

# **THE WHEELCHAIR AND SPECIAL SEATING SERVICE**

## **PRESCRIPTION CRITERIA AND PROCEDURAL GUIDE**

## PRESCRIPTION CRITERIA AND PROCEDURAL GUIDE

This document has been produced for the benefit of wheelchair service users and Health Care Professionals. It gives details of the criteria that equipment is issued against and how it is applied. It also outlines general information about the services that are provided.

### MISSION STATEMENT:

“This service provides a clinical and functional assessment for people with a permanent impairment. Following assessment, special seating, postural and pressure care equipment may be provided for use within the wheelchair supplied by the Wheelchair Service.”

Provision includes:

- Wheelchairs to meet basic mobility, postural and pressure care needs, some of which may be prescribed by appropriate professionals in the community.
- Complex and custom built wheelchairs, special seating and pressure relieving cushions, powered chairs for both indoor and outdoor use and support, with self purchase through the voucher scheme.

The Bristol Wheelchair and Special Seating Service provide a service to patients who are registered with a GP with the following Primary Care Trusts:

- Bristol;
- South Gloucestershire;
- Bath and North Somerset; and
- North Somerset.

The criteria for the provision of all equipment supplied by the Service have been agreed by the Primary Care Trusts who are the funding commissioners.

Clients will usually be seen within the clinic setting at Bristol Centre for Enablement or at hospital, school or day care setting if appropriate. In exceptional circumstances clients will be visited at home,

### **Contact Numbers**

**General Enquiries:** 0300 300 0110

**Generic email address** (messages taken off on a daily basis): [wheelchairs@nbt.nhs.uk](mailto:wheelchairs@nbt.nhs.uk)

**Accreditation course booking:** [wheelchairs@nbt.nhs.uk](mailto:wheelchairs@nbt.nhs.uk)

### **Service Opening Hours**

Monday to Friday: 9.00am – 5.00pm

The Wheelchair Service is always happy to receive queries and comments on any of the information given in this guide.

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## SECTION 1

### GENERAL CRITERIA INFORMATION (ADULT AND CHILDREN)

#### WHEELCHAIR SERVICE PROVISION

The specific detail of the criteria and consideration for provision for different types of equipment is contained within this document, however, ***the general criteria applies in all cases.***

#### Provision of equipment will be considered where the person:

- has limited mobility, with a long term restriction of walking ability (over 6 months);
- has a permanent need for a wheelchair and will expect to use the equipment on a regular basis, at least 4 days a week;
- is registered to a GP in the area covered by the Wheelchair and Special Seating Service;
- is able to self-propel with no medical contra indications to this activity;

or

- is unable to self-propel, but has a regular carer who can push the wheelchair safely to meet the criteria of 4 days a week.

There is no age restriction for provision, however, equipment will not be provided for babies and very young children whose postural and mobility needs can be met by commercially available buggies.

#### The Wheelchair Service does *not* issue chairs for:

- occasional use;
- for less than 6 months' use;
- short term terminal care use (under 6 months);
- when wheelchair provision has contra-indications to the client's medical condition;
- when the provision of the wheelchair contra-indicates client's safety.

#### Equipment provision in exceptional circumstances:

- In the case of terminal illness where the prognosis and outcome is unpredictable and the 6 month limit cannot be clearly defined, a chair may be issued at the discretion of the Wheelchair Service assessment staff. The referrer should give full detail and reasoning for the provision request to facilitate the decision making process.
- Existing clients already in receipt of equipment from the Wheelchair Service who have a short term need for additional equipment e.g. following surgery, fracture etc, may be assisted on a good will basis, if appropriate equipment is in stock at the time of the request. Equipment will not normally be ordered specifically for short term loan for an existing user.

## SECTION 2

### GENERAL SERVICE INFORMATION

#### (1) REFERRAL TO THE SERVICE

##### (a) Initial referrals

These are referrals for clients that are new to the Service and have not had any input in the past.

These referrals are only accepted from accredited referrers, GPs and hospital doctors (see appendix 2).

##### (b) Existing client referrals

These are referrals for clients who are known to the Service and may already have equipment supplied by the Wheelchair Service.

These referrals are accepted from GPs, accredited referrers, clients themselves or their representatives or Health Care Professionals.

#### (2) THE ASSESSMENT PROCESS

Professional staff should use the appropriate referral form(s) to access the Service (copies of all forms are on this website).

##### (a) Initial referrals

Wheelchair referral form (DSC031) - for all new referrals to the Service including requests for powered wheelchairs for indoor use only.

The Wheelchair Service is unable to accept referrals where the minimum information is not supplied.

The minimum detail of information required with a new referral is:

- client's name, address, date of birth and contact details;
  - referrer's name, address, contact details and signature;
  - name, address and contact number of the client's GP;
  - client's diagnosis and resulting disability;
  - any relevant medical history and resulting disability;
  - client's height and weight;
  - the client's goals (i.e. what they will be using the wheelchair for);
- and
- reason for the referral (if different from the client's stated goals).

This information speeds up the process of assessment and equipment provision.

(b) **Reassessment/Review**

Existing client referral form (DSC040) – for all clients already known to the Service.

Detailed information should be supplied on issues and concerns that necessitate further intervention by the Wheelchair Service; this will assist Wheelchair Service therapists and Rehabilitation engineers to prioritise need appropriately and provide the fastest response for the client.

(c) **Wheelchair pressure relieving cushions**

Pressure relieving cushion referral form (DSC035).

Cushions are only supplied for use in a wheelchair. Height, weight and GP information are essential to ensure correct prescription. Recommendations of specific cushion types are not necessary but any information on specific cushions tried with the client may assist the prescription and provision process.

(d) **Electrically Powered Indoor Wheelchair (EPIC)**

The general wheelchair referral form (DSC031).

Please add specific information as to why a client may be in need of an EPIC and include any relevant home environmental access issues.

(e) **Electrically powered Indoor/Outdoor Wheelchair (EPIOC)**

Please refer to the criteria for issue of this equipment prior to completing the referral form (DSC 007). The client must be dependent on a powered wheelchair for all mobility within the home to meet the initial criteria for further assessment consideration for provision of this type of equipment.

**What happens when the referral is received?**

- referrals to the Service are date stamped;
- incomplete referrals are returned to the referrer with missing information fields highlighted;
- completed referrals for new clients are logged onto the wheelchair service computer system and given a reference number; and
- referrals for existing Wheelchair Service clients are logged onto their existing notes.

**Outcome from triage:**

- Referrals not meeting the prescription criteria will be rejected and returned to the referrer.
- Where there is sufficient information to safely supply equipment without the need for further assessment equipment will be ordered and delivery will be arranged direct to the client.
- Requests for standard equipment from accredited referrers will be processed and the equipment ordered for direct delivery to the client, unless further action is indicated from the information given (referrals from non-accredited referrers must

be countersigned by an accredited referrer who takes the responsibility for the prescription detail and risk assessment issues).

