



**LEICESTERSHIRE AND  
RUTLAND FALLS  
SERVICE DIRECTORY**

## INDEX

<b>Introduction</b>	Page 5
<b>Hinckley and Bosworth Primary Care Trust</b>	
Medicines Management - Benzodiazepine Prescribing	Page 7
Medicines Management - Secondary Prevention of Osteoporosis	Page 8
Calcium and Vitamin D Audit	Page 9
Intermediate Care Team	Page 10
Falls Prevention Programme	Page 11
Falls Assessment Clinic	Page 12
Community physiotherapy Service	Page 13
Podiatry	Page 14
CVS Community Partnership	Page 15
Age Concern	Page 16
Home Improvement Agencies	Page 17
VISTA	Page 18
Leicestershire Partnership Trust	
Falls Care Pathway	Page 19
Community Learning Disability Team	Page 20
Leicestershire County Council Social Services Department	
Community Care Falls Risk Assessment	Page 21
Leicestershire Nutrition and Dietetic Services	Page 22
Leicestershire Community Hospitals	Page 23
<b>University Hospitals of Leicester</b>	
Falls Prevention Programme	Page 24
Falls Medical Clinic	Page 25
Falls Screening Clinic	Page 26
Syncope Clinic	Page 27
Balance Centre	Page 28
<b>Charnwood and North West Leicestershire Primary Care Trust</b>	
Medicines Management and Prescribing Team	Page 29
Rapid Response Intermediate Care	Page 30
Falls Clinic	Page 31
Charnwood Community Physio Service	Page 32
Podiatry	Page 33
Community Matrons	Page 34
Charnwood Borough Council Environmental Health Services	Page 35
CVS Community Partnership	Page 36

Age Concern	Page 37
Home Improvement Agencies	Page 38
VISTA	Page 39
Leicestershire Partnership Trust Falls Care Pathway	Page 40
Community Learning Disability Team	Page 41
Leicestershire County Council Social Services Department Community Care Falls Risk Assessment	Page 42
Leicestershire Nutrition and Dietetic Services	Page 43
Leicestershire Community Hospitals	Page 44
<b>University Hospitals of Leicester</b>	
Falls Prevention Programme	Page 45
Falls Medical Clinic	Page 46
Falls Screening Clinic	Page 47
Syncope Clinic	Page 48
Balance Centre	Page 49
<b>Melton, Rutland and Harborough Primary Care Trust</b>	
Medicines Management and Prescribing Team	Page 50
Anchor Staying Put	Page 51
Falls Prevention Programme	Page 52
Podiatry	Page 53
Community Physiotherapy Service	Page 54
Intermediate Care Team	Page 55
CVS Community Partnership	Page 56
Age Concern	Page 57
VISTA	Page 58
Leicestershire Partnership Trust Falls Care Pathway	Page 59
Community Learning Disability Team	Page 60
Rutland Social Services Community Care Falls Risk Assessment	Page 61
Leicestershire County Council Social Services Department Community Care Falls Risk Assessment	Page 62
Leicestershire Nutrition and Dietetic Services	Page 63
Leicestershire Community Hospitals	Page 64

**University Hospitals of Leicester**

Falls Prevention Programme	Page 65
Falls Medical Clinic	Page 66
Falls Screening Clinic	Page 67
Syncope Clinic	Page 68
Balance Centre	Page 69

**South Leicestershire Primary Care Trust**

Medicines Management Team	Page 70
Occupational Therapy Service	Page 71
Intermediate Care Team	Page 72
Primary Care Occupational Therapy	Page 73
Physiotherapy Service for in-patients at fielding Palmer Hospital	Page 74
Community Physiotherapy Service	Page 75
Podiatry	Page 76
CVS Community Partnership	Page 77
Age Concern	Page 78
Home Improvement Agencies	Page 79
VISTA	Page 80
Leicestershire Partnership Trust	
Falls Care Pathway	Page 81

Community Learning Disability Team	Page 82
------------------------------------	---------

Leicestershire County Council Social Services Department Community Care Falls Risk Assessment	Page 83
--	---------

Leicestershire Nutrition and Dietetic Services	Page 84
--	---------

Leicestershire Community Hospitals	Page 85
------------------------------------	---------

**University Hospitals of Leicester**

Falls Prevention Programme	Page 86
Falls Medical Clinic	Page 87
Falls Screening Clinic	Page 88
Syncope Clinic	Page 89
Balance Centre	Page 90

## **INTRODUCTION**

This falls service directory lists all of the services available in Leicestershire and Rutland. It is to support people who have fallen or may be at risk of falling.

It is for use by the general public, and those that work with, or know people who are at risk of falling, or have fallen.

Its aim is to enable people to access the most appropriate service for their needs.

This document has been produced by the Leicestershire Falls Prevention Co-ordinator, in conjunction with employees from different organisations within Leicestershire and Rutland.

This directory is available on the internet at: [www.cnwlpct.nhs.uk](http://www.cnwlpct.nhs.uk) publicly available documents. Paper copies are also available. If a paper copy is required please contact:

Heidi Scott – Smith

Falls Prevention Co-ordinator

Charnwood and North West Leicestershire Primary Care Trust

Charnwood Mill

Sileby Road

Barrow Upon Soar

LE12 8LR

01509 410210

[Heidi.Scott-Smith@cnwlpct.nhs.uk](mailto:Heidi.Scott-Smith@cnwlpct.nhs.uk)

The directory will be updated on a continual basis and a full review will be undertaken yearly. To maintain this as an ongoing, up-to-date and accurate document please contact the above details with any changes or service developments.

## LEICESTERSHIRE AND RUTLAND FALLS SERVICE DIRECTORY

### Hinckley and Bosworth Primary Care Trust (PCT)

<b>Name of Service</b>	<b>Hinckley and Bosworth PCT Medicines Management – Benzodiazepine Prescribing</b>
<b>Aims of the service</b>	To reduce the risk of falls by reducing the amount of patients prescribed benzodiazepines and other hypnotics (sleeping tablets), on long term repeat prescriptions.
<b>Services offered</b>	Audit of patients currently prescribed benzodiazepine and “z” drugs on long term repeat prescriptions. Referral to counselling, if appropriate, for patients wishing to reduce/stop dose.
<b>Service available at:</b>	GP practices in Hinckley and Bosworth
<b>Catchment area</b>	Registered practice population for Ratby surgery.
<b>Client age group</b>	Any
<b>Contact information</b>	<b>PCT medicines management team - 01455 293200</b>
<b>How to refer</b>	Identified through audit. Can self refer.

	<b>Hinckley and Bosworth PCT</b>
<b>Name of Service</b>	<b>Medicines Management – Secondary Prevention of Osteoporosis</b>
<b>Aims of the service</b>	Identify patients at risk of osteoporosis and prescribe bisphosphonates in line with NICE guidance (and patients to be considered for bisphosphonates).
<b>Services offered</b>	Audit of patients with recorded fragility fracture and review of current prescribing.
<b>Service available at:</b>	All GP practices in Hinckley and Bosworth
<b>Catchment area</b>	Registered GP practice population
<b>Client age group</b>	Women aged 65 – 74 or post – menopausal with fragility fracture.
<b>Contact information</b>	<b>PCT medicines management team - 01455 293200</b>
<b>How to refer</b>	Through GP practice

<b>Name of Service</b>	<b>Hinckley and Bosworth PCT</b> <b>Calcium and Vitamin D Audit</b>
<b>Aims of the service</b>	To re-audit patients at risk of osteoporosis already prescribed calcium and vitamin D, for appropriate dose prescribed and compliance.
<b>Services offered</b>	Medication review Recommendations on appropriate strength, product choice. Advice on compliance
<b>Service available at:</b>	GP practice Nursing/ Residential homes
<b>Catchment area</b>	Registered GP practice population in Hinckley and Bosworth
<b>Client age group</b>	Nursing/Residential home residents
<b>Contact information</b>	<b>PCT medicines management team 01455 293200</b>
<b>How to refer</b>	GP practice

<b>Name of Service</b>	<b>Hinckley and Bosworth PCT Intermediate Care Team</b>
<b>Aims of the service</b>	Short term Rehabilitation within the home environment to prevent hospital admission, which may involve interventions on falls. Referred onto the falls management team at Hinckley's Rehabilitation Day Unit where a need is identified.
<b>Services offered</b>	Physiotherapy, Occupational therapy and Nursing
<b>Service available at:</b>	The patients' home environment
<b>Catchment area</b>	Hinckley and Bosworth PCT area. Patient must have a GP in this PCT
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>01455 441934 Base – Hinckley and Bosworth Community Hospital.</b>
<b>How to refer</b>	Tel 01455 441934 or by E-Sap

<b>Name of Service</b>	<b>Hinckley and Bosworth PCT Falls Prevention Programme</b>
<b>Aims of the service</b>	To prevent / reduce further falls
<b>Services offered</b>	Falls Management Programme on Mondays and Wednesdays for a 4 – 6 week programme.
<b>Service available at:</b>	Rehabilitation Day Unit at Hinckley and Bosworth Community hospital
<b>Catchment area</b>	Patients registered with GP'S within Hinckley and Bosworth PCT
<b>Client age group</b>	65 years and over
<b>Contact information</b>	<b>01455 441924</b>
<b>How to refer</b>	Written referrals by GP, consultant, hospital and community therapists

<b>Name of Service</b>	<b>Hinckley and Bosworth PCT Falls Assessment Clinic</b>
<b>Aims of the service</b>	To prevent /reduce further falls
<b>Services offered</b>	Falls Assessment Clinic with consultant and multidisciplinary input.
<b>Service available at:</b>	Rehabilitation Day Unit at Hinckley and Bosworth Community Hospital.
<b>Catchment area</b>	Patients registered with GP's within Hinckley and Bosworth PCT
<b>Client age group</b>	65 Years and over
<b>Contact information</b>	<b>01455 441924</b>
<b>How to refer</b>	Written referrals by GP, consultant, hospital and community therapists

