

# QI Snapshot

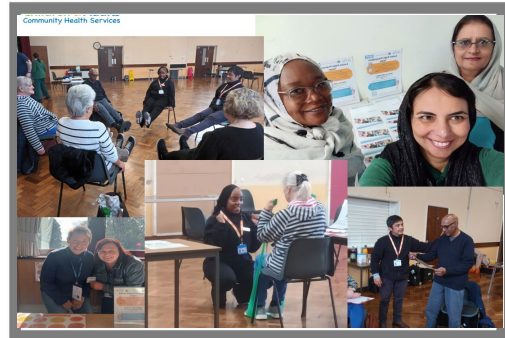
IMPROVEMENT NAME: Luton Falls Prevention – Strength & Balance Programme

TEAM MEMBERS: Claire McIntyre & Oyebimpe Dirisu

DATE: January 2024

## 1 DEEP DIVE: *What did we or are going to investigate about the problem/ improvement area?*

In 2021, a gap analysis revealed deficiencies in Luton's falls services, notably the absence of NICE recommended strength and balance training for individuals at risk of falls. A proposal addressing these gaps was successfully incorporated into a business case, securing additional resources and skilled staffing.



**PROBLEM:** *What is/was the problem we are trying to solve?*  
Luton faced a challenge with limited intervention options for those at risk of falls, notably the absence of a falls group program recommended by evidence and NICE guidelines. Communication gaps existed between falls services, hindering the patient pathway.

**GOAL:** *What did we/are we hoping to achieve?*  
Establish a Luton based Falls Strength & Balance program, aligning with evidence and NICE guidelines. Improve communication and collaboration between falls services to ensure a seamless patient pathway for effective risk assessment and intervention.

## 2 DESIGN: *What changes do we or did we think would make an improvement?*

The design and implementation of our falls prevention program were informed by key strategies to help shape transformative initiatives.

### Personas for Comprehensive Understanding:

Enhanced falls project vision by guiding venue selection and process mapping for strength and balance classes.

### Co-production and Patient Engagement:

Engaged with the community for reflections, involved patients in quality assurance, and utilised their insights for transformative opportunities

## 3 DELIVER: *How do we or did we expect to test the change?*

After launching the Strength and Balance classes in the summer, a team workshop facilitated a retrospective exercise. It provided an opportunity to reflect on the journey, celebrate successes, and gather staff insights. The session fostered open and honest discussions, deepening our understanding of the program's impact and guiding future improvements. Following the workshop, an improvement plan was established, encompassing staff skill development, rota efficiency, and streamlining the pathway for enhanced effectiveness.

**Oyebimpe personal account:** *Embarking on the new Strength and Balance classes presented a learning curve for the team, enhancing skills in exercises, group management, and education delivery. A reflective workshop provided valuable insights, fostering teamwork and personal growth. Witnessing patient transformations and collaborating with partners added positive dimensions to the experience.*

## RESULTS: *What did we achieve?*

### Two 8-week community Falls group programs conducted at local community centres:

Includes strength & balance exercises and education on falls prevention.

### Three Whole-Time Equivalent (WTE) Therapists:

1 Occupational Therapist and 2 Physiotherapists.

Bringing skills and knowledge for implementing strength and balance exercises.

### Implementation of Therapy-led 1:1 sessions:

Offers falls-specific home exercises, home modification, and personalised advice.

### Enhanced coordination and communication:

Team can now directly refer to L&D falls clinic.

Monthly partnership meetings established.

Conduct monthly Falls Multidisciplinary Team (MDT) meetings with falls consultant.

### Staff Skill Development:

Staff fostering professional growth and proficiency in falls prevention strategies and interventions.

### QI Improvement Tools Used:

Impact vs Effort Matrix

Design Personas

Retrospective Tools

Improvement Plan

### Patient Feedback:

*My mobility improved after the 8-week programme, so much so that I was able to walk my daughter down the aisle at her wedding*

*I felt much steadier on my feet after about 5 weeks of class, so I used the bus for the first time on my own - I hadn't done that since COVID*

*I didn't want the classes to end - I have learnt so much about my fall's risks*

## EVOLVE: *Next steps what further improvements are planned?*

The team will continue to work through the improvement plan making quality changes where identified. Further check points to be established for that continuous learning journey. Explore more patient feedback opportunities to ensure we are capturing patient stories.

## LESSONS LEARNT: *What did we learn?*

Importance to stop and re-evaluate your improvement change – asking your team if it is working, what could be better and what can we do more of. Engaging with patient partners as much as possible for that lived experience and feedback.