- Further calls to client, GP or Health Care Professional may be required to obtain more information in order to take the most appropriate action.
- Where further assessment is required by a Therapist and/or Rehabilitation Engineer, the referral will be prioritised and added to the appropriate waiting list. The client will be sent a letter to inform them of this action.

### **Provision of equipment to facilitate hospital discharge**

Hospital discharge needs will always be given priority, but early referral is requested, especially for those likely to require non-standard specification wheelchairs. Non-standard equipment is not usually held in stock and will be subject to manufacturer delivery times, which can be upward of 6 weeks.

The referrer must clearly denote if the assessment and equipment provision requested is required to facilitate discharge.

### **Timescales for assessment and equipment provision**

The Wheelchair Service is working towards achieving the goal of an 18 week pathway for the assessment and delivery of equipment process.

## **(2) THE ASSESSMENT PROCESS**

### **Where will the client be seen?**

- clinic at the Wheelchair Service;  
or,
- hospital, school, day care setting if appropriate.

In exceptional circumstances the client will be visited at home,

### **Who will see the client?**

- a Therapist and/or a Rehabilitation Engineer;
- the client can choose to have a family member, carer or friend present at the assessment;
- Health Care Professionals may also be invited to attend, if appropriate.

### **The Assessment**

At the assessment stage a postural and functional assessment will be undertaken. The assessment may involve an interview, looking at pressure areas and a postural examination. Verbal consent will always be obtained.

Equipment may be trialled and options discussed, taking into account clinical and functional issues plus service criteria and funding restrictions on certain types of equipment.

Options following assessment:

- issue of equipment from limited held stock, if available;



- order of equipment, if appropriate;
- discussion on the voucher options and completion of the paperwork, if appropriate;
- decision to arrange a further appointment if necessary to trial or assess with equipment that needs to be obtained from manufacturers.

**(3) DELIVERY OF EQUIPMENT**

The Wheelchair Delivery Services (DEL B) will deliver, set up and adjust standard equipment.

In the case of more complex equipment the Wheelchair Services Therapist and/or Rehabilitation Engineer will see the client to set up, adjust and instruct on the use of equipment either following delivery by DEL B to the home address or in clinic at the Wheelchair Service.

When a wheelchair is delivered to the client, the person delivering will set up and adjust the chair and go through the handover checklist on the reverse of the delivery note. This is to ensure the client is confident with the workings of the wheelchair and aware of its intended use. The client/clients' advocate is required to sign to accept terms and condition of supply.

All chairs are supplied with a standard 2 inch foam cushion and fitted lap belt. Specialist postural/pressure relieving cushions and postural belts will be supplied where appropriate, following assessment.

**(4) ACCESSORIES**

Accessories are generally off the shelf parts that are readily available from the manufacturer. These will be supplied following an assessment and recommendation from an accredited referrer, Wheelchair Therapist or Rehabilitation Engineer.

Applications for accessories must be supported with clear clinical reasoning for provision.

There is a wide range of accessories available, some of which can be ordered for direct issue by accredited referrers (see Appendix 3).

**Criteria for issue of the following accessories:**

**(a) Headrests**

- the Wheelchair Service provides headrests for clients sitting in wheelchairs or seating systems where it is a clinical need e.g. to meet postural needs;
- they are not supplied to meet transport needs alone; and
- most headrests provided for postural support are not crash tested. It is the responsibility of the transporter to consider provision of a headrest as part of the safe transportation of a client in a wheelchair (see Appendix 12).

**(b) Trays**

The supply of trays to fit wheelchair service supplied equipment will be considered in the following situations:

- To assist postural support management (i.e. to support clients arms, to encourage trunk extension or to facilitate fitting of anterior trunk support)

- To allow mounting of power chair controls to facilitate independent management of the power chair.
- To facilitate the clients independent mobility around the home and management of their activities of daily living.

It is advised that the tray should be removed from the wheelchair and stored for transit if the client is transported in a vehicle (refer to wheelchair manufacturers guidelines on transporting the wheelchair and occupant).

**Trays are not supplied:**

- On transit wheelchairs, unless there are clear indications for postural support and the client meets the service criteria for provision of a transit wheelchair.
- To carry a communication aid supplied by the communication aid service.
- Where school tables are neither accessible nor suitable, it is the responsibility of the school to provide suitable working surfaces to meet education needs within the school environment. These needs should be detailed in the child's statement, formulated, agreed and reviewed with the school.

If the tray is privately purchased, fitting and its use are the responsibility of the client or their advocate.

(c) **Postural Belts and Harnesses**

Section to be completed.

(d) **Modifications**

Modifications are custom made additions or changes to a wheelchair or buggy.

Modifications are considered where standard accessories are not clinically suitable and there is a clear clinical need for provision.

Modifications can be provided following a request by an accredited referrer or service user. However, the wheelchair service rehabilitation engineer will always need to be involved in this process to ensure that the planned modification is feasible, safe and does not compromise the integrity of the equipment.

(e) **Pressure relieving cushions**

Provision of a pressure relieving cushion is considered where:

- the client meets the Wheelchair Services criteria for provision of equipment;
- the client is a full time wheelchair user, using either a self-propelling manual wheelchair or a powered wheelchair as their main means of independent mobility; or
- the client uses a transit, attendant controlled wheelchair for short periods of time only, but are at high risk of tissue breakdown or have existing areas of damage and there is a 24 hour pressure care programme in place. The provision of a pressure relieving cushion in the wheelchair will therefore be part of that total care package.

Pressure relieving cushions are usually issued for use in an NHS supplied wheelchair. However, provision in privately purchased wheelchairs will be considered on an individual basis. The client must still meet the Wheelchair Service criteria for issue of equipment and the provision of the cushion must not contra-indicate safety because of the design of the private wheelchair.

Assessment by a Wheelchair Therapist is usually required prior to supplying a cushion for a private chair.

### **Referral**

The cushion referral form (DSC035) should be completed by the referring Health Care Professional and forwarded to the Wheelchair Service.

### **Action following triage by the Wheelchair Service Therapists**

- equipment may be issued directly to the client;
- further information may be requested from the referrer or the client; and
- client will be added to the waiting list for further assessment.

### **Exclusions**

Pressure relieving cushions will not be provided:

- for use in armchairs or any other form of seating;
- for use in a transit wheelchair which is used as an alternative to appropriate armchair provision;
- for use in a privately owned wheelchair where it is assessed that the addition of the cushion compromises safety; and
- for use in a private wheelchair where the standard criteria for NHS provision and use of equipment is not met.

### **(5) REPLACING EXISTING EQUIPMENT**

Replacement of equipment will only be undertaken if it no longer meets the client's clinical needs or the repair service deems that the equipment is beyond economic repair.

### **(6) REVIEW**

Review is arranged as appropriate. Clients, carers and professionals should make direct contact with the Service if there are changes that indicate that further intervention by the Wheelchair Service is required.