<b>Name of Service</b>	<b>Hinckley and Bosworth Community Physiotherapy Service</b>
<b>Aims of the service</b>	To reduce/ prevent further falls
<b>Services offered</b>	Falls assessment in patient's home Mobility and walking aid assessments Exercise programmes
<b>Service available at:</b>	Patients' homes
<b>Catchment area</b>	Patients registered with GP's in Hinckley and Bosworth PCT
<b>Client age group</b>	18+ Years of age.
<b>Contact information</b>	<b>01455 441 925</b>
<b>How to refer</b>	Written or telephone referrals Open access, including self referrals

<b>Name of Service</b>	<b>Hinckley and Bosworth PCT</b> <b>Podiatry</b>
<b>Aims of the service</b>	To maintain, and improve, if possible, the mobility of the population. To enhance foot viability. To promote foot health.
<b>Services offered</b>	Assess, diagnose, treat and prevent a variety of foot related problems including nail surgery, biomechanics, neurological and vascular screening, health promotion and footwear advice; provision of insoles and orthoses, and care of the 'at risk' foot. Footwear advice is given regarding style and fit on an individual basis to try and provide a stable base for mobility.
<b>Service available at:</b>	Health centre, hospital, GP surgeries, community colleges, domiciliary visits for housebound.
<b>Catchment area</b>	Hinckley and Bosworth PCT
<b>Client age group</b>	All based on clinical need
<b>Contact information</b>	<b>01455 441981</b> <b>Monday-Friday 9.45am-12.45pm</b>
<b>How to refer</b>	Referrals accepted from all health care professionals or Social Services. Self referral via application form available from GP surgeries or by contacting the above telephone number

<b>Name of Service</b>	<b>Leicestershire and Rutland CVS Community Partnership</b>
<b>Aims of the service</b>	Coordinates and supports the Voluntary Sector and older people's groups to effectively engage with Primary Care Trusts, Local Authorities and other partners in the healthcare planning, commissioning and delivery of services for older people in Leicestershire and Rutland.
<b>Services offered</b>	<ul style="list-style-type: none"> <li>• Supports a network of local and countywide forums of older people that enable them to be informed, have a 'voice,' and be consulted about the planning of health and social care services in Leicestershire and Rutland.</li> <li>• Supports a 'countywide' forum of voluntary organisations that provide services for older people.</li> <li>• Provides signposting information, and can disseminate leaflets and other information to the older person's and voluntary sector forums.</li> </ul>
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	55 years upwards
<b>Contact information</b>	<b>General enquiries: 0116 2341577 Voluntary Sector Partnership Officer (Older People): 0116 2293018</b>
<b>How to refer</b>	Contact the above number

<b>Name of Service</b>	<b>Leicestershire and Rutland Age Concern</b>
<b>Aims of the service</b>	To enable service users to remain living as independently as possible in community settings.
<b>Services offered</b>	Day care. Lifelong learning, lunch clubs and healthy ageing activities (eg line dancing, keep fit).
<b>Service available at:</b>	Various community locations in Leicestershire (County) and Rutland.
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	Over 65
<b>Contact information</b>	<b>0116 2992233</b> <b>WEBSITE:</b> <a href="http://www.ageconcernleics.com">www.ageconcernleics.com</a> <b>Email:</b> <a href="mailto:enquiries@ageconcernleics.com">enquiries@ageconcernleics.com</a>
<b>How to refer</b>	Day care services are accessed through Social Services Adult Access teams or through Community Mental Health Teams (for specific mental health day care)  Other services can be accessed directly through Age Concern Leicestershire and Rutland

<b>Name of Service</b>	<b>Home Improvement Agencies (Care and Repair and Staying Put) – Voluntary Sector</b>
<b>Aims of the service</b>	To enable older people and disabled people to remain independently at home in safety, comfort and security
<b>Services offered</b>	Advice on housing repairs, improvements, adaptations safety, energy efficiency. Provides handyperson service (not Melton, Harborough, Rutland) for small repairs and refers to other services, (this is not an exhaustive list).
<b>Service available at:</b>	Client's own home
<b>Catchment area</b>	Anchor Staying Put for Harborough, Melton and Rutland. Care & Repair Leicester for Blaby and Leicester City, Care & Repair West Leics for Hinckley and Bosworth and North West Leicestershire.
<b>Client age group</b>	All - assist those homeowners aged 60 and over. Some assist younger disabled people
<b>Contact information</b>	<b>Hinckley &amp; Bosworth, North West Leic 01530 510031</b> <b>Blaby - 0116 2541121</b> <b>Harborough, Melton, Rutland - 01858 469076</b>
<b>How to refer</b>	Self referral, or anyone who is in contact with the client.

<b>Name of Service</b>	<b>VISTA</b> <b>(Royal Leicestershire, Rutland &amp; Wycliffe Society for the Blind)</b>
<b>Aims of the service</b>	The mission of the Society for the blind is to serve the needs of blind and partially sighted people in Leicester, Leicestershire and Rutland through responsive services.
<b>Services offered</b>	Rehabilitation, advice re lighting etc.
<b>Service available at:</b>	Service users home
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	No restrictions
<b>Contact information</b>	<b>Duty Desk 0116 2498839</b>
<b>How to refer</b>	Via Duty Desk

<b>Name of Service</b>	<b>Leicestershire Partnership Trust</b> <b>Falls Care Pathway</b>
<b>Aims of the service</b>	To reduce the amount and severity of falls within the patient population of Leicestershire Partnership Trust.
<b>Services offered</b>	Falls pathway for those under mental health services for older people. Individual care and advice on a one to one basis from physiotherapy and occupational therapy as required.
<b>Service available at:</b>	Hospital wards, day hospitals and community.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	Any
<b>Contact information</b>	<b>Helen Ainsworth</b> <b>Head of Physiotherapy, Mental Health Services</b> <b>Tel: 0116 225 2764</b> <b>Email: <a href="mailto:Helen.ainsworth@leicspart.nhs.uk">Helen.ainsworth@leicspart.nhs.uk</a></b>
<b>How to refer</b>	Only accessible for those under Leicestershire Partnership Trust

<b>Name of Service</b>	<b>Community Learning Disability Team</b>
<b>Aims of the service</b>	To meet identified health needs
<b>Services offered</b>	Those who are under the community learning disability team and are at risk of falling. They will be referred to the appropriate professional within the multi-disciplinary team (physio, occupational therapist, community nurse, speech and language therapist, psychiatrist and psychologist).
<b>Agencies involved</b>	Housing providers, care providers, day care providers, social services.
<b>Service available at:</b>	Community – own home, care home, day centre, college
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	19's and over
<b>Contact information</b>	City team – city PCT'S – <b>0116 2255414</b> North team – Charnwood and North West Leicestershire PCT – <b>01509 503019</b> South team – Melton, Rutland and Harborough, South Leicestershire and Hinckley and Bosworth PCT – <b>0116 2255301</b>
<b>How to refer</b>	Anyone can refer to the appropriate locality team

<b>Name of Service</b>	<b>Leicestershire County Council Social Services Department</b> <b>Community Care Falls Risk Assessment</b>
<b>Aims of the service</b>	As part of community care assessments we are in the process of launching a falls risk assessment tool that will be incorporated into the existing assessment process. From this we will develop a care plan appropriate to level of risks identified; <ul style="list-style-type: none"> <li>• To raise awareness of risks of falls to people in the low risk group to provide advice;</li> <li>• To include active support for people in medium/high groups</li> </ul>
<b>Services offered</b>	Falls risk assessment performed as part of community care assessments – <b>LOW</b> = Advice and guidance leaflet <b>MEDIUM</b> = Referral to rehabilitation/ Occupational therapist <b>HIGH</b> = Referral to falls specialist
<b>Service available at:</b>	The home environment
<b>Catchment area</b>	Melton, Harborough, South Leicester, Hinckley and Bosworth, Coalville and Charnwood.
<b>Client age group</b>	Over 65's
<b>Contact information</b>	<b>Please contact 0116 2657404 for addresses of each office or local area offices directly.</b> Email – <a href="mailto:Social-services@leic.gov.uk">Social-services@leic.gov.uk</a>
<b>How to refer</b>	Via Leicestershire County Council Social Services Access Team usual referral processes for community care services

<b>Name of Service</b>	<b>Leicestershire Nutrition and Dietetic Services (LNDS)</b>
<b>Aims of the service</b>	To promote nutritional well-being through prevention, treatment and management of disease by diet.
<b>Services offered</b>	<ul style="list-style-type: none"> <li>-One to One patient appointments and advice given on how to reduce the risk of falls in relation to food and drink.</li> <li>- Talk to patient groups e.g. Osteoarthritis Hip Group <ul style="list-style-type: none"> <li>- Training for health professionals and other staff involved in falls management.</li> </ul> </li> </ul>
<b>Service available at:</b>	Over 40 venues across the primary care trusts. The service currently runs clinics in health centres, hospitals, health and social care centres and GP surgeries.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	All
<b>Contact information</b>	<b>Tel 0116 2727205</b>
<b>How to refer</b>	Via GP, consultant or health professional. See website for referral form and more information <a href="http://www.lnds.nhs.uk">www.lnds.nhs.uk</a> and look under 'Services available.'

