

NATIONAL COMMUNITY-BASED FALLS RESPONSE FRAMEWORK FOR WALES

1

LEVEL 1 FALL: No known illness or injury

- Patient may feel fine with no new pain or injuries before and after the fall.
- Patient may ask for help getting up but can't do it alone.
- Fall is low-acuity, from standing or tripping, not from a height.
- Elderly people with low bone density may have hidden injuries.
- A clinical or decision tool assessment (like iStumble) is needed to ensure it's safe to lift the patient from the floor.

2

LEVEL 2 FALL: Minor injury or illness

- Minor injuries may include small skin tears, wounds, or lacerations where bleeding can be stopped. The patient may have some pain but can move all limbs normally.
- Minor illnesses or symptoms that are not deemed life-threatening after clinical assessment.
- Further assessment by a healthcare professional is needed.

3

LEVEL 3 FALL: Serious injury or illness

- The patient has fallen and is deemed to have a life-threatening or serious condition.
- This includes unconsciousness, seizures, severe bleeding that cannot be stopped, fractures, confusion, breathing difficulties, chest pain, stroke signs, severe burns (such as falling into a fire), or anaphylaxis.

All NHS Wales Health Boards and the Welsh Ambulance Service are required to work with public sector and third sector partners to:

- Set up or enhance **community-based falls response services**
- Provide full geographic coverage for falls services **12 hours a day (8am-8pm), 7 days a week**
- Ensure all **community falls responders** are trained to attend Level 1 and Level 2 falls
- Establish **clear referral pathways** into falls services for initial responders
- Ensure inclusive responses to falls and consistent use of the **National Community-Based Falls Response Framework for Wales**