

Falls Prevention: Community Exercise Volunteer Service

Screening Call Script (once a referral has been made):

Hello, my name is.....

I am calling from Kingston Hospital. You have been referred to the Falls Prevention Community Exercise Volunteer Service.

We can offer 8 weekly home visits once you have been discharged from hospital and can support you with your prescribed physiotherapy exercises at home. We can also offer telephone calls to see how you are managing at home and to offer you links with your local community.

I just wanted to check that this is something you might be interested in?

If yes, clarify and confirm the following:

- that the patient meets the criteria (go through eligibility criteria)
- that the patient consents to the referral and home visits
- that the service will run for 8 weeks (commitment to this)
- any issues that the volunteer will need to be aware of (e.g. pets/living arrangements etc)
- that initially volunteers will be calling from a private / unknown number so not to be alarmed if they receive a call from an unknown number
- that our volunteers have received both Covid vaccinations and have been given lateral flow tests
- that this is a free service

If no, inform the referrer that the referral has been declined stating reasons why.