<b>Name of Service</b>	<b>Leicestershire Community Hospitals</b>
<b>Aims of the service</b>	To identify the possible causes of falls and reduce the possible incidence of further falls
<b>Services offered</b>	Falls risk assessments performed on every patient and at risk groups referred to the multidisciplinary services. Provide advise and information leaflets for patients/visitors and provide physiotherapy and Occupational therapy input
<b>Service available at:</b>	Community hospital
<b>Catchment area</b>	Local catchment areas for specific hospitals
<b>Client age group</b>	Any age
<b>Contact information</b>	Hinckley and Bosworth Community and district hospital – <b>01455 441864</b> Feilding Palmer Hospital – <b>01455 552150</b> Loughborough hospital – <b>01509 611600</b> Ashby hospital – <b>01530 566900</b> Coalville Community hospital – <b>01530 467400</b> Rutland memorial hospital - <b>01572 722522</b> Market Harborough and District Hospital – <b>01858 410500</b> Melton and District War Memorial Hospital – <b>01664 854900</b> St.Luke’s Hospital – <b>01858 410300</b>
<b>How to refer</b>	Contact local hospital

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Prevention Programme</b>
<b>Aims of the service</b>	Educate and advise on all issues relating to falls. Promote exercise, health and well being.
<b>Services offered</b>	A six week programme, twice weekly, Tues/Fri 10-12
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel &amp; fax 0116 2584056</b>
<b>How to refer</b>	Via the Falls Screening Clinic referral form. The multi disciplinary team (MDT) screens all patients prior to programme. Referrals accepted from all disciplines, the patient's consent is also required. Please see criteria on referral forms.

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Medical Clinic</b>
<b>Aims of the service</b>	For people who are falling and require a medical assessment, with referral on to appropriate services as required.
<b>Services offered</b>	Medical assessment
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire.
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel and fax 0116 2584056</b>
<b>How to refer</b>	Falls service referral forms/ letter. Any discipline can refer to Dr Reid's clinic but the relevant medical team must be aware of referrals. Please see referral form for further details.

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Screening Clinic</b>
<b>Aims of the service</b>	Referral on to appropriate services, if required, for further intervention i.e. medical (if problems identified), therapy, falls prevention.
<b>Services offered</b>	A multifactorial screening assessment of people who fall.
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Telephone and fax number 0116 258 4056</b>
<b>How to refer</b>	UHL Falls service referral forms. All disciplines can complete referral form. Patient should be aware of referral. Please refer to form for further referral details.

<b>Name of Service</b>	<b>University Hospitals, Leicester.</b> <b>Syncope Clinic / Dr Fancourt's Clinic</b>
<b>Aims of the service</b>	Investigation of patients who have experienced recurrent syncope, blackouts, unexplained falls, dizziness or funny turns.
<b>Services offered</b>	Comprehensive medical assessment, including cardiovascular and neurological examination, and further investigation as appropriate.
<b>Service available at:</b>	Glenfield Hospital UHL, Out-patients' Department, Monday and Tuesday afternoon.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland, plus tertiary referrals from other District General Hospitals
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>Glenfield Hospital 0116 2871471</b>
<b>How to refer</b>	Referrals accepted from General Practitioners/Consultant Physicians

<b>Name of Service</b>	<b>University Hospitals of Leicester</b> <b>Balance Centre</b>
<b>Aims of the service</b>	Diagnosis and rehabilitation of vestibular disorders, (causing imbalance and falls). This is not a generalist 'falls clinic'
<b>Services offered</b>	Outpatient Consultant with special interest in balance, vestibular testing and treatment, including rehabilitation, medicine and surgery.
<b>Service available at:</b>	Specialist Balance Clinic within Leicester Royal Infirmary
<b>Catchment area</b>	NHS referrals limited to Leicestershire only.
<b>Client age group</b>	No restriction
<b>Contact information</b>	<b>Clinic Co-ordinator 0116 2585823</b> <b>Consultant: Mr Rea. Secretary 0116 2586021</b> <b>Specialist Physiotherapist Mr. Clements 0116 2586156</b>
<b>How to refer</b>	Via GP or hospital specialist only.

**Charnwood and North West Leicestershire Primary Care Trust (PCT)**

<b>Name of Service</b>	<b>Charnwood and North West Leicestershire PCT Medicines Management and Prescribing Team</b>
<b>Aims of the service</b>	Review patients already prescribed calcium and vitamin D, for recommended daily dosing if appropriate. Identify patients at high risk of falls and prescribe calcium and vitamin D.
<b>Services offered</b>	Review prescribing of calcium and vitamin D with those at high risk of falls via the prescribing quality scheme and care home medication review pilot
<b>Service available at:</b>	GP practices and care homes undergoing pharmacist medication reviews
<b>Catchment area</b>	Charnwood and North West Leicester.
<b>Client age group</b>	65 years and over and those at high risk of falls
<b>Contact information</b>	<b>01509 567788</b>
<b>How to refer</b>	N/A

<b>Name of Service</b>	<b>Charnwood &amp; North West Leicestershire PCT</b> <b>Rapid Response Intermediate Care.</b>
<b>Aims of the service</b>	<ul style="list-style-type: none"> <li>• Deflection of admission</li> <li>• Early discharge of patients from acute services</li> <li>• Short term reablement</li> </ul>
<b>Services offered</b>	<p>Multidisciplinary  Falls assessment and intervention  Provision of appropriate equipment  In discussion with Nursing/Residential Homes to action patients who have fallen to be seen by East Midlands Ambulance Service (EMAS) and then referred to Rapid Response</p>
<b>Service available at:</b>	24 hour Community Service
<b>Catchment area</b>	Charnwood and North West Leicestershire PCT
<b>Client age group</b>	18 years and above
<b>Contact information</b>	<b>Single point of access through Loughborough Hospital</b> <b>01509 611600</b>
<b>How to refer</b>	Via social services, district nurses, GP's, East Midlands Ambulance Service, A&E Departments, walk in centre, acute and community hospitals, residential and nursing homes by contacting the above number

<b>Name of Service</b>	<b>Charnwood and North West Leicestershire PCT Falls Clinic</b>
<b>Aims of the service</b>	Identify risk factors present that may contribute to a fall and provide multi-disciplinary intervention to improve patient's physical health and reduce the risk of future falls.
<b>Services offered</b>	Multi – disciplinary assessment and intervention for older patients identified at risk of falls
<b>Service available at:</b>	Pochin Day hospital, Loughborough Hospital
<b>Catchment area</b>	Charnwood and North West Leicester
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>01509 564260 via Pochin Day Hospital</b>
<b>How to refer</b>	Any Health Professional can refer to the Falls Assessment Clinic

<b>Name of Service</b>	<b>Charnwood Community Physio Service</b>
<b>Aims of the service</b>	To maintain and support the frail elderly and chronically sick, and their carers in the community
<b>Services offered</b>	Assessment, treatment and on going review. Walking aids assessment and provision. Falls risk assessment completed for over 70 years of age. Referred for walking aid assessment.
<b>Setting of service</b>	Domiciliary, inclusive of private nursing homes and residential homes
<b>Catchment area</b>	Charnwood Borough
<b>Client age group</b>	Clinical rather than age criteria
<b>Contact information</b>	<b>Community physiotherapy service Loughborough Hospital</b>
<b>How to refer</b>	In writing from GP's, consultants, primary care health and social care team.

<b>Name of Service</b>	<b>Charnwood and North West Leicestershire PCT Podiatry</b>
<b>Aims of the service</b>	To maintain and improve mobility and comfort
<b>Services offered</b>	Provide advice on how to care for feet to keep them comfortable and advice on footwear to maintain stability. The department undertakes assessments for podiatric need and provides treatments for podiatric conditions, as well as specialist and high risk care.
<b>Service available at:</b>	Hospital and community clinics
<b>Catchment area</b>	Charnwood and North West Leicestershire Primary Health Care Trust patients.
<b>Client age group</b>	All
<b>Contact information</b>	<b>Please ring the call centre – 01509 564321 between 8.00am and 1.00pm.</b>
<b>How to refer</b>	GP or hospital referral. Self referral forms available at GP surgeries and by request from the above number.

<b>Name of Service</b>	<b>Charnwood and North West Leicestershire Community Matrons</b>
<b>Aims of the service</b>	Prevent unnecessary hospital admissions for service users who have one or more long-term conditions resulting in complex care. Improve quality of life for service users and their carers who are living with a long-term condition.
<b>Services offered</b>	Case management – co-ordinating care across primary care, secondary health, and social care providers
<b>Service available at:</b>	Community
<b>Catchment area</b>	Charnwood and North West Leicestershire PCT
<b>Client age group</b>	Over 18 years of age
<b>Contact information</b>	<b>Office – 01530 566917</b> <b>Fax – 01530 566902</b>
<b>How to refer</b>	Telephone Fax with referral form

<b>Name of Service</b>	<b>Charnwood Borough Council Private Housing Section Environmental Health Services</b>
<b>Aims of the service</b>	To evaluate the potential risks to health and safety from deficiencies identified within private sector dwellings.
<b>Services offered</b>	To carry out Housing Health and Safety Rating System inspections within private sector properties (mainly private rented properties) where there are risks associated with falls on the level, falls between levels and falls on stairs and steps. Where hazards are identified, appropriate enforcement action will be taken to reduce the likelihood of an occurrence and the probable severity of the outcomes of such an occurrence.
<b>Service available at:</b>	The assessments are carried out within the service users home (generally within privately rented properties).
<b>Catchment area</b>	Within the Borough of Charnwood
<b>Client age group</b>	All age groups
<b>Contact information</b>	Private Sector Housing – Environmental Health – Charnwood Borough Council. <b>(01509) 634937</b>
<b>How to refer</b>	Via above Contact