### **(7) REPAIRS**

Tel: 0117 969 6959

It is the responsibility of the client/carer to notify the repair service when wheelchairs are in need of repair.

Wheelchairs will only be repaired when they are recorded as being issued by the Wheelchair Service to the person currently using the wheelchair.

If the wheelchair is not NHS supplied it is the responsibility of the owners to have the equipment maintained and repaired.

## SECTION 3

### MANUAL WHEELCHAIRS

#### (1) STANDARD WHEELCHAIRS AND BUGGIES

Basic wheelchairs, pushchairs and buggies from an agreed range will be supplied following an assessment by an accredited prescriber, GP or hospital consultant.

Equipment will be ordered and delivered direct to the client where:

- the referral detail indicates that the criteria has been met;
- the request is for standard, basic equipment; and
- there is no indication of a need for wheelchair service clinical input and assessment.

#### (2) WHEELCHAIRS AND BUGGIES REQUIRING FURTHER ASSESSMENT

This range of equipment will only be supplied where there are clear clinical, functional and mobility management reasons for provision.

Equipment will be supplied, if appropriate, following an assessment by a specialist Wheelchair Therapist and/or Rehabilitation Engineer or occasionally following discussion with an accredited therapist.

##### **Types of wheelchair and buggy equipment requiring further assessment:**

##### (a) ***Self propelling configurable wheelchairs***

This range of wheelchairs offers more adjustability and range of size options than available in the standard wheelchair range.

##### (b) ***High specification energy efficient manual wheelchairs***

Assessment for this range of equipment is undertaken by the Wheelchair Service Therapist and/or Rehabilitation Engineer. Outside manufacturers and dealers may also be involved.

##### **Referrals for this type of equipment will be considered for provision when:**

- the main service criteria for a self-propelled wheelchair is met;
- the client's clinical and mobility needs cannot be met by another wheelchair of lower specification within the Wheelchair Service range;
- the client is a full time wheelchair user and lifestyle needs and ability is such that maximum independence and mobility will be gained by provision of an energy efficient wheelchair.
- The wheelchair user has demonstrated adequate control of static and dynamic stability of the wheelchair necessary for their likely environment and planned usage.

**Please note:**

This category of equipment will not routinely be issued to clients with issues of severe pain and fatigue, where provision may contraindicate the rehabilitation process.

Provision will only be considered in exceptional circumstances and with support from the appropriate specialist service e.g. the Pain Management and Chronic Fatigue Syndrome Service.

(c) ***Manual wheelchairs and buggies with a tilt in space and/or recline facility***

These will be supplied where the client requires postural support and regular changes in positioning within their wheelchair and their needs cannot be accommodated in any other wheelchair type with the addition of accessories.

(d) ***One arm lever or dual rim self propelling chairs***

(e) ***Double buggies***

The main responsibility of the Wheelchair Service is the provision of appropriate seating and mobility within a single buggy/wheelchair required by the child meeting the criteria.

Provision of a double buggy will only be considered where **both** children meet the main criteria for the provision of Wheelchair Service equipment.

Where only **one** child meets the criteria, an Independent Voucher (see Appendix 4) will be offered parents/guardians requesting a double buggy.

The buggy chosen by the family must meet the postural needs of the disabled child requiring wheelchair provision and accommodate the weight of both children.

Detailed information of the buggy of choice will need to be seen by the Wheelchair Service staff to confirm that the basic requirements set out in the Voucher are met. If additional postural support is required in the chosen buggy, the Wheelchair Service Therapist will offer advice and assistance, if this feasible within the equipment purchased.

(f) ***Bariatric wheelchairs***

All wheelchairs have a weight limit established by the manufacturer. Chairs to address a greater weight limit will be assessed on an individual basis and will usually need to be ordered specifically. There may be delays in supply for this range of equipment.

These wheelchairs have a more durable heavy duty frame and therefore have a heavier frame than the standard wheelchair.

Referrals for this type of equipment require full investigation and risk assessment of proposed method of propulsion, medical fitness of client (if planned to self-propel), suitability of home for manoeuvrability and management of chair, carer management issues and risk assessment for use, in home and local environment.

## SECTION 4

### POWERED WHEELCHAIRS

#### **This service supplies:**

- Electrically powered indoor wheelchairs (EPIC) for use indoors only.
- Electrically powered indoor/outdoor wheelchairs (EPIOC) for use indoors and outdoors.

This service is **not** funded for the provision of powered wheelchairs for use outdoors only; this includes scooters.

Powered wheelchairs with a tilt in space facility (see Appendix 7).

EPIOC provision is only considered where the client is dependent on a powered wheelchair for **all** mobility within their residential environment initially.

#### **(1) ELECTRICALLY POWERED INDOOR WHEELCHAIR (EPIC)**

Assessment for this type of equipment will be assessed by Wheelchair Service clinical staff and most cases will involve a full clinical and functional assessment.

##### **(a) Referral for EPIC**

A Wheelchair Service form (DSC031) should be completed in full by a GP or accredited referrer with reference to the criteria.

##### **(b) EPIC Criteria**

An EPIC may be supplied under the following circumstances:

- the person meets the Wheelchair Service general criteria for the provision of equipment;
- the person is unable to walk or the walking is not functional within the home environment;
- the person has a minimal ability to walk or self-propel around the home but there are medical and/or functional contra-indications to them continuing to do so e.g. breathing difficulties, high risk of fall etc.
- the person is unable to manage to manually self-propel a wheelchair or there are medical issues that limit the consistent ability to self-propel or provide a significant risk of injury to the person;
- the person has a residential environment that is compatible with the use of an EPIC:
  - have adequate space for the movement of the EPIC including leg rests/foot plates within the home; and
  - have a suitable area with power supply for charging the batteries.
- The person can demonstrate an ability or reasonable potential, with further training, to safely control the EPIC independently within the home.

- The person can demonstrate that the EPIC will be used on a daily basis to increase mobility and independence around the home, contributing to an improved quality of life. An EPIC may be considered for some use at a school/college and/or daycentre at the discretion of the Wheelchair Service staff. However, the general basic wheelchair Service criteria must still be met.
- The child is able to self-propel or has limited walking ability at home but needs a power chair to be independent over larger distances at school. On an individual basis the Wheelchair Service will consider provision of an EPIC for *school use only*. This chair can be used in playgrounds and between classrooms if the gradients and surfaces are compatible with the chair.

It cannot be used outside the school campus other than to be transported to and from home.

- The person is willing to accept and agree to the conditions of supply of the EPIC. These will be fully discussed at the initial assessment stage.
- The provision of an EPIC must enable the user to obtain a level of independence within the home which would otherwise not be achieved.

