

Trusted assessor service



Providing assessment of a person's need and provision of simple aids and equipment to enable independent living, including home environment assessments aimed at reducing environmental factors related to the risk of falls.



The challenge

- High caseloads of occupational therapy teams
- Year-on-year increases in referrals to community therapy
- Long wait lists for home visits
- High numbers of preventable falls
- Cost resulting from falls in the community.



The service

A skilled and efficient team of trained trusted assessors, who work in an integrated way with occupational therapists. Responding to triaged referrals by **completing home environment assessments** and (where appropriate) the **provision of basic aids and equipment**, the service supports independence and taking practical steps to **reduce the risk of falls**. We liaise closely with referring professionals to confirm the outcome of the assessment or to seek advice where appropriate.



The impact

- ▶ **Reduced** likelihood of **experiencing a fall**
- ▶ **Increasing people's awareness** of the risk factors associated with falls
- ▶ **Promoting independent living** and removing barriers to daily living activities
- ▶ **Additional capacity** for community therapy teams
- ▶ **Reduced wait times** for assessment
- ▶ **Enable discharge** to assess pathways to operate efficiently.

100%

of the people we surveyed* stated that they **felt safe and reassured**, they got the **support they needed** and rated the service received as good or **very good**.

*Survey sample = 20% of people we supported during 2023.