<b>Name of Service</b>	<b>Leicestershire and Rutland CVS Community Partnership</b>
<b>Aims of the service</b>	Coordinates and supports the Voluntary Sector, and older people's groups to effectively engage with Primary Care Trusts, Local Authorities and other partners in the healthcare planning, commissioning and delivery of services for older people in Leicestershire and Rutland.
<b>Services offered</b>	<ul style="list-style-type: none"> <li>• Supports a network of local and countywide forums of older people that enable them to be informed, have a 'voice,' and be consulted about the planning of health and social care services in Leicestershire and Rutland.</li> <li>• Supports a 'countywide' forum of voluntary organisations that provide services for older people.</li> <li>• Provides signposting information, and can disseminate leaflets and other information to the older person's and voluntary sector forums.</li> </ul>
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	55 years upwards
<b>Contact information</b>	<b>General enquiries: 0116 2341577 Voluntary Sector Partnership Officer (Older People): 0116 2293018</b>
<b>How to refer</b>	Contact the above number

<b>Name of Service</b>	<b>Leicestershire and Rutland Age Concern</b>
<b>Aims of the service</b>	To enable service users to remain living as independently as possible in community settings.
<b>Services offered</b>	Day care. Lifelong learning, lunch clubs and healthy ageing activities (eg line dancing, keep fit).
<b>Service available at:</b>	Various community locations in Leicestershire (County) and Rutland.
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	Over 65
<b>Contact information</b>	<b>0116 2992233</b> <b>WEBSITE:</b> <a href="http://www.ageconcernleics.com">www.ageconcernleics.com</a> <b>Email:</b> <a href="mailto:enquiries@ageconcernleics.com">enquiries@ageconcernleics.com</a>
<b>How to refer</b>	Day care services are accessed through Social Services Adult Access teams or through Community Mental Health Teams (for specific mental health day care).  Other services can be accessed directly through Age Concern Leicestershire and Rutland

<b>Name of Service</b>	<b>Home Improvement Agencies (Care and Repair and Staying Put) – Voluntary Sector</b>
<b>Aims of the service</b>	To enable older people and disabled people to remain independently at home safely in comfort and security
<b>Services offered</b>	Advice on housing repairs, improvements, adaptations safety, energy efficiency. Provides handyperson service (not Melton, Harborough, Rutland) for small repairs and refers to other services, (this is not an exhaustive list).
<b>Service available at:</b>	Client's own home
<b>Catchment area</b>	Anchor Staying Put for Harborough, Melton and Rutland. Care & Repair Leicester for Blaby and Leicester City Care & Repair West Leics for Hinckley and Bosworth and North West Leicestershire.
<b>Client age group</b>	All - assist those homeowners aged 60 and over. Some assist younger disabled people
<b>Contact information</b>	<b>Hinckley &amp; Bosworth, North West Leics. 01530 510031</b> <b>Blaby - 0116 2541121</b> <b>Harborough, Melton, Rutland - 01858 469076</b>
<b>How to refer</b>	Self referral, or anyone who is in contact with the client.

<b>Name of Service</b>	<b>VISTA</b> <b>(Royal Leicestershire, Rutland &amp; Wycliffe Society for the Blind)</b>
<b>Aims of the service</b>	The mission of the Society for the blind is to serve the needs of blind and partially sighted people in Leicester, Leicestershire and Rutland through responsive services.
<b>Services offered</b>	Rehabilitation, advice re lighting etc.
<b>Service available at:</b>	Service users home
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	No restrictions
<b>Contact information</b>	<b>Duty Desk 0116 2498839</b>
<b>How to refer</b>	Via Duty Desk

<b>Name of Service</b>	<b>Leicestershire Partnership Trust</b> <b>Falls Care Pathway</b>
<b>Aims of the service</b>	To reduce the amount and severity of falls within the patient population of Leicestershire Partnership Trust.
<b>Services offered</b>	Falls pathway for those under mental health services for older people. Individual care and advice on a one to one basis from physiotherapy and occupational therapy as required.
<b>Service available at:</b>	Hospital wards, day hospitals and community.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	Any
<b>Contact information</b>	<b>Helen Ainsworth</b> <b>Head of Physiotherapy, Mental Health Services</b> <b>Tel: 0116 225 2764</b> <b>Email: <a href="mailto:Helen.ainsworth@leicspart.nhs.uk">Helen.ainsworth@leicspart.nhs.uk</a></b>
<b>How to refer</b>	Only accessible for those under Leicestershire Partnership Trust

<b>Name of Service</b>	<b>Community Learning Disability Team</b>
<b>Aims of the service</b>	To meet identified health needs
<b>Services offered</b>	Those under the community learning disability team who are at risk of falling are referred to the appropriate professional within the multi-disciplinary team (physio, occupational therapist, community nurse, speech and language therapist, psychiatrist and psychologist).
<b>Agencies involved</b>	Housing providers, care providers, day care providers, social services.
<b>Service available at:</b>	Community – own home, care home, day centre, college
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	19's and over
<b>Contact information</b>	City team – city PCT'S – <b>0116 2255414</b> North team – Charnwood and North West Leicestershire PCT – <b>01509 503019</b> South team – Melton, Rutland and Harborough, South Leicestershire and Hinckley and Bosworth PCT – <b>0116 2255301</b>
<b>How to refer</b>	Anyone can refer to the appropriate locality team

<b>Name of Service</b>	<p style="text-align: center;"><b>Leicestershire County Council Social Services Department</b></p> <p style="text-align: center;"><b>Community Care Falls Risk Assessment</b></p>
<b>Aims of the service</b>	<p>As part of community care assessments we are in the process of launching a falls risk assessment tool that will be incorporated into the existing assessment process. From this we will develop a care plan appropriate to level of risks identified;</p> <ul style="list-style-type: none"> <li>• To raise awareness of risks of falls to people in the low risk group to provide advice;</li> <li>• To include active support for people in medium/high groups</li> </ul>
<b>Services offered</b>	<p>Falls risk assessment performed as part of community care assessments – <b>LOW</b> = Advice and guidance leaflet  <b>MEDIUM</b>= Referral to rehabilitation/ Occupational therapist  <b>HIGH</b> = Referral to falls specialist</p>
<b>Service available at:</b>	In the home environment or elderly person's home
<b>Catchment area</b>	Melton, Harborough, South Leicester, Hinckley and Bosworth, Coalville and Charnwood.
<b>Client age group</b>	Over 65's
<b>Contact information</b>	<p><b>Please contact 0116 2657404 for addresses of each office or local area offices directly.</b></p> <p>Email – <a href="mailto:Social-services@leic.gov.uk">Social-services@leic.gov.uk</a></p>
<b>How to refer</b>	Via Leicestershire County Council Social Services Access Team usual referral processes for community care services

<b>Name of Service</b>	<b>Leicestershire Nutrition and Dietetic Services (LNDS)</b>
<b>Aims of the service</b>	To promote nutritional well-being through prevention, treatment and management of disease by diet.
<b>Services offered</b>	<ul style="list-style-type: none"> <li>- One to One patient appointments and advice given on how to reduce the risk of falls in relation food and drink.</li> <li>- Talk to patient groups e.g. Osteoarthritis Hip Group.</li> <li>- Training for health professionals and other staff involved in falls management.</li> </ul>
<b>Setting of service</b>	Over 40 venues across the primary care trusts. The service currently runs clinics in health centres, hospitals, health and social care centres and GP surgeries.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	All
<b>Contact information</b>	<b>Contact Alison Scott, Dietetic Manager-Primary Care for more information. Tel 0116 2727205 or email <a href="mailto:Alison.Scott@lns.nhs.uk">Alison.Scott@lns.nhs.uk</a></b>
<b>How to refer</b>	Via GP, consultant or health professional. See website for referral form and more information <a href="http://www.lnds.nhs.uk">www.lnds.nhs.uk</a> and look under 'Services available.'

<b>Name of Service</b>	<b>Leicestershire Community Hospitals</b>
<b>Aims of the service</b>	To identify the possible causes of the falls and to reduce the possible incidence of further falls
<b>Services offered</b>	Falls risk assessments performed on every patient, and at risk groups referred to the multidisciplinary services. Provide advise and information leaflets for patients/visitors and provide physiotherapy and Occupational therapy input
<b>Service available at:</b>	Community hospital
<b>Catchment area</b>	Local catchment areas for specific hospitals
<b>Client age group</b>	Any age
<b>Contact information</b>	Hinckley and Bosworth Community and district hospital – <b>01455 441864</b> Feilding Palmer Hospital – <b>01455 552150</b> Loughborough hospital – <b>01509 611600</b> Ashby hospital – <b>01530 566900</b> Coalville Community hospital – <b>01530 467400</b> Rutland memorial hospital - <b>01572 722522</b> Market Harborough and District Hospital – <b>01858 410500</b> Melton and District War Memorial Hospital – <b>01664 854900</b> St.Luke’s Hospital – <b>01858 410300</b>
<b>How to refer</b>	Contact local hospital

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Prevention Programme</b>
<b>Aims of the service</b>	Educate and advise on all issues relating to falls. Promote exercise, health and well being.
<b>Services offered</b>	A six week programme, twice weekly, Tues/Fri 10-12
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel &amp; fax 0116 2584056</b>
<b>How to refer</b>	Via the Falls Screening Clinic referral form. Multi disciplinary team screens all patients prior to programme. Referrals accepted from all disciplines, the patient's consent is also required. Please see criteria on referral forms.

<b>Name of Service</b>	<b>University Hospitals of Leicester</b> <b>Falls Medical Clinic</b>
<b>Aims of the service</b>	For people who are falling and require a medical assessment, with referral on to appropriate services as required.
<b>Services offered</b>	Medical assessment
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire.
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel and fax 0116 2584056</b>
<b>How to refer</b>	Falls service referral forms/ letter. Any discipline can refer to Dr Reid's clinic but the relevant medical team must be aware of referrals. Please see referral form for further details.