(c) **EPIC Assessment**

- The client's home environment and their ability to manage the chair safety within this setting will be assessed by a Wheelchair Service Therapist and/or Rehabilitation Engineer.
- An EPIC is not intended for outdoor use. However, the chair may be suitable for use within the confines of a private garden and this will be investigated at the time of assessment by the Wheelchair Service staff.
- Some chair types issued will be chairs that are capable of use in the outside environment. If this model of chair is issued it will be detuned to EPIC speed and is issued only for use within the home areas.
- EPOIC provision may be considered at a future date but will require prioritisation onto the waiting list for a full assessment (see EPIOC Criteria and General Detail).

(d) **Contra-indications to supply**

The Wheelchair Service will seek advice from GP or other healthcare professionals if, prior to or at assessment, actual or potential risks to the health and safety of the client and others are identified. This will be done with the consent of the client.

(e) **Additional information**

- EPIC provision is not considered to allow mobility solely for use within workplace: for this usage the client should contact the Department of Employment, Access to Work for advice.
- A standard manual transit wheelchair will be provided as a backup and for outdoor mobility use when an EPIC is supplied.
- An annual service check (planned preventative maintenance check) will be carried out by the Repair Service.



- EPICS are not included in the Voucher Scheme.

(f) **Indoor power chairs (EPICS) for use by children**

- These will be issued to children who are unable to walk or self-propel functionally, but are capable of independently controlling a powered wheelchair safely.
- An EPIC will not usually be issued for sole use within the school environment and will be expected to be regularly used within home environment. However, exceptional circumstances will be considered on an individual basis at the discretion of the Wheelchair Service.
- Switch control – The wheelchair service is not funded for the provision of switch controls on EPICs or EPIOCs, However, where a child has demonstrated competent use of a power chair but requires a change to switch control due to deterioration of joystick control, switch provision may be considered,

(g) **Indoor power chairs (EPIC) used by nursing and residential home residents**

See section 6 – Nursing and Residential Homes.

(2) **ELECTRONICALLY POWERED INDOOR/OUTDOOR WHEELCHAIR (EPIOC)**

EPIOCS have a maximum speed of 4 mph and are for pavement use only.

(a) **Referral**

EPIOC referrals should be made on the EPIOC referral form ( DSC077 ).

(b) **EPIOC Criteria**

EPIOC applicants must meet **all** the following criteria before they can be considered eligible for further assessment for the provision of an EPIOC:

**The person should:**

- Be fully dependent on a powered wheelchair for **all** mobility within the home, using either an indoor powered wheelchair (EPIC) supplied by the Wheelchair Service or a privately purchased power chair.  
  
If not already using a power chair within the home, the client should be referred for assessment for this provision initially.
- Have a medical reason for severely and permanently restricted mobility, requiring the permanent need for an EPIOC.
- Be able to demonstrate that they have the potential to benefit from an EPIOC and will derive significant benefit to an improved quality of life through increased independent mobility.
- Be medically fit to independently control a powered wheelchair both indoors and outdoors.

- Be free from conditions causing loss of consciousness and/or epileptic seizures within the last 12 months, in line with the DVLA requirements for motor vehicle drivers.

See [www.dvla.gov.uk](http://www.dvla.gov.uk) for more information on medical requirements.

- Be free from any combination of medical conditions and treatments likely to make independent powered wheelchair control unsafe for themselves, pedestrians or other road users with whom they will come into contact in the public domain.
- Have an adequate field and acuity of vision to be safely aware of the outdoor environment including:
  - a visual acuity of at least 6/60 (can read a number plate at 27 feet); and
  - a visual field of 120 degrees in a horizontal plane and 20 degrees above and below this plane (equivalent to class 3 vehicle user standards).

See [www.dvla.gov.uk](http://www.dvla.gov.uk) for more information on visual requirements.

- Be able to demonstrate during a driving/chair management assessment on a specified indoor and outdoor route that they have the insight, intellectual capacity and dexterity to operate an EPIOC both safely and responsibly on their own, without assistance (consideration is given to age appropriate skills).
- Have a suitable home/residential environment which is compatible with the use of an EPIOC including:
  - adequate space for storage with an accessible power supply for battery charging;
  - adequate space for movement of the chair within the home; and
  - have safe and easy access to the outdoors.
- Have a local environment which is accessible and compatible with safe EPIOC use.
- Be able to ensure that the EPIOC will be maintained either personally or by a carer.
- Agree to Wheelchair Service conditions of loan, including consideration of:
  - undertaking insurance;
  - participating in regular reviews, with continued equipment provision only while the criteria for issue is met; and
  - agreeing to annual application to GP for information on any medical issues that may have implications for safe use of an EPIOC both for the client and the public with whom they come into contact in the public domain.

(c) **The EPIOC prioritisation process**

- Establishing that criteria are met and subsequent prioritisation onto the waiting list is carried out using a questionnaire which is completed by the client. This questionnaire was devised in consultation with existing powered wheelchair users.
- A GP questionnaire is requested to confirm that the client has no medical contra-indications to EPIOC provision.

(d) **Assessment**

Assessment will involve a review of current power chair use within the home, a visit to the client's home to review environment suitability for EPIOC use if this is appropriate and a drive/chair management appointment at the Wheelchair Centre.

***Home/environmental assessment***

This will involve a visit to the home to review current power chair use and to ensure that the environment is proving suitable for current equipment on issue or whether there are any implications for any change of equipment that may be required. This will include access, manoeuvrability around the home, storage, charging and any other relevant factors to ensure the criteria is met.

***Drive and wheelchair management assessment***

This assessment is usually carried out at the Wheelchair Service Centre:

- to assess the client's abilities to safely drive and manage the wheelchair both indoors and outdoors. Consideration is given to age appropriate skills;
- to offer training within the public domain;
- to identify the make and model of chair which most suits the individual's needs and any accessories or modifications that are required; and
- where appropriate, to retune a chair currently on issue so that it can be used for indoor and outdoor use.

At this appointment eyesight, cognitive and perceptual issues will also be reviewed.

***Contra-indications to supply***

There may be medical, visual or management issues that will contra-indicate assessment and/or provision of an EPIOC. Further advice and information may be sought, if appropriate, with the consent of the client and reasons for non-provision will be fully explained.

***Once equipment is agreed for supply the person must:***

- sign a Conditions of Supply form that details the contract between the Wheelchair Service and the client;
- agree in writing to allow the Wheelchair Service to contact the GP for a yearly medical review;
- agree to complete a yearly review letter themselves;

- agree to Wheelchair Service staff seeking further advice from medical or health care professionals if deemed necessary following subsequent assessment or review. Permission will always be sought;
- agree to adhere by the Wheelchair Service right to amend the terms and conditions for users of the equipment if there is deterioration in the client's management of the wheelchair since it's original agreement to supply.

**NB:** This would only be done after a full review of all the issues including an assessment of the client's chair management skills and full discussion with both the client and/or their carers.

(e) **Powered tilt in space wheelchairs and wheelchairs with dual control**

See Appendix 7 – Equipment provision outside agreed funding.

## **SECTION 5**

### **CRITERIA FOR SPECIAL SEATING**

Special seating may be in the form of either off the shelf/bespoke equipment or individual moulded systems that are fitted to a wheelchair chassis e.g. Matrix and Otto Bock seating units.

