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### Patient Advice and Liaison (PALS)

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to PALS on **0800 085 7935** or you can email [epunft.pals@nhs.net](mailto:epunft.pals@nhs.net)

This leaflet can be produced in large print, CD, Braille and other languages on request.



Essex Partnership University NHS Foundation Trust regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.

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# West Essex Falls Response service



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## **What is the West Essex Falls Response service?**

We provide an urgent response to people who have fallen at home or their usual place of residence, and aim to reach patients within two hours wherever possible, depending on demand.

The service operates 8am – 8pm seven days a week.

It is staffed by a clinician and therapist from Essex Partnership University NHS Foundation Trust.

## **What do we offer you?**

- A full holistic clinical assessment to check your physical health and mobility.
- We check for potential risk of further falls. We also provide basic equipment to reduce these risks, as needed.
- We review any care and treatment you are already receiving. We will make further referrals or follow up checks as required.

## **Who is it for?**

The service is for people who:

- Have had a fall with or without injury or require lifting from the floor, either at home or in a care/residential home.
- Are a resident in west Essex and registered with a west Essex GP.

## **Who do I call?**

- If you have fallen or have someone who has fallen and you require assistance, please call the Care Co-ordination Centre on 0300 123 5433.
- If deemed clinically appropriate and the service has capacity, it will attend within two hours.