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Screening Clinic</b>
<b>Aims of the service</b>	Referral on to appropriate services, if required, for further intervention i.e. medical (if problems identified), therapy/falls prevention.
<b>Services offered</b>	A multifactorial screening assessment of people who fall.
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Telephone and fax number 0116 258 4056</b>
<b>How to refer</b>	UHL Falls service referral forms. All disciplines can complete referral form. Patient should be aware of referral. Please refer to form for further referral details.

<b>Name of Service</b>	<b>University Hospitals, Leicester. Syncope Clinic / Dr Fancourt's Clinic</b>
<b>Aims of the service</b>	Investigation of patients who have experienced recurrent syncope, blackouts, unexplained falls, dizziness or funny turns.
<b>Services offered</b>	Comprehensive medical assessment, including cardiovascular and neurological examination, and further investigation as appropriate.
<b>Service available at:</b>	Glenfield Hospital,UHL, Out-patients' Department, Monday and Tuesday afternoon
<b>Catchment area</b>	Leicester, Leicestershire and Rutland, plus tertiary referrals from other District General Hospitals
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>Glenfield Hospital 0116 2871471</b>
<b>How to refer</b>	Referrals accepted from General Practitioners/Consultant Physicians

<b>Name of Service</b>	<b>University Hospitals of Leicester Balance Centre</b>
<b>Aims of the service</b>	Diagnosis and rehabilitation of vestibular disorders, (causing imbalance and falls). This is not a generalist 'falls clinic'
<b>Services offered</b>	Outpatient Consultant with special interest in balance, vestibular testing and treatment, including rehabilitation, medicine and surgery.
<b>Service available at:</b>	Specialist Balance Clinic within Leicester Royal Infirmary
<b>Catchment area</b>	NHS referrals limited to Leicestershire only.
<b>Client age group</b>	No restriction
<b>Contact information</b>	<b>Clinic Co-ordinator 0116 2585823 Consultant: Mr Rea. Secretary 0116 2586021 Specialist Physiotherapist Mr. Clements 0116 2586156</b>
<b>How to refer</b>	Via GP or hospital specialist only.

**Melton, Rutland and Harborough Primary Care Trust (PCT).**

<b>Name of Service</b>	<b>Melton, Rutland and Harborough PCT Medicines Management and Prescribing Team</b>
<b>Aims of the service</b>	Review patients already prescribed calcium and vitamin D for recommended daily dosing if appropriate. Identify high – risk patients for calcium and vitamin D and prescribe.
<b>Services offered</b>	Review of prescribing of calcium and vitamin D
<b>Services available at:</b>	GP practices
<b>Catchment area</b>	Melton, Rutland & Harborough PCT
<b>Client age group</b>	65 years and over
<b>Contact information</b>	<b>01664 855073</b>
<b>How to refer</b>	N/A

<b>Name of Service</b>	<b>Melton, Rutland and Harborough PCT</b> <b>Anchor Staying Put</b>
<b>Aims of the service</b>	To enable older people and disabled people to remain independently at home safely in comfort and security
<b>Services offered</b>	Advice on options repairs, improvements, safety, energy efficiency. Referrals to other services, (this is not an exhaustive list). Assistance with application for Local Authority grants for home improvements and Disabled Facilities Grants.
<b>Service available at:</b>	Client's own home
<b>Catchment area</b>	Market Harborough, Melton and Rutland
<b>Client age group</b>	60 and over, plus disabled persons of all ages for Disabled Facilities Grant.
<b>Contact information</b>	<b>Harborough, Rutland Melton - 01858 469076</b>
<b>How to refer</b>	Self referral, or anyone who is in contact with the client.

<b>Name of Service</b>	<b>Melton, Rutland and Harborough PCT</b> <b>Falls Prevention Programme</b>
<b>Aims of the service</b>	To reduce the incidence of falls
<b>Services offered and Setting</b>	<p><b>Rutland</b> - Have a Falls Prevention Programme which is run by an Occupational Therapist, Physiotherapist, Staff Nurse and Nursing Auxiliary at Rutland Memorial Day Hospital.</p> <p><b>Melton hospital</b> – Have a Falls Prevention Programme at a Social Services Norman Way Day Centre which is run jointly by health and social care.</p> <p><b>Market Harborough</b> are in the process of setting up a falls prevention programme.</p> <p>The community hospitals – St.Mary’s (Melton), Rutland Memorial hospital, St Lukes (Market Harborough) and Market Harborough district hospital have falls prevention education.</p>
<b>Catchment area</b>	Melton Rutland and Harborough
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>Gill Humberston – 01572 772007</b> <b>Mobile – 07970 032897</b>
<b>How to refer</b>	Patients can be referred by GPs, District nurses, Social services and community therapists to outpatient clinics for assessments which are held at the community hospitals. The consultant there will then refer to the Falls Prevention Programme if appropriate

<b>Name of Service</b>	<b>Melton, Rutland and Market Harborough PCT Podiatry</b>
<b>Aims of the service</b>	Promote foot health and mobility
<b>Services offered</b>	Assessment, screening, bio mechanics, nail surgery, health education, routine and high risk care, some nail care for vulnerable people
<b>Service available at:</b>	Community clinics, very limited home visiting service.
<b>Catchment area</b>	Melton, Rutland and Market Harborough including Syston
<b>Client age group</b>	All ages based on clinical need
<b>Contact information</b>	<b>Sonia Orme Podiatry Manager Therapy Call Centre 01664 855578</b>
<b>How to refer</b>	Self referral, except Melton GP's which is a mixture of self and GP referral

<b>Name of Service</b>	<b>Melton, Rutland and Market Harborough PCT Community Physiotherapy Service</b>
<b>Aims of the service</b>	To assess and treat patients in their own home environment who have been identified as at risk of falling or who have fallen. To maintain/promote independence in their own environment and improve confidence.
<b>Services offered</b>	<ol style="list-style-type: none"> <li>1. Aim to give education and advice re: falls</li> <li>2. Strength and balance exercises within environmental and patient constrains.</li> <li>3. Access to Red Cross for appropriate mobility equipment.</li> </ol>
<b>Service Available at:</b>	Patients own home
<b>Catchment area</b>	Patients who are registered with a G.P. within the Melton, Rutland and Harborough PCT.
<b>Client age group</b>	18+ Years of age.
<b>Contact information</b>	<b>Melton 01664 854831 Rutland 01572 772049 Harborough 01858 438126</b>
<b>How to refer</b>	In writing from GP's, consultants, primary care health and social care team.

<b>Name of Service</b>	<b>Melton, Rutland and Harborough PCT Intermediate Care Team</b>
<b>Aims of the service</b>	<b>To provide care, support and rehabilitation to prevent hospital admission and support early discharge.</b>
<b>Services offered</b>	Nursing (including Community psychiatric nurse), Occupational therapy, physiotherapy, Social care Goals are negotiated with patient. They are reviewed regularly whilst working towards them. They can include mobility and transfer skills, medication independence, meal preparation and personal care.
<b>Service Available at:</b>	Patient's home, residential and nursing homes. Assessment beds.
<b>Catchment area</b>	Patients registered with a Melton, Rutland and Harborough PCT GP.
<b>Client age group</b>	Adult (18+)
<b>Contact information</b>	<b>Main base: Rutland Memorial Hospital.</b>
<b>How to refer</b>	Referrals on <b>01572 772 093</b> between 8am and 5pm Mon-Fri (Answerphone checked ½ hourly if no reply). For referrals between 5pm and 11pm Mon-Fri or 8am and 11pm Sat-Sun please contact the Community Bureau on <b>0845 045 0567</b> . Referrals should be made by a health or social care professional.

<b>Name of Service</b>	<b>Leicestershire and Rutland CVS Community Partnership</b>
<b>Aims of the service</b>	Coordinates and supports the Voluntary Sector, and older people's groups to effectively engage with Primary Care Trusts, Local Authorities and other partners in the healthcare planning, commissioning and delivery of services for older people in Leicestershire and Rutland.
<b>Services offered</b>	<ul style="list-style-type: none"> <li>• Supports a network of local and countywide forums of older people that enable them to be informed, have a 'voice,' and be consulted about the planning of health and social care services in Leicestershire and Rutland.</li> <li>• Supports a 'countywide' forum of voluntary organisations that provide services for older people.</li> <li>• Provides signposting information, and can disseminate leaflets and other information to the older person's and voluntary sector forums.</li> </ul>
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	55 years upwards
<b>Contact information</b>	<b>General enquiries: 0116 2341577 Voluntary Sector Partnership Officer (Older People): 0116 2293018</b>
<b>How to refer</b>	Contact the above number

<b>Name of Service</b>	<b>Leicestershire and Rutland Age Concern</b>
<b>Aims of the service</b>	To enable service users to remain living as independently as possible in community settings.
<b>Services offered</b>	Day care. Lifelong learning, lunch clubs and healthy ageing activities (eg line dancing, keep fit).
<b>Service available at:</b>	Various community locations in Leicestershire (County) and Rutland.
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	Over 65
<b>Contact information</b>	<b>0116 2992233</b>  <b>WEBSITE:</b> <a href="http://www.ageconcernleics.com">www.ageconcernleics.com</a>  <b>Email:</b> <a href="mailto:enquiries@ageconcernleics.com">enquiries@ageconcernleics.com</a>
<b>How to refer</b>	Day care services are accessed through Social Services Adult Access teams or through Community Mental Health Teams (for specific mental health day care).  Other services can be accessed directly through Age Concern Leicestershire and Rutland