Assessment will be carried out by the Wheelchair Therapist and Rehabilitation Engineers and may involve contractors from manufacturers of the equipment used.

The provision of special seating will be considered where the client meets all the general service criteria and has a postural positioning need that cannot be addressed through the provision of standard equipment.

**Please Note:**

Special seating is provided for use within a wheelchair to meet mobility needs and is not supplied to replace armchair provision or purely to provide school seating or a transport system.

## SECTION 6

### ISSUE OF EQUIPMENT TO NURSING AND RESIDENTIAL HOMES

The resident must meet the general wheelchair service criteria for the provision of equipment.

(1) **SELF PROPELLING WHEELCHAIR PROVISION TO NURSING AND RESIDENTIAL HOME RESIDENTS:**

Self propelling wheelchairs and accessories, including pressure relieving cushions, may be issued to meet criteria to any resident who:

Has a permanent disability, which prevents him/her from mobilising independently within the home

And

Is physically fit and able to self propel a wheelchair

And

Is motivated to use the equipment for independent mobility

(2) **TRANSIT, ATTENDANT CONTROLLED WHEELCHAIR PROVISION TO NURSING AND RESIDENTIAL HOME RESIDENTS:**

This type of wheelchair will only be issued for the purposes of taking a resident out of the nursing/residential home (including the grounds) on a regular basis (at least 4 days a week) by a named relative or friend:

- The wheelchair service is not responsible for provision of transit chairs within the Nursing home / residential home setting. It is the responsibility of the nursing / residential home, to supply equipment to transfer residents around the home in order to socialise, access meal facilities, access the immediate care home environment, garden, etc.
- The wheelchair service is not responsible for seating within the Nursing / residential home setting. It is a nursing / residential home responsibility to ensure that the client has a suitable armchair or dining room chair to manage their comfort, postural and pressure care requirements.
- Wheelchairs to take residents on outings or the shops by staff, relatives or friends only on an infrequent basis. For these occasions the British Red Cross short term loan facilities may be utilised.
- Transit attendant controlled wheelchairs will only be issued to nursing / residential home residents who meet the criteria or in exceptional circumstances, and will require the agreement of the wheelchair service therapists and rehabilitation engineers.
- Equipment currently on issue to nursing/residential home residents will be exempt from these rules. However, these chairs are on temporary loan for use by the named resident only and must be returned when no longer required.
- Residents, who prior to admission have a wheelchair on issue, will be able to retain the equipment for their own personal use within the care setting. It is the responsibility of the care home staff to inform the wheelchair service if the equipment is no longer required by the named individual.

- If the user requires a reassessment of their wheelchair needs within the care setting, general service conditions apply.
- Pressure relieving cushions are not issued for use in armchairs or non NHS supplied wheelchairs. Nursing and residential homes are expected to provide this equipment.

**Please note:**

- Hospital transit (9L chair type) stock currently held for direct issue to patients to facilitate discharge cannot be issued to patients already resident in or awaiting placement in a nursing/residential home. If it is felt that the client will meet the criteria for issue, contact should be made with the wheelchair service to discuss the detail.
- Residents who prior to admission have a wheelchair on issue will be able to retain the equipment for their own personal use within the care setting.

**Supply of transit wheelchairs in exceptional circumstances:**

Where it is felt that there are exceptional circumstances that indicate provision of a transit wheelchair the referrer should complete the referral form and discuss the detail with the wheelchair service before agreement will be given for supply.

Examples of where supply may be considered:

- Where the resident is part of learning difficulties planned action programme and goes out with assigned staff as part of this process
- Where the transit chair is the mobility base for a special seating unit (Ottobock and Matrix specialist equipment)

**(3) INDOOR POWER CHAIR (EPIC) PROVISION TO A NURSING HOME/RESIDENTIAL HOME RESIDENTS:**

An EPIC may be supplied if the person is:

Unable to self propel

And

Would be able to control a powered wheelchair to enable them to be independently mobile

And

Would be able to operate the chair with regard to their safety and the safety of other residents.

The resident must meet the general wheelchair service criteria for provision of equipment and the main EPIC criteria.

**(4) ELECTRICALLY POWERED INDOOR/OUTDOOR WHEELCHAIR (EPIOC) PROVISION TO NURSING HOME AND RESIDENTIAL HOME RESIDENTS:**

The main criteria for EPIOC provision applies in this case (see EPIOC criteria)

## SECTION 7

### ADDITIONAL INFORMATION RELATED TO PROVISION FOR CHILDREN

The general criteria apply in equipment provision for children.

(1) **EQUIPMENT PROVISION RELATED TO SCHOOL ATTENDANCE:**

Wheelchair and buggies supplied to children are for school and home use (see manual and power chair equipment provision).

Where a child is able to self propel or walk at home but needs a powered wheelchair to be independent over the larger distances in the school environment, the wheelchair service will consider provision of an indoor electric wheelchair (EPIC) for school use only.

This wheelchair can be used in playgrounds and between classrooms providing the gradient and surfaces are compatible with the chair, it cannot be taken off the school campus (other than in transport home).

If the wheelchair service is made aware that the chair will be transported to school in their equipment, efforts will be made to ensure, where possible, that the equipment on issue or to be supplied is declared as being transportable by the manufacturers. However, it should be noted that transport to school is not the responsibility of the wheelchair service.

(2) **SCHOOL CLINICS:**

Children will be seen at clinic at the wheelchair centre, at home, school or hospital. Wherever is appropriate parents/guardians are always invited to be present. If they are unable to attend a school clinic, a report will be sent home to update on any decision or actions taken.

Assessment for more complex equipment may require a longer appointment than is available at the school clinic. In these cases, a clinic appointment at the wheelchair service centre will be arranged.

(3) **JOINT FUNDING INITIATIVES:**

This section to be completed



**SECTION 8**

**USEFUL CONTACT NUMBERS**

This section to be completed

## SECTION 9

### GLOSSARY

Section to be completed

Del B	-	Bristol Delivery Service
HCP	-	Health Care Professional
OT	-	Occupational Therapist
PT	-	Physiotherapist
RE	-	Rehabilitation Engineer
RET	-	Rehabilitation Engineer
OTA	-	Occupational Therapy Technician
Self Propel	-	Manually operate the wheelchair by use of two large wheels
EPIC	-	Electrically Powered Indoor Chair
EPIOC	-	Electrically Powered Indoor / Outdoor Chair
Recline	-	
Tilt in Space	-	
Triage	-	
Leg-rest	-	
Footplate	-	
Bariatric	-	
BWRS	-	Bristol Wheelchair Repair Service
B Mods	-	Bristol Modification Workshop

