

POLICY FOR PROVISION OF WHEELCHAIRS

1. AIM

The Wheelchair Service is established to provide as comprehensive a service for people with permanent mobility problems with due regard to disability, life style, environment and safety factors. The service includes the assessment, provision and maintenance of wheelchairs and associated special seating.

2. GENERAL CRITERIA FOR PROVISION

2.1 CSH, on behalf of the Surrey Downs CCG, will provide wheelchair and associated special seating to meet essential mobility needs, following assessment by an approved assessor, when the user: -

- a) Is registered with a Surrey Downs CCG area G.P. or “normally resident” within the areas geographic boundaries;
- b) Has a permanent and substantial disability affecting their ability to walk a functional distance;
- c) Is not seeking a wheelchair exclusively to meet work, education or sporting requirements (*for which alternative funding may be available*);
- d) Weighs within the maximum safety limit for the agreed range of wheelchairs. For users over the standard weight limit the therapist will seek wherever possible alternative safe provision, but where not possible will need to discuss with the user the option of a weight loss regime under supervision.
- e) Is not already in receipt of a wheelchair from the service
- f) If aged over three years, or aged under three with postural problems.
- g) Has the need to use a wheelchair a minimum of three times each week.

2.2 Priority should be given to users who are totally dependent on a wheelchair for mobility at home in order to gain greater independence in daily activities.

2.3 If a potential user does not meet the criteria for the Wheelchair Service, advice about alternative sources will be offered.

2.4 The Wheelchair Service is accessible via:

- a) Direct Dial telephone: 01372 – 384383, 8.30am – 4pm
- b) Email csn.wheelchairservice@nhs.net
- c) Answer phone at other times
- d) The service is wheelchair accessible including access to adapted WC and parking.

3. SPECIFIC CRITERIA FOR PROVISION

The following individual criteria are available on request:

- Special seating
- Voucher
- Wheelchairs and postural seating for Children
- Nursing Home and residential homes
- Powered indoor/outdoor
- Powered indoor
- High performance/Light Weight
- Pressure cushions
- Transit wheelchairs
- Self propelled
- Tilt-in-Space

3. REFERRAL

- 3.1 Referrals for assessment will be accepted from doctors, community nurses, therapists and other health workers able to verify diagnosis, weight and height of individual. An official wheelchair service form must be completed.
- 3.2 Prescriptions for provision will be accepted from accredited therapists and nurses following assessment and completion of official form. The Wheelchair Service Therapist will monitor all prescriptions to ensure the most appropriate equipment is provided, and may carry out a further assessment, or provide alternative equipment if necessary. In such a case, clarification will be given to the user and / or carer and the original Prescriber.
- 3.4 All wheelchair users have open access to the Wheelchair Service, and can make a referral for reassessment of their equipment if their mobility or seating needs change.

- 3.5 Where a user needs a signer or interpreter this should be specified at the time of the referral and suitable arrangements will be made.

4. ASSESSMENT

- 4.1 The user and carer (where appropriate) will be actively encouraged to be involved in all assessments, and be given clear explanations regarding the recommended provision. The user's clinical mobility needs, desired lifestyle, environment and safety should be the focal point for assessment. Other considerations are:

- a) Potential need for adaptations or modifications to the wheelchair or home environment.
- b) Appropriate postural seating options

- 4.2 Assessment for all wheelchair, posture and seating needs will be carried out by Wheelchair service therapists, who have specific training, competence and experience to deal with highly complex and standard needs.

In addition, other health and social care professionals who have received training and accreditation by the wheelchair service may carry out assessments and prescribe standard wheelchairs.

- 4.3 Domiciliary assessment visits will only be:-
- a) Offered to individuals who meet the housebound criteria
 - b) The client is too physically or mentally unwell to attend, and/or is bedbound.
 - c) The client needs to be assessed as part of a group of clients (i.e. a clinic) that is held off hospital site at settings such as Wingham Court, Woodlands, and the development centre at the Queen Elizabeth Foundation.
 - d) The client is an in-patient at an acute or community hospital.
 - e) We need to assess an environmental aspect of wheelchair use.
 - f) The above may be overridden at the clinician's discretion
- 4.4 Referrals for individuals requiring complex postural seating solutions beyond scope of the wheelchair service will be forwarded to the contracted special seating service. The referring therapist and the carer (where appropriate) will attend the clinic appointment with the user.

5. PROVISION OF EQUIPMENT

- 5.1 Wheelchairs will be provided from an agreed range in order that provision, repairs and maintenance can be achieved within service guidelines. Standard wheelchairs and accessories in stock and ready for issue should normally be provided within 5 working days.
- 5.2 Non standard wheelchairs and accessories, powered indoor-outdoor wheelchairs, multi-adjustable wheelchairs, special seating systems and children's equipment are ordered from companies to suit individual need, and are subject to manufacturers' delivery times. Users should be kept aware of anticipated delivery times.
- 5.3 Prescribed equipment will have been checked for safety by the contracted repairer who will usually deliver the equipment to the individual's home. Handover of equipment in clinic will be arranged as appropriate.
- 5.4 At the time of delivery, the contracted repairer representative will follow an agreed handover procedure which includes appropriate adjustments.
- 5.5 Written information will be provided to the user covering:
- a) Safe use and maintenance of the wheelchair and associated equipment including safe wheelchair transportation guidelines.
 - b) Details of how to contact the wheelchair service
 - c) Information about how to get repairs carried out
 - d) Terms and Conditions of loan
 - e) Procedure for returning wheelchairs when no longer required.
- 5.6 Appropriate action will be instigated immediately by the wheelchair service or delegated authority in response to hazard warnings and adverse incidents received from the MHRA.

6. WHEELCHAIR REPAIRS

- 6.1 A contracted repair service is provided by Millbrook Healthcare Ltd to the Wheelchair Service, to carry out deliveries and collections, repairs, modifications and reconditioning. This service is regularly monitored. They can be contacted on tel. no. 0845 2937268.

- 6.2 Repairs should be carried out in the clients' home, or workplace, if within geographical boundaries, by mutually agreed appointment. If it is necessary to take the chair to a workshop, or if the chair is unusable, the user will be provided with a suitable manual alternative. In cases where an electric wheelchair needs to be taken to the workshop for repair, a suitable electric wheelchair will be sought from stock, but cannot be guaranteed.
- 6.3 Urgent repairs for users completely reliant on the wheelchair for mobility indoors should be carried out within 24 hours. All other repairs should be carried out within three working days.
- 6.4 In the event of a breakdown whilst outside in the community there is no breakdown recovery service available. Clients and/or their carers must therefore be able to plan a suitable procedure to follow in such a situation.

7. SERVICE IMPROVEMENT

- 7.1 Wheelchair Service staff continues an open access philosophy, encouraging views of individuals, carers and other professionals to enable continuous improvement.
- 7.2 Written feedback on the experience of individuals on the quality of the service provided by Millbrook Health Care Ltd would be welcome in order to assist in the monitoring of the contract.
- 7.3 The Central Surrey complaints procedure is established for users who are dissatisfied with their experience of the service, copies of which are available on request.