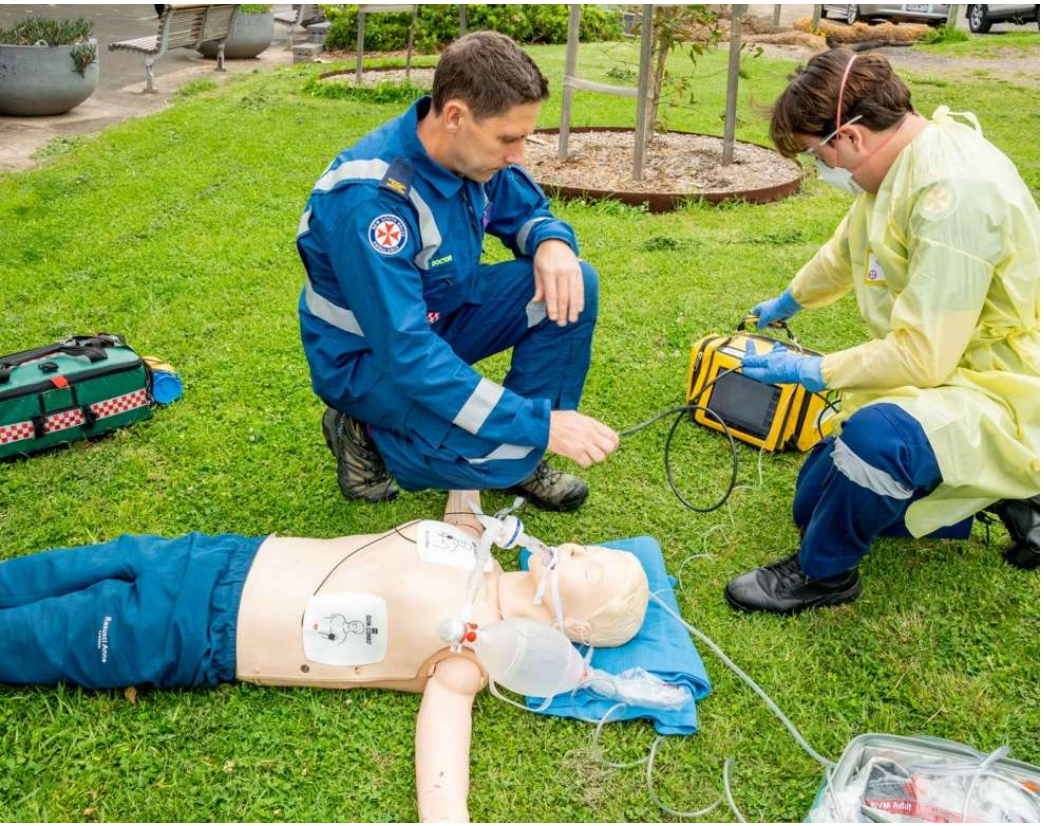
Appropriate:

- 71 year old who lives alone who has had two falls in the last 6/12 and has lost confidence and now only leaving the house for medical appointments.

Inappropriate:

- 65 year old who slipped on wet floor with no injury and is still working in an office job. The client would better suited to a group such as **'Stepping On**' or **'Able and Stable'.**

Where to from here? Impact and more resources



Where is the greatest area of need/impact?

In addition to advocating for more resources.

1. Need for **co-ordinated** action. Per Falls Prevention in NSW White Paper 2023
2. Exploring with ED potentially preventable hospitalizations (PPH's). (San Juan et al 2024)
3. Preparing a business plan to request more resources to expand physiotherapy to cover whole of SLHD.

Source: San Juan, C, Appiah-Kubi, L, Mitropoulos, J, Thomson, L, Demosthenous, A & Kelly A-M, 2024 'Risk factors for older people re-presenting to the emergency department with falls: A case-control analysis', *Emergency Medicine Austrasia*, vol. 36, pp. 898-906.

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TIPS

- Home visits are powerful
- Need for broad perspective
- Embedded in MDT
- Sell idea of with age you can get stronger, and your balance can improve
- Use tailored approach explain reason for intervention
- Treat falls like a disease
- Avoid term mechanical

Challengers of fallers in the community

Case Study

Referred by OT 67M NZ w/ ataxia living in room of share house. Awaiting dx, ?MSA.

Frequent falls as you can see from his clothes line. Provided x's and strategies to prevent falls. Liaised with other health prof. Dx w/ Spinocerebellar Ataxia (SCA) Type 8

Questions?

Contact

Adam Buckingham, Physiotherapist

Service/Department

Email: Adam.Buckingham@health.nsw.gov.au

Phone: 9515 9800

Sydney
Local Health District

The end

Physiotherapy Treatment

What intervention can include:

1. Education
2. Exercise
    - Walking: Check gait and aid? Heart Foundation Guidelines.
    - Strength: Progressive Resistance (whole body)
    - Balance: “Safe but challenging” not touching
3. Appropriate referral: MDT/medical.

NO HANDS!

Physiotherapy Assessment

This is the area for text and bullet/numbered points:

1. Build rapport.
2. Talk about falls and half falls, usually main source of insight to falls.
3. Identify hot spots at home
4. Listen to clients
5. Observe client and surroundings.
6. Measure objectively and compare to norms and let the client know.
7. Set SMART goals with client and family