## SECTION 10

### APPENDICES

#### APPENDIX 1:

#### PRIORITISATION CRITERIA

	PRIORITY	ROUTINE
<b>NEW ADULT</b>	<ul style="list-style-type: none"> <li>• Live alone or are alone for a substantial part of the day and have a need for essential functional independent mobility.</li> <li>• Have a <b>Long Term</b> need for a wheelchair and require one for discharge from hospital. Required for either:               <ul style="list-style-type: none"> <li>○ Independent mobility <b>or</b></li> <li>○ For use by a carer as an essential mobility aid within the home at a private address.</li> </ul> </li> <li>• Have a rapidly deteriorating condition with postural / pressure implications</li> <li>• Have a pressure sore on their seating area and require a wheelchair for full time use or for a significant part of the day.</li> </ul>	<ul style="list-style-type: none"> <li>• Are at risk of postural deterioration</li> <li>• Require assessment and have a stable or slowly deteriorating condition</li> <li>• Other referral issues not included within high prioritisation group</li> <li>• Require a wheelchair mainly for outdoor use or very limited indoor use</li> </ul>
<b>EXISTING ADULT</b>	<ul style="list-style-type: none"> <li>• Are at risk of injury from continued use of equipment</li> <li>• Have a rapidly deteriorating condition with posture/pressure issues</li> <li>• Are an existing wheelchair user spending significant period of time in the wheelchair and have a pressure sore or evidence of deteriorating area related to wheelchair seating on their seating area.</li> <li>• Ongoing period of care requiring further intervention</li> <li>• Dependent on a wheelchair full time and requiring review of existing equipment to regain lost independent mobility in existing equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Are dependent on a wheelchair for a substantial part of the day and require a review of existing equipment due to change in clinical need</li> <li>• Requesting a change of chair due to the carers needs but with no clinical change in clients condition</li> <li>• Other referral issues not included within high prioritisation group</li> </ul>

**APPENDIX 1 (cont'd):**

**PRIORITISATION CRITERIA (cont'd)**

	<b>PRIORITY</b>	<b>ROUTINE</b>
<b>NEW PAEDIATRIC</b>	<ul style="list-style-type: none"> <li>• Have rapidly deteriorating condition</li> <li>• Need independent mobility indoors, self-propelling or electrically powered indoor wheelchair (EPIC)</li> <li>• Unable to sit in commercially available buggy without risk of injury or long term deformity and therefore requiring postural support to enable safe mobility</li> <li>• Have a long term need for a wheelchair and require one for discharge from hospital for either independent mobility or for use by carer as an essential mobility aid within the home</li> <li>• Require transportable equipment for education attendance</li> <li>• Evidence of deteriorating pressure issues related to seating within wheelchair</li> </ul>	<ul style="list-style-type: none"> <li>• Have used commercially available equipment until now</li> <li>• Have outgrown equipment</li> </ul>
<b>EXISTING PAEDIATRIC</b>	<ul style="list-style-type: none"> <li>• Have a rapidly deteriorating condition.</li> <li>• Are at risk of injury from continued use of equipment – for example:               <ul style="list-style-type: none"> <li>○ Pressure marking/sore</li> <li>○ Poor posture resulting in deformities</li> <li>○ Self harm</li> <li>○ Tipping the buggy/wheelchair</li> </ul> </li> <li>• Ongoing period of care requiring further intervention</li> <li>• Unable to attend education as equipment not transportable</li> <li>• Need self propelling wheelchair or electrically powered indoor wheelchair (EPIC) to enable functional independent mobility indoors due to change of school environment</li> </ul>	<ul style="list-style-type: none"> <li>• Require a review of existing equipment due to change in clinical need, for example:               <ul style="list-style-type: none"> <li>○ Outgrown</li> <li>○ Child not accepting buggy anymore as inappropriate age</li> <li>○ Risk of manual handling to carers</li> <li>○ Different postural support needed</li> </ul> </li> <li>• Have clinically suitable equipment on issue but requests voucher for equipment not within remit of wheelchair service, offering traditional functional benefit to the child               <ul style="list-style-type: none"> <li>○ Other referral issues not included within high prioritisation group</li> </ul> </li> </ul>

**APPENDIX 2**

## ACCREDITED REFERRERS

Accredited referrers are Occupational Therapists, Physiotherapist and Community Nursing staff who have attended the accreditation course run by the Wheelchair and Special Seating Service,

Accredited referrers are able to prescribe basic wheelchairs, pushchairs, buggies and accessories from an agreed range. They take responsibility as the prescriber to assess the client, prescribe equipment and risk assesses the recommendations.

Equipment prescription must only be undertaken strictly within the wheelchair service agreed criteria and guidelines.

GP's, Consultants, Registrars and house officers do not attend the accreditation course but are still able refer for this range of equipment.

Referrals from non accredited referrers for standard equipment must be counter signed by an accredited referrer, who takes the responsibility for the prescription and risk assessment,

The accreditation course is run by the wheelchair and special seating service and gives instruction on wheelchair assessment and prescription for standard wheelchairs, buggies and accessories that may be assessed for and accessed by accredited referrers. It also gives an overview of the other services and equipment available via assessment by wheelchair service therapists and Rehabilitation engineers.

### **Prescribed equipment will be ordered and delivered direct to the client where:**

- The referral detail indicates that the criteria has been met
- The request is for standard, basic equipment from an agreed range
- There is no indication that further assessment is required by staff at the Wheelchair service

The service aims to run regular update open days for accredited referrers. The web site is also kept updated on any developing issues and information.

### **Exclusions:**

The following groups of people are specifically excluded from prescribing and referring for wheelchairs:

- Health visitor assistants (except those also qualified as a nurse)
- Occupational therapy/physiotherapy assistants
- Social workers.

## **APPENDIX 3**

### **ACCESSORIES THAT CAN BE ORDERED BY ACCREDITED REFERRERS:**

(These accessories only fit standard wheelchairs)

- Backrest extension
- Elevated leg rests
- Bexhill arm supports
- 5 and 9 inch extended foot boards
- Calf strap (3,4 and 5inch)
- Stump boards
- Trays (to meet criteria)

## APPENDIX 4

### THE VOUCHER SCHEME

- This scheme was introduced by the Government to give people greater choice in the selection of their wheelchair.
- It offers the client the choice to stay within the standard NHS provision or to receive a voucher towards the cost of a different wheelchair.
- In simple terms this means that anyone who qualifies for an NHS wheelchair can use what the NHS would have spent on a wheelchair to put towards the costs of a wheelchair of their choice.
- The value of the voucher is based on the value of the equipment that would have been issued from the NHS range of wheelchairs. There is also a maintenance cost allocated within the voucher amount to help with repair and maintenance costs over the voucher period.

#### **To qualify for a voucher the client must:**

- Meet the criteria for the provision of a wheelchair.
- In most cases be assessed by the wheelchair service prior to considering the voucher scheme and the purchase of the wheelchair.
- The wheelchair service only issues one type of transit wheelchair; clients who wish to purchase an alternative model can access an independent voucher direct without being seen in clinic. The client must meet the criteria for wheelchair provision and will be sent a voucher and information for a prescribed amount to put toward the cost of a transit chair of choice.