<b>Name of Service</b>	<b>VISTA</b> <b>(Royal Leicestershire, Rutland &amp; Wycliffe Society for the Blind)</b>
<b>Aims of the service</b>	The mission of the Society for the blind is to serve the needs of blind and partially sighted people in Leicester, Leicestershire and Rutland through responsive services.
<b>Services offered</b>	Rehabilitation, advice re lighting etc.
<b>Service available at:</b>	Service users home
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	No restrictions
<b>Contact information</b>	<b>Duty Desk 0116 2498839</b>
<b>How to refer</b>	Via Duty Desk

<b>Name of Service</b>	<b>Leicestershire Partnership Trust</b> <b>Falls Care Pathway</b>
<b>Aims of the service</b>	To reduce the amount and severity of falls within the patient population of Leicestershire Partnership Trust.
<b>Services offered</b>	Falls pathway for those under mental health services for older people. Individual care and advice on a one to one basis from physiotherapy and occupational therapy as required.
<b>Service available at:</b>	Hospital wards, day hospitals and community.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	Any
<b>Contact information</b>	<b>Helen Ainsworth</b> <b>Head of Physiotherapy, Mental Health Services</b> <b>Tel: 0116 225 2764</b> <b>Email: <a href="mailto:Helen.ainsworth@leicspart.nhs.uk">Helen.ainsworth@leicspart.nhs.uk</a></b>
<b>How to refer</b>	Only accessible for those under Leicestershire Partnership Trust

<b>Name of Service</b>	<b>Community Learning Disability Team</b>
<b>Aims of the service</b>	To meet identified health needs
<b>Services offered</b>	Those at risk of falling who are under the community learning disability team will be referred to the appropriate professional within the multi-disciplinary team (physio, occupational therapist, community nurse, speech and language therapist, psychiatrist and psychologist).
<b>Agencies involved</b>	Housing providers, care providers, day care providers, social services.
<b>Service available at:</b>	Community – own home, care home, day centre, college
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	19's and over
<b>Contact information</b>	City team – city PCT'S – <b>0116 2255414</b> North team – Charnwood and north west Leicestershire PCT – <b>01509 503019</b> South team – Melton, Rutland and Harborough, South Leicestershire and Hinckley and Bosworth PCT – <b>0116 2255301</b>
<b>How to refer</b>	Anyone can refer to the appropriate locality team

<b>Name of Service</b>	<b>Rutland Social Services Community Care Falls Risk Assessment</b>
<b>Aims of the service</b>	To promote functional independence. To maintain people safely within their home environment. To support Service Users and their Carers. To promote Service User's work and leisure opportunities within the local community.
<b>Services offered</b>	Occupational therapists and social workers perform holistic assessments with a focus on the issues raised at the point of referral. For falls prevention the service can include: <ul style="list-style-type: none"> <li>◆ Provision of home care, meals on wheels, laundry, sitting services etc</li> <li>◆ Provision of falls prevention advice (e.g. changing light bulbs for a higher wattage, removing clutter and loose rugs and provision of advice about the installation of pendant alarms for emergency communication).</li> <li>◆ Provision of equipment (e.g. helping hands, raised toilet seats, bath equipment, kitchen trolley, commodes, moving and handling equipment such as slide sheets, transfer boards and hoists etc).</li> <li>◆ Provision of adaptations (e.g. grab-rails, stair-rails, chair/bed raisers, ramps, step alterations, stair-lifts etc)</li> <li>◆ People can also be referred to other agencies such as Physiotherapy, their GP, District Nurse or to the local falls prevention service at Rutland Memorial Hospital.</li> </ul>
<b>Service available at:</b>	The client's home, residential /nursing home or day centres. The Social Workers also visit patients and their families in surrounding hospitals to assess the Services required for a safe discharge.
<b>Catchment area</b>	Rutland County
<b>Client age group</b>	There are two Social Services Teams – one for Children and Families and one for Adults. The Occupational Therapists are based in the Adult Team, but also have responsibility for dealing with major adaptation requests for children and young people.
<b>Contact information</b>	<b>Adult Social Services duty desk 01572 758341</b> Children and Families Social Services duty desk <b>01572 758407</b>
<b>How to refer</b>	Anyone can phone or write to Social Services, or visit in person to make a referral

<b>Name of Service</b>	<p style="text-align: center;"><b>Leicestershire County Council Social Services Department</b></p> <p style="text-align: center;"><b>Community Care Assessments</b></p>
<b>Aims of the service</b>	<p>As part of community care assessments we are in the process of launching a falls risk assessment tool that will be incorporated into the existing assessment process. From this we will develop a care plan appropriate to level of risks identified;</p> <ul style="list-style-type: none"> <li>• To raise awareness of risks of falls to people in the low risk group to provide advice;</li> <li>• To include active support for people in medium/high groups</li> </ul>
<b>Services offered</b>	<p>Falls risk assessment performed as part of community care assessments – <b>LOW</b> = Advice and guidance leaflet  <b>MEDIUM</b>= Referral to rehabilitation/  Occupational therapist  <b>HIGH</b> = Referral to falls specialist</p>
<b>Service available at:</b>	The home environment
<b>Catchment area</b>	Melton, Harborough, South Leicester, Hinckley and Bosworth, Coalville and Charnwood.
<b>Client age group</b>	Over 65's
<b>Contact information</b>	<p><b>Please contact 0116 2657404 for addresses of each office or local area offices directly.</b>  Email – <a href="mailto:Social-services@leic.gov.uk">Social-services@leic.gov.uk</a></p>
<b>How to refer</b>	Via Leicestershire County Council Social Services Access Team, usual referral processes for community care services

<b>Name of Service</b>	<b>Leicestershire Nutrition and Dietetic services (LNDS)</b>
<b>Aims of the service</b>	To promote nutritional well-being through prevention, treatment and management of disease by diet.
<b>Services offered</b>	<p>-One to One patient appointments and advice given on how to reduce the risk of falls in relation food and drink.</p> <p>- Talk to patient groups e.g. Osteoarthritis Hip Group</p> <ul style="list-style-type: none"> <li>- Training for health professionals and other staff involved in falls management.</li> <li>-</li> </ul>
<b>Service available at:</b>	Over 40 venues across the primary care trusts. The service currently runs clinics in health centres, hospitals, health and social care centres and GP surgeries.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	All
<b>Contact information</b>	<b>Contact Alison Scott, Dietetic Manager-Primary Care for more information. Tel 0116 2727205 or email <a href="mailto:Alison.Scott@lnds.nhs.uk">Alison.Scott@lnds.nhs.uk</a></b>
<b>How to refer</b>	Via GP, consultant or health professional. See website for referral form and more information <a href="http://www.lnds.nhs.uk">www.lnds.nhs.uk</a> and look under 'Services available.'

<b>Name of Service</b>	<b>Leicestershire Community Hospitals</b>
<b>Aims of the service</b>	To identify the possible causes of the falls and to reduce the possible incidence of further falls
<b>Services offered</b>	Falls risk assessments performed on every patient and at risk groups referred to the multidisciplinary services. Provide advise and information leaflets for patients/visitors and provide physiotherapy and Occupational therapy input
<b>Setting of service</b>	Community hospital
<b>Catchment area</b>	Local catchment areas for specific hospitals
<b>Client age group</b>	Any age
<b>Contact information</b>	Hinckley and Bosworth Community and district hospital – <b>01455 441864</b> Feilding Palmer Hospital – <b>01455 552150</b> Loughborough hospital – <b>01509 611600</b> Ashby hospital – <b>01530 566900</b> Coalville Community hospital – <b>01530 467400</b> Rutland memorial hospital - <b>01572 722522</b> Market Harborough and District Hospital – <b>01858 410500</b> Melton and District War Memorial Hospital – <b>01664 854900</b> St.Luke’s Hospital – <b>01858 410300</b>
<b>How to refer</b>	Contact local hospital

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Prevention Programme</b>
<b>Aims of the service</b>	Educate and advise on all issues relating to falls. Promote exercise, health and well being.
<b>Services offered</b>	A six week programme, twice weekly, Tues/Fri 10-12
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel &amp; fax 0116 2584056</b>
<b>How to refer</b>	Via the Falls Screening Clinic referral form. MDT screens all patients prior to programme. Referrals accepted from all disciplines, the patient's consent is also required. Please see criteria on referral forms.

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Medical Clinic</b>
<b>Aims of the service</b>	For people who are falling and require a medical assessment, with referral on to appropriate services as required.
<b>Services offered</b>	Medical assessment
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire.
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel and fax 0116 2584056</b>
<b>How to refer</b>	Falls service referral forms/ letter. Any discipline can refer to Dr Reid's clinic but the relevant medical team must be aware of referrals. Please see referral form for further details.

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Screening Clinic</b>
<b>Aims of the service</b>	Referral on to appropriate services, if required, for further intervention i.e. medical (if problems identified), therapy/falls prevention
<b>Services offered</b>	A multifactorial screening assessment of people who fall.
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Telephone and fax number 0116 258 4056</b>
<b>How to refer</b>	UHL Falls service referral forms. All disciplines can complete referral form. Patient should be aware of referral. Please refer to form for further referral details.

<b>Name of Service</b>	<b>University Hospitals, Leicester. Syncope Clinic / Dr Fancourt's Clinic</b>
<b>Aims of the service</b>	Investigation of patients who have experienced recurrent syncope, blackouts, unexplained falls, dizziness or funny turns.
<b>Services offered</b>	Comprehensive medical assessment, including cardiovascular and neurological examination, and further investigation as appropriate.
<b>Service available at:</b>	Glenfield Hospital UHL Out-patients' Department Monday and Tuesday afternoon
<b>Catchment area</b>	Leicester, Leicestershire and Rutland, plus tertiary referrals from other District General Hospitals
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>Glenfield Hospital 0116 2871471</b>
<b>How to refer</b>	Referrals accepted from General Practitioners/Consultant Physicians

<b>Name of Service</b>	<b>University Hospitals of Leicester Balance Centre</b>
<b>Aims of the service</b>	Diagnosis and rehabilitation of vestibular disorders, (causing imbalance and falls). This is not a generalist 'falls clinic'
<b>Services offered</b>	Outpatient Consultant with special interest in balance, vestibular testing and treatment, including rehabilitation, medicine and surgery.
<b>Service available at:</b>	Specialist Balance Clinic within Leicester Royal Infirmary
<b>Catchment area</b>	NHS referrals limited to Leicestershire only.
<b>Client age group</b>	No restriction
<b>Contact information</b>	<b>Clinic Co-ordinator 0116 2585823 Consultant: Mr Rea. Secretary 0116 2586021 Specialist Physiotherapist Mr. Clements 0116 2586156</b>
<b>How to refer</b>	Via GP or hospital specialist only.

