

Help us get it right

If you have a complaint, concern, comment or compliment please let us know by speaking to a member of our staff. We learn from your feedback and use the information to improve and develop our services.

If you would like to talk to someone outside the service contact the **Patient Experience Team** on **0113 220 8585**, Monday to Friday 9.30am to 4.30pm or email lch.pet@nhs.net

We can make this information available in Braille, large print, audio or other languages on request.

Devised by:
Leeds Community Falls Service

Watch your step



Advice for patients, residents and relatives
on falls prevention in care settings

Advice for **patients / residents**

To help prevent a fall:

- Keep everything you need within easy reach, including your call button and any walking aids.
- Avoid stretching or bending for things - ask someone to help you.
- Make sure slippers and shoes are supportive and fit correctly, and that your clothing is not too long.
- Stand up slowly from your bed or chair, and get your balance before you set off.
- Press your call button for assistance if you feel dizzy or unwell or need assistance to go to the bathroom or toilet - don't attempt it on your own.
- Use your call button so that staff know you need their help.
- Keep a night light on if you need to.

Advice for **relatives / visitors**

How I can help my relative or friend:

- Leave the room tidy and clutter free, and keep walkways clear.
- Replace bed tables moved during your visit and return any chairs you have used.
- Clean up any spills on the floor such as liquid or food, and inform a member of staff.
- Make sure you leave the call button within easy reach.
- If you find anything that could be a potential hazard, please report it to a member of staff.
- Remember to let a member of staff know that you are leaving.