#### **There are two voucher options:**

##### **(1) THE PARTNERSHIP VOUCHER SCHEME**

At assessment a wheelchair will be prescribed to meet clinical need. The wheelchair user can then chose to accept the chair prescribed or to contribute towards a more expensive, higher specification wheelchair of their choice from a wheelchair service range of manual wheelchairs.

The wheelchair user pays the difference between the cost to the NHS of the chair prescribed and the client's choice of chair.

The wheelchair chosen must still meet the wheelchair user's clinical needs.

With this option the chair remains the property of the wheelchair service even though the client has contributed to the cost. All repairs and maintenance costs are provided free of charge by the wheelchair service.

##### **(2) THE INDEPENDENT VOUCHER SCHEME:**

At assessment a wheelchair will be prescribed to meet clinical need. This will form the basis for the value of the voucher.

With this option, the client accepts a voucher to put towards the purchase of a wheelchair of their choice on the open market. The chair chosen must still meet the wheelchair user's clinical needs.

This option includes an amount allocated to assist with repair and maintenance costs which will be the responsibility of the wheelchair user for the life of the wheelchair.

## **VOUCHER PERIOD**

The voucher will be issued for a period of 5 years for adults and 3 years for children under 18. This is considered to be the minimum life expectancy of a wheelchair.

The possible contra indications of accepting a voucher will be fully discussed at the assessment stage. Choosing the Independent voucher option will usually mean that the client has opted out of NHS input for the life of the voucher. Clients with rapidly changing needs may find accepting an independent Voucher has implications in addressing their long term needs.

It is however, recognised that clinical needs may change unpredictably. If this happens and a re assessment is required before that end of the voucher period, a clinic appointment would be arranged to discuss issues. If appropriate, a wheelchair from the wheelchair service range will be prescribed to meet the changed clinical need; another voucher will only be considered in exceptional circumstances.

If the voucher chair is beyond economic repair before the end of the voucher period but the wheelchair users clinical needs have not changed, it may be possible to issue a replacement chair from the standard wheelchair service range, This chair will be from basic stock and meet clinical need but may not be of the same type as that purchased under the Independent voucher scheme,

## **VOUCHER SCHEME EXCLUSIONS:**

EPICs are not included in the voucher scheme

## **THE PROCESS:**

The wheelchair service staff will set out general prescription criteria in the voucher paperwork.

Once the client has made a decision on the wheelchair that they wish to purchase, the supplier must ensure that a copy of the proposed wheelchair specification is sent to the wheelchair service before the order for the wheelchair is placed.

The wheelchair service will only release money to the supplier once they checked that the detail of the prescription they agreed for the client has been met and the client has signed that they are satisfied that the voucher monies should be paid.

## **IMPORTANT INFORMATION:**

- Vouchers cannot be offered retrospectively to pay for wheelchairs already ordered or in use by a client. The voucher must be issued **prior** to an order being placed.
- The chair specification of the wheelchair to be purchased must be agreed by the wheelchair service prior to an order being placed.
- The voucher must only be used to purchase a chair that meets the prescription and chair type detail as completed by the wheelchair service at assessment e.g. a voucher issued for a manual wheelchair cannot be used to purchase a power chair.
- Vouchers cannot be used to purchase second hand chairs.



## APPENDIX 5

### NON FUNDED EQUIPMENT

This service is not funded for the provision of:

- Wheelchairs / buggies to be used as an aid to restraint.
- Wheelchairs to be used in place of an armchair
- Powered assisted units that can be attached to the chair e.g. powerpacks, power assisted hand rim systems.
- Rain covers of sunshades (consideration for provision may be given in exceptional circumstances, where there is a rare clinical need for provision in conjunction with wheelchair service equipment).
- Equipment specifically required to meet work, education or sporting needs
- Cushions for armchair or other seating use
- Powered wheelchairs use outdoors only (EPOC)
- Mobility scooters
- Attendant and dual control powered units (in very exceptional circumstances applications may be made by the PCT for funding – see Appendix 14 – Equipment Provision Outside the Agreed Funding).
- Trike attachments
- Wheelchairs with seat raising units
- Wheelchairs for short term use (under 6 months)

#### Please note:

- Trike attachments and power attachments that change the chair from a manual to an independently powered chair **cannot** be fitted to an NHS supplied wheelchair
- Attaching a power pack to NHS equipment (see Appendix 6)

## APPENDIX 6

### POWER PACKS

The wheelchair service does not supply attendant controlled powered wheelchair or add on power pack units.

The wheelchair service will not fit power packs onto the wheelchairs supplied by their service,

However, the Wheelchair service recognises that wheelchair users may wish to take advantage of the benefits offered by power pack unit by fitting a privately purchased unit to a wheelchair issued by the service. Wheelchairs provided by the service are not routinely tested or approved for the fitting of power packs and individuals who wish to fit power packs, should ensure that they obtain advice from the power pack supplier with regard to suitability of fitting the unit to their wheelchair, They should also ensure that a suitably qualified Individual preferably the supplier of the power pack, fits the unit.

The wheelchair service recommends that Individuals consider the benefits of attendant operated brakes when fitting power packs. These will not be supplied by the wheelchair service, except in exceptional circumstance but can be supplied by most power pack suppliers,

The wheelchair service will maintain wheelchairs issued by the service but will not maintain accessories fitted to the chair by users, e.g. power packs or attendant brakes.

The wheelchair service reserve the right to take appropriate action should it be apparent that a privately fitted power pack had contributed to a fault in the chair or its safe use, this action may include withdrawal of the chair or a charge for incurred repair costs.

## APPENDIX 7

### EQUIPMENT PROVISION OUTSIDE THE AGREED FUNDING

This refers to specialist wheelchairs and accessories that the wheelchairs service is not funded to supply within its allocated PCT funding provision. E.g. Powered tilt in space wheelchairs.

In exceptional circumstances the Wheelchair service Therapists may approach the relevant Primary Care Trust (PCT) to request funding for specialist equipment to meet an individuals clinical, postural, pressure care and functional needs.

#### **Powered tilt in space wheelchairs:**

An application for this type of equipment will only be considered when standard wheelchair service funded powered wheelchairs with accessories do not meet the needs of the individual.

Provision of a powered tilt in space chair is based on the functional and clinical need for the client to independently manage the operation of these functions in conjunction with the powered mobility.

All other criteria for the issue of the equipment must apply.

Assessment and trial of equipment by the wheelchair service staff will be undertaken and consideration for a funding application will be at the discretion of the assessing staff.

If the PCT agree funding, the chair supplied will be of a type known to the wheelchair service who will assume ownership of the funded equipment and take responsibility for ongoing repairs and maintenance,

#### **Dual controls on powered wheelchairs:**

The wheelchair and special seating service is not funded for the provision of a dual control facility on powered wheelchairs.

