



## CUSTOMER CASE STUDY

# Collaborative working to help reduce the impact of falls

Learn how partnership working has created an efficient falls response service, reducing ambulance wait times and improving patient outcomes.

Tunstall Healthcare in collaboration with  
Sheffield City Wide Care Alarms and  
Yorkshire Ambulance Service



## The challenge

Falls are a significant concern for older adults, with approximately one in three adults over 65, and half of those over 80, experiencing at least one fall each year.

To address this issue, Sheffield City Council's City Wide Care Alarms (CWCA) has partnered with Yorkshire Ambulance Service (YAS) and Tunstall Response to create an effective falls response service.



## The solution

Falls account for around 10 percent of all ambulances, and the longer a person remains on the floor after a fall, the higher the risk of distress and worsening health outcomes.

To address this, YAS has established partnerships with various organisations to provide alternative responders to 999 calls involving falls. CWCA is one such partner, operating two teams of responders across Sheffield, available 24 hours a day. Initially, these teams responded solely to care alarm calls from CWCA's 8,200 service users. However, their role has expanded to include responding to fall-related ambulance calls from individuals who may not be CWCA service users.

When a fall-related call is received, it is first assessed using a bespoke telephone triage tool. If deemed clinically appropriate, the call is forwarded to Tunstall Response. Tunstall Response manages approximately 500 inbound and 300 outbound calls daily on behalf of CWCA. Their operators are extensively trained to follow CWCA's specific protocols, ensuring that ambulance-related calls are prioritised correctly, and responders are dispatched promptly.

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## The results

On average, CWCA responds to 40 fall-related calls per month on behalf of YAS. CWCA responders typically reach individuals within 20 minutes, significantly reducing the wait time compared to ambulance services, which may be delayed due to high demand. The model has also now been adopted by other authorities in the Yorkshire

Quick response to non-injurious falls is crucial, as it helps prevent long lie times and improves patient outcomes.

Due to the success of the model in Sheffield, other authorities in the Yorkshire region are now adopting the approach to enhance their falls response services, demonstrating the effectiveness of the collaborative model and its potential to improve outcomes across the region.

Steve Cullen, Team Manager,  
City Wide Care Alarms

'Patients will always receive an emergency ambulance response if there is concern about a serious injury or illness. However, with increasing pressure on services, collaborating to establish a range of ways to lift people safely and quickly from the floor is paramount.'

The service also aims to:

- Reduce the number of patients taken to emergency departments
- Lower hospital admission rates
- Free up paramedic resources for more critical cases
- Enhance the overall patient experience



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## ABOUT TUNSTALL HEALTHCARE

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 18 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

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