**South Leicestershire Primary Care Trust (PCT).**

<b>Name of Service</b>	<b>South Leicestershire PCT Medicines Management Team</b>
<b>Aims of the service</b>	To prevent falls related to medication
<b>Services offered</b>	Medication review – assessment of drugs likely to cause falls and addition of calcium and vitamin D supplementation where appropriate.
<b>Service available at:</b>	Within South Leicestershire GP practices / care homes
<b>Catchment area</b>	South Leicestershire PCT i.e. Oadby & Wigston, Blaby and Lutterworth
<b>Client age group</b>	At present are targeting residential homes, housebound patients, and those over 75 who are on more than 4 medications
<b>Contact information</b>	<b>Kath Carter Head of Medicines Management 0116 286 2557</b>
<b>How to refer</b>	Via GP's

<b>Name of Service</b>	<p style="text-align: center;"><b>South Leicestershire PCT</b></p> <p style="text-align: center;"><b>Feilding Palmer Hospital (FPH), Lutterworth .</b></p> <p style="text-align: center;"><b>Occupational Therapy Service</b></p>
<b>Aims of the service</b>	To offer falls education service for in patients
<b>Services offered</b>	<p>A falls education programme for in patients - includes a range of assessments, provision of Leicestershire falls leaflet and a weekly showing of 'Banana Skins', an educational video: rehab to improve safety and confidence in personal and domestic activities of daily living. Arrangements for appropriate equipment from the Red Cross and safety rails essential for discharge. Pre-discharge and/or post discharge visits to patient's homes are carried out as needed. We act as a resource for information such as Lifeline.</p>
<b>Service available at:</b>	Hospital ward in Feilding Palmer Hospital, Lutterworth, Leicestershire.
<b>Catchment area</b>	Feilding Palmer Hospital (FPH). South Leicestershire PCT
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>01455 552150</b>

<b>Name of service</b>	<b>South Leicestershire PCT</b> <b>Intermediate Care Team</b>
<b>Aims of the service</b>	To prevent hospital admission if appropriate To facilitate early hospital discharge
<b>Services offered</b>	Rapid multi disciplinary assessment including environmental assessment. Therapy and or nursing input for up to six weeks Referral to relevant agencies based on needs.
<b>Service available at:</b>	Clients home, residential location, Feilding Palmer Hospital
<b>Catchment area</b>	South Leicestershire
<b>Client age group</b>	16 upwards
<b>Contact information</b>	<b>Ring 01455 558916</b>
<b>How to refer</b>	Via GP, District Nurse, or Social Services for patients in community. Via Bed Bureau for in-patients.

<b>Name of Service</b>	<b>South Leicestershire PCT</b> <b>Primary Care Occupational Therapy</b>
<b>Aims of the service</b>	To assess the factors within the home that may contribute to falls. Provide intervention and advice to reduce the risk of falls
<b>Services offered</b>	Home visit Assessment of the environment and the function of the individual within the home. Provision of equipment, minor adaptation and advice to reduce identified risks. Education and information on falls prevention and other agencies offering help
<b>Service available at:</b>	The individuals home
<b>Catchment area</b>	All patients registered to a GP in South Leicestershire
<b>Client age group</b>	Adults 19 plus
<b>Contact information</b>	<b>0116 2771603</b>
<b>How to refer</b>	Via GP or other health and social care professional

<b>Name of Service</b>	<b>South Leicestershire Physiotherapy Service</b> <b>In patients at Feilding Palmer Hospital. Lutterworth</b>
<b>Aims of the service</b>	To assess and treat patients who have been identified as at risk of falling or have a history of falls. To make arrangements for necessary mobility equipment to be supplied
<b>Services offered</b>	<ol style="list-style-type: none"> <li>1. Aim to give education and advice re: falls</li> <li>2. Strength and balance exercises within environmental and patient constraints.</li> <li>3. Access to Red Cross for appropriate mobility equipment.</li> </ol>
<b>Service available at:</b>	Feilding Palmer Hospital - Ward
<b>Catchment area</b>	Patients who are registered with a South Leicestershire PCT GP.
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>01455 559285</b>
<b>How to refer</b>	Feilding Palmer Hospital nursing staff refer these in patients to Physiotherapy Service.

<b>Name of Service</b>	<b>South Leicestershire Physiotherapy Service Community Physiotherapy</b>
<b>Aims of the service</b>	To assess and treat patients in their own home environment, who have been identified as at risk of falling or who have fallen. To maintain/promote independence in their own environment and improve confidence in mobilising
<b>Services offered</b>	<ol style="list-style-type: none"> <li>1. Aim to give education and advice re: falls</li> <li>2. Strength and balance exercises within environmental and patient constraints.</li> <li>3. Access to Red Cross for appropriate mobility equipment</li> </ol>
<b>Service available at:</b>	Patients own home. Two referral bases – Feilding Palmer Hospital and South Leicestershire PCT.
<b>Catchment area</b>	Patients who are registered with a GP within the South Leicestershire PCT.
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>Community Physiotherapy Feilding Palmer Hospital 01455 559283 Community Physiotherapist – South Wigston Health Centre 0116 2785022</b>
<b>How to refer</b>	Patients can be referred by GP's, specialist nurses, district nurses and other allied health professionals.

<b>Name of Service</b>	<b>South Leicestershire PCT</b>  <b>Podiatry</b>
<b>Aims of the service</b>	Maintain client mobility and independence. Prevention of trauma, damage and ulceration from neglected feet or underlying disease.
<b>Services offered</b>	Podiatry including neurological and vascular screening, care of diabetic and other ulcerations, biomechanical examinations, provision of insoles and orthotics
<b>Service available at:</b>	Health centres. Domiciliary visits for those who are housebound. Patients in Nursing / Residential Homes seen in clinic unless housebound.
<b>Catchment area</b>	South Leicester PCT area
<b>Client age group</b>	All based on clinical need
<b>Contact information</b>	<b>Central booking at Narborough Health Centre, Thornton Drive, Narborough. Leicester. 0116 284 9996. Mon – Fri. 9.00 – 12.00</b>
<b>How to refer</b>	People can self refer by completing an application form, available from all GP practices, and sending to Narborough. Referrals accepted from all medical agencies.

<b>Name of Service</b>	<b>Leicestershire and Rutland CVS Community Partnership</b>
<b>Aims of the service</b>	Coordinates and supports the Voluntary Sector and older people's groups to effectively engage with Primary Care Trusts, Local Authorities and other partners in the healthcare planning, commissioning and delivery of services for older people in Leicestershire and Rutland.
<b>Services offered</b>	<ul style="list-style-type: none"> <li>• Supports a network of local and countywide forums of older people that enable them to be informed, have a 'voice,' and be consulted about the planning of health and social care services in Leicestershire and Rutland.</li> <li>• Supports a 'countywide' forum of voluntary organisations that provide services for older people.</li> <li>• Provides signposting information, and can disseminate leaflets and other information to the older person's and voluntary sector forums.</li> </ul>
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	55 years upwards
<b>Contact information</b>	<b>General enquiries: 0116 2341577 Voluntary Sector Partnership Officer (Older People): 0116 2293018</b>
<b>How to refer</b>	Contact the above number

<b>Name of Service</b>	<b>Leicestershire and Rutland Age Concern</b>
<b>Aims of the service</b>	To enable service users to remain living as independently as possible in community settings.
<b>Services offered</b>	Day care. Lifelong learning, lunch clubs and healthy ageing activities (eg line dancing, keep fit).
<b>Service available at:</b>	Various community locations in Leicestershire (County) and Rutland.
<b>Catchment area</b>	Leicestershire and Rutland
<b>Client age group</b>	Over 65
<b>Contact information</b>	<b>0116 2992233</b> <b>WEBSITE:</b> <a href="http://www.ageconcernleics.com">www.ageconcernleics.com</a> <b>Email:</b> <a href="mailto:enquiries@ageconcernleics.com">enquiries@ageconcernleics.com</a>
<b>How to refer</b>	Day care services are accessed through Social Services Adult Access teams or through Community Mental Health Teams (for specific mental health day care)  Other services can be accessed directly through Age Concern Leicestershire and Rutland

<b>Name of Service</b>	<b>Home Improvement Agencies (Care and Repair and Staying Put) – Voluntary Sector</b>
<b>Aims of the service</b>	To enable older people and disabled people to remain independently at home in safety, comfort and security
<b>Services offered</b>	Advice on housing repairs, improvements, adaptations safety, energy efficiency. Provides handyperson service (not Melton, Harborough, Rutland) for small repairs and refers to other services, (this is not an exhaustive list).
<b>Service available at:</b>	Client's own home
<b>Catchment area</b>	Anchor Staying Put for Harborough, Melton and Rutland. Care & Repair Leicester for Blaby and Leicester City, Care & Repair West Leics for Hinckley and Bosworth and North West Leicestershire.
<b>Client age group</b>	All - assist those homeowners aged 60 and over. Some assist younger disabled people
<b>Contact information</b>	<b>Hinckley &amp; Bosworth, North West Leics- 01530 510031</b> <b>Blaby - 0116 2541121</b> <b>Harborough, Melton, Rutland - 01858 469076</b>
<b>How to refer</b>	Self referral, or anyone who is in contact with the client.