However, there are situations usually connected with the deterioration in the clients' condition, where the addition of a dual control may be indicated in order to maintain the quality of life to which the client has become accustomed to from the original equipment provision. Overall the client must still be able to demonstrate safe use of the chair at other times.

In exceptional circumstances, where a clinical and functional need is established the wheelchair service will make a funding request to the appropriate Primary care trust.

#### **Exceptional circumstances:**

- The wheelchair user must be eligible for and already using, an EPIOC supplied by the NHS.
- The user must be able to use the main control box themselves and the attendant control is not the only control on the powered wheelchair.
- The dual control must enhance the safety and hence the scope of use if the carer assumes control of the wheelchair e.g. a young child who would not be safe crossing a road; progressive neurological conditions where fatigue is a major issue.
- The client already has a customised seating system fitted on the power chair and it would be difficult and costly to replicate it in a manual wheelchair.
- A nominated carer will need to undergo certain training, undertaken by the wheelchair centre in the safe use of the dual control,
- The controls will be maintained by the wheelchair repair service.

## **APPENDIX 8**

### **ATTENDANT CONTROLLED BRAKE PROVISION.**

The wheelchair service may consider issue attendant controlled brakes on non powered wheelchairs under the following exceptional circumstances:

- Without the attendant controlled brakes the wheelchair cannot be used safely in normal everyday circumstances e.g. the carer is unable to safely control the wheelchair and occupant when manoeuvring them; local environment contra indicates safe management without use of hub brakes.
- The attendant controlled brakes can be fitted onto the prescribed wheelchair and the additional cost is deemed reasonable.

## **APPENDIX 9**

### **ISSUE OF MORE THAN ONE WHEELCHAIR.**

A second wheelchair may be issued to facilitate mobility upstairs when there is no possibility of transferring the primary wheelchair upstairs.

If a second wheelchair is required, it should be noted that it may not necessarily be the same type as the first wheelchair.

## APPENDIX 10

### FAILURE TO ATTEND

Every week, many clients fail to keep their appointments with the Wheelchair service. The service is actively involved in trying to address this problem and improve outpatient services.

- If an appointment is no longer required, the client is advised to call the **reception** desk number as soon as possible. The vacant appointment can then be offered to another client on the waiting list.
- If the appointment needs to be changed, the service should be contacted giving as much notice as possible, this again allows the appointment to be offered to another client on the waiting list.
- If the client fails to attend the appointment with no notice given to the service, it will be assumed that the appointment is no longer required and another appointment will not normally be offered. The client and the original referrer to the service will receive a letter to inform of the action. If an appointment is still required, a new referral should be forwarded to the service unless information is received which gives good reasoning for failure to attend the appointment.

It is essential that the wheelchair service is informed of any changes in personal details. The service may need to contact the client with information about an appointment and can only do this if the address and telephone number is correct.

## **APPENDIX 11**

### **SAFE MOVING AND MANUAL HANDLING OF PEOPLE**

This is information underwritten by North Bristol NHS Trust and available to all clients.

“As well as caring for you, we have a legal duty to care for our staff to ensure their health and safety whilst they are at work.

Injuries to staff can be reduced; when staff are required to move you they must use safe methods. This may involve the use of lifting aids or other moving equipment.

When it is possible, you will be shown how to move yourself. However, do not worry, you will only be expected to do what you are capable of.

We appreciate your co-operation, which will enable us to provide a safe environment for you and our staff”

The wheelchair service has a range of manual handling equipment including hoists. Clients may be encouraged to bring their own slings to clinic if appropriate to do so.

**APPENDIX 12**

**TRANSPORTATION OF EQUIPMENT**

Section to be completed



APPENDIX 13

SHORT TERM LOAN EQUIPMENT INFORMATION

Section to be completed

## **APPENDIX 14**

### **ADVERSE INCIDENTS**

Wheelchairs and associated equipment are defined as Medical Devices. An Adverse Incident is an event which causes, or has the potential to cause, unexpected or unwanted effects involving the safety of users or other persons. It is important to identify what may constitute an adverse Incident. All Adverse Incidents must be reported to the Medicines & Healthcare Products Regulatory Agency (MHRA)

If an incident /accident has occurred which constitutes an Adverse Incident the wheelchair service should be contacted immediately and advice will be given on appropriate action to be taken.

## APPENDIX 15

### TERMS AND CONDITIONS OF EQUIPMENT LOAN BY THE WHEELCHAIR SERVICE

All equipment provided by the Wheelchair Service remains the property of the National Health Service (NHS) and is loaned to clients under the following conditions:

- It is issued for the named client and must not be used by anyone else or for any purpose other than that for which it is provided. The wheelchair service cannot be held responsible if the wheelchair is used by anyone other than the person for whom it was supplied.
- It is the client's responsibility to use the equipment safely as instructed by the Wheelchair Service staff and the manufacturer's user manual.
- The equipment must be kept clean and maintained in good order. Any faults or problems should be reported to the Repair Contractor or the wheelchair service.
- No alterations or attachments may be made to the equipment without prior agreement from the Wheelchair Service. This includes the fitting of third party equipment such as power packs, trikes, etc. which may invalidate the manufacturer's warranty. In situations where this is done without prior consent from the Wheelchair Service, the wheelchair may be removed permanently and any subsequent repair costs passed on to the user.
- If the equipment is no longer required, for any reason, the wheelchair service must be informed. Arrangements will then be made for it to be collected.

It **must not** be disposed of in any other way or given to anyone other than the Wheelchair Service or Repair Contractor.

The wheelchair service should be informed immediately if:

- Equipment supplied is lost, stolen, involved in an accident or damaged
- There is a change of address. This allows records to be updated and a continued provision of service to the client.
- There is a move out of the area when the service should be advised of the new address details. Equipment supplied can be taken to the new address and detail will be passed to the wheelchair service in that area so that continuing support can be offered.
- If the chair is taken abroad it is advised that insurance is taken out to manage any damage or loss during that period.

## **APPENDIX 16**

### **PROVISION OF EQUIPMENT TO MEET CARER NEEDS OR THE NEED OF THE CLIENT TO LIFT A CHAIR IN AND OUT OF A CAR**

Consideration will be given at assessment to a request for a wheelchair that can be independently lifted in and out of a vehicle by the client or carer.

Manual handling risk issues will be discussed and management of equipment in and out of a vehicle will be trialled if appropriate.

Advice will be given on removing components of the chair prior to lifting the chair, manual handling techniques and information on alternative means of managing this activity e.g. hoists and car ramp systems.

Efforts will be made to meet the needs of clients who drive and need to lift the wheelchair in and out of the car independently; however the wheelchair service does not have access to significantly lighter equipment so clients will be offered information on accessing the voucher scheme to investigate alternative provision if appropriate.

## **APPENDIX 17**

### **FITTING OF NHS EQUIPMENT TO PRIVATELY OWNED WHEELCHAIRS.**

The wheelchair service is unable to supply and fit specialist backrests, seating units, postural belts or harnesses to privately owned wheelchairs,