

Adverse Events and Falls for Clients – Management

WI.Co.W.38.04

QUALIFICATIONS	SPECIFIC TRAINING	REFERENCES
Knowledge and understanding of this work instruction.		OHS Manual

TASK	METHOD	RESPONSIBILITY
<p>In the event of a fall or finding a person on the floor, Westmont’s standard procedure is to call an ambulance.</p> <p>Westmont has a NO lift policy – staff are not allowed to lift or assist to lift.</p> <p>All adverse events must be notified to the Director of Community Care.</p>		
Client is conscious	<p>Reassure the client.</p> <p>Assess the client for injury and pain.</p> <p>Assess if the client can get up from the floor with your direction and encouragement.</p> <p>Let the client know you are going to call an ambulance and call the ambulance.</p> <p>You must stay with the client until the ambulance arrives. If you are told to leave, you must ring the office or on-call phone before leaving to discuss the situation.</p>	Carer
Client can get off the floor	<p>Encourage and direct the client to get themselves off the floor/ground – try putting two chairs, one either side of the client and encourage them to pull themselves up using the chairs.</p> <p>DO NOT LIFT THE CLIENT.</p> <p>Settle the client into a chair or bed.</p> <p>Let the client know you are going to call an ambulance and call the ambulance.</p> <p>Then ring the office immediately and advise either the Director of Community Care or relevant delegate of the adverse event details and wait for further instructions.</p> <p>You must stay with the client until the ambulance arrives. If you are told to leave, you must ring the office or on-call phone before leaving to discuss the situation.</p>	Carer
Client is unable to get off the floor	<p>If the client is unable to get themselves up but they appear to be unhurt let the client know you are going to call an ambulance and then call the ambulance.</p> <p>Then ring the office immediately and advise either the Director of Community Care or relevant delegate of the adverse event details and wait for further instructions.</p> <p>You must stay with the client until the ambulance arrives. If you are told to leave, you must ring the office or on-call phone before leaving to discuss the situation.</p>	Carer
Attend to injuries	Attend to injuries – basic First Aid only.	Carer

	Roll the client into the recover position if unconscious but breathing.	
Client is unconscious	<p>If client is unconscious call an ambulance immediately.</p> <p>Then ring the office and advise either the Director of Community Care or relevant delegate of the adverse event details and wait for further instructions.</p> <p>Attend to injuries – basic First Aid only.</p> <p>Roll the client into the recovery position if unconscious but breathing.</p> <p>You must stay with the client until the ambulance arrives. If you are told to leave, you must ring the office or on-call phone before leaving to discuss the situation.</p>	Carer
Check funding	<p>Check the client's funding and notify the Case Manager if applicable.</p> <p>Record notes in Carelink+ that Case Manager has been notified.</p>	Scheduler
Notify	<p>Telephone the client's emergency contact/s and seek advice on behalf of the client.</p> <p>Phone the carer back and advise of procedure to follow.</p>	Director of Community Care or relevant delegate
Await further instructions	<p>Wait until the Director of Community Care or relevant delegate phones you back to check on the client and advise how you are to proceed.</p> <p>You must stay with the client until the ambulance arrives. If you are told to leave, you must ring the office or on-call phone before leaving to discuss the situation.</p>	Carer
Document	<p>As soon as possible after the adverse event (within 24 hours), complete the 'Service User Adverse Event' form (on pink paper).</p> <p>Lodge it with the Director of Community Care.</p>	Carer
Document	<p>Record as much information as possible about the adverse event in the clients notes in Carelink+ using the note type 'Adverse Event Client'.</p> <p>Attach the 'Service User Adverse Event' form to the 'Adverse Event Client' note.</p> <p>All other notes must be recorded as 'Adverse Event Follow Up'.</p>	Director of Community Care or relevant delegate