<b>Name of Service</b>	<b>VISTA</b> <b>(Royal Leicestershire, Rutland &amp; Wycliffe Society for the Blind)</b>
<b>Aims of the service</b>	The mission of the Society for the blind is to serve the needs of blind and partially sighted people in Leicester, Leicestershire and Rutland through responsive services.
<b>Services offered</b>	Rehabilitation, advice re lighting etc.
<b>Service available at:</b>	Service users home
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	No restrictions
<b>Contact information</b>	<b>Duty Desk 0116 2498839</b>
<b>How to refer</b>	Via Duty Desk

<b>Name of Service</b>	<b>Leicestershire Partnership Trust</b> <b>Falls Care Pathway</b>
<b>Aims of the service</b>	To reduce the amount and severity of falls within the patient population of Leicestershire Partnership Trust.
<b>Services offered</b>	Falls pathway for those under mental health services for older people. Individual care and advice on a one to one basis from physiotherapy and occupational therapy as required.
<b>Service available at:</b>	Hospital wards, day hospitals and community.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	Any
<b>Contact information</b>	<b>Helen Ainsworth</b> <b>Head of Physiotherapy, Mental Health Services</b> <b>Tel: 0116 225 2764</b> <b>Email: <a href="mailto:Helen.ainsworth@leicspart.nhs.uk">Helen.ainsworth@leicspart.nhs.uk</a></b>
<b>How to refer</b>	Only accessible for those under Leicestershire Partnership Trust

<b>Name of Service</b>	<b>Community Learning Disability Team</b>
<b>Aims of the service</b>	To meet identified health needs
<b>Services offered</b>	Those who are under the community learning disability team and are at risk of falling. They will be referred to the appropriate professional within the multi-disciplinary team (physio, occupational therapist, community nurse, speech and language therapist, psychiatrist and psychologist).
<b>Agencies involved</b>	Housing providers, care providers, day care providers, social services.
<b>Service available at:</b>	Community – own home, care home, day centre, college
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	19's and over
<b>Contact information</b>	City team – city PCT'S – <b>0116 2255414</b> North team – Charnwood and North West Leicestershire PCT – <b>01509 503019</b> South team – Melton, Rutland and Harborough, South Leicestershire and Hinckley and Bosworth PCT – <b>0116 2255301</b>
<b>How to refer</b>	Anyone can refer to the appropriate locality team

<b>Name of Service</b>	<p style="text-align: center;"><b>Leicestershire County Council Social Services Department</b></p> <p style="text-align: center;"><b>Community Care Falls risk Assessment</b></p>
<b>Aims of the service</b>	<p>As part of community care assessments we are in the process of launching a falls risk assessment tool that will be incorporated into the existing assessment process. From this we will develop a care plan appropriate to level of risks identified;</p> <ul style="list-style-type: none"> <li>• To raise awareness of risks of falls to people in the low risk group to provide advice;</li> <li>• To include active support for people in medium/high groups</li> </ul>
<b>Services offered</b>	<p>Falls risk assessment performed as part of community care assessments – <b>LOW</b> = Advice and guidance leaflet  <b>MEDIUM</b>= Referral to rehabilitation/ Occupational therapist  <b>HIGH</b> = Referral to falls specialist</p>
<b>Service available at:</b>	the home environment
<b>Catchment area</b>	Melton, Harborough, South Leicester, Hinckley and Bosworth, Coalville and Charnwood.
<b>Client age group</b>	Over 65's
<b>Contact information</b>	<p><b>Please contact 0116 2657404 for addresses of each office or local area offices directly.</b>  Email – <a href="mailto:Social-services@leic.gov.uk">Social-services@leic.gov.uk</a></p>
<b>How to refer</b>	Via Leicestershire County Council Social Services Access Team usual referral processes for community care services

<b>Name of Service</b>	<b>Leicestershire Nutrition and Dietetic Services (LNDS)</b>
<b>Aims of the service</b>	To promote nutritional well-being through prevention, treatment and management of disease by diet.
<b>Services offered</b>	<ul style="list-style-type: none"> <li>-One to One patient appointments and advice given on how to reduce the risk of falls in relation to food and drink.</li> <li>- Talk to patient groups e.g. Osteoarthritis Hip Group <ul style="list-style-type: none"> <li>- Training for health professionals and other staff involved in falls management.</li> </ul> </li> </ul>
<b>Service available at:</b>	Over 40 venues across the primary care trusts. The service currently runs clinics in health centres, hospitals, health and social care centres and GP surgeries.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland
<b>Client age group</b>	All
<b>Contact information</b>	<b>Contact Alison Scott, Dietetic Manager-Primary Care for more information. Tel 0116 2727205 or email <a href="mailto:Alison.Scott@Inds.nhs.uk">Alison.Scott@Inds.nhs.uk</a></b>
<b>How to refer</b>	Via GP, consultant or health professional. See website for referral form and more information <a href="http://www.Inds.nhs.uk">www.Inds.nhs.uk</a> and look under 'Services available.'

<b>Name of Service</b>	<b>Leicestershire Community Hospitals</b>
<b>Aims of the service</b>	To identify the possible causes of falls and reduce the possible incidence of further falls
<b>Services offered</b>	Falls risk assessments performed on every patient and at risk groups referred to the multidisciplinary services. Provide advise and information leaflets for patients/visitors and provide physiotherapy and Occupational therapy input
<b>Service available at:</b>	Community hospital
<b>Catchment area</b>	Local catchment areas for specific hospitals
<b>Client age group</b>	Any age
<b>Contact information</b>	Hinckley and Bosworth Community and district hospital – <b>01455 441864</b> Feilding Palmer Hospital – <b>01455 552150</b> Loughborough hospital – <b>01509 611600</b> Ashby hospital – <b>01530 566900</b> Coalville Community hospital – <b>01530 467400</b> Rutland memorial hospital - <b>01572 722522</b> Market Harborough and District Hospital – <b>01858 410500</b> Melton and District War Memorial Hospital – <b>01664 854900</b> St.Luke’s Hospital – <b>01858 410300</b>
<b>How to refer</b>	Contact local hospital

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Prevention Programme</b>
<b>Aims of the service</b>	Educate and advise on all issues relating to falls. Promote exercise, health and well being.
<b>Services offered</b>	A six week programme, twice weekly, Tues/Fri 10-12
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel &amp; fax 0116 2584056</b>
<b>How to refer</b>	Via the Falls Screening Clinic referral form. The multi disciplinary team (MDT) screens all patients prior to programme. Referrals accepted from all disciplines, the patient's consent is also required. Please see criteria on referral forms.

<b>Name of Service</b>	<b>University Hospitals of Leicester</b> <b>Falls Medical Clinic</b>
<b>Aims of the service</b>	For people who are falling and require a medical assessment, with referral on to appropriate services as required.
<b>Services offered</b>	Medical assessment
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire.
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Tel and fax 0116 2584056</b>
<b>How to refer</b>	Falls service referral forms/ letter. Any discipline can refer to Dr Reid's clinic but the relevant medical team must be aware of referrals. Please see referral form for further details.

<b>Name of Service</b>	<b>University Hospitals of Leicester Falls Screening Clinic</b>
<b>Aims of the service</b>	Referral on to appropriate services, if required, for further intervention i.e. medical (if problems identified), therapy, falls prevention.
<b>Services offered</b>	A multifactorial screening assessment of people who fall.
<b>Service available at:</b>	Leicester General Hospital
<b>Catchment area</b>	Leicestershire
<b>Client age group</b>	Adult
<b>Contact information</b>	<b>Telephone and fax number 0116 258 4056</b>
<b>How to refer</b>	UHL Falls service referral forms. All disciplines can complete referral form. Patient should be aware of referral. Please refer to form for further referral details.

<b>Name of Service</b>	<b>University Hospitals, Leicester.</b> <b>Syncope Clinic / Dr Fancourt's Clinic</b>
<b>Aims of the service</b>	Investigation of patients who have experienced recurrent syncope, blackouts, unexplained falls, dizziness or funny turns.
<b>Services offered</b>	Comprehensive medical assessment, including cardiovascular and neurological examination, and further investigation as appropriate.
<b>Service available at:</b>	Glenfield Hospital UHL, Out-patients' Department, Monday and Tuesday afternoon.
<b>Catchment area</b>	Leicester, Leicestershire and Rutland, plus tertiary referrals from other District General Hospitals
<b>Client age group</b>	Adults
<b>Contact information</b>	<b>Glenfield Hospital 0116 2871471</b>
<b>How to refer</b>	Referrals accepted from General Practitioners/Consultant Physicians

<b>Name of Service</b>	<b>University Hospitals of Leicester</b> <b>Balance Centre</b>
<b>Aims of the service</b>	Diagnosis and rehabilitation of vestibular disorders, (causing imbalance and falls). This is not a generalist 'falls clinic'
<b>Services offered</b>	Outpatient Consultant with special interest in balance, vestibular testing and treatment, including rehabilitation, medicine and surgery.
<b>Service available at:</b>	Specialist Balance Clinic within Leicester Royal Infirmary
<b>Catchment area</b>	NHS referrals limited to Leicestershire only.
<b>Client age group</b>	No restriction
<b>Contact information</b>	<b>Clinic Co-ordinator 0116 2585823</b> <b>Consultant: Mr Rea. Secretary 0116 2586021</b> <b>Specialist Physiotherapist Mr. Clements 0116 2586156</b>
<b>How to refer</b>	Via GP or hospital specialist only.