

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications (B1)

<b>Service Specification No.</b>	02/GMS/0015
<b>Service</b>	Wheelchair Service
<b>Commissioner Lead</b>	CCP for General Medical & Surgical
<b>Provider Lead</b>	Julia Kinsella
<b>Period</b>	1 April 2013 to 31 March 2014
<b>Date of Review</b>	To be Agreed

#### NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	*
Domain 2	Enhancing quality of life for people with long-term conditions	*
Domain 3	Helping people to recover from episodes of ill-health or following injury	*
Domain 4	Ensuring people have a positive experience of care	*
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	*

#### 1. Purpose

##### 1.1 Aims

To provide mobility equipment and associated accessories to individuals with long term mobility needs registered with a GP in NHS Dorset and NHS Bournemouth and Poole.

##### 1.2 Evidence Base

The number of people with disabilities is rising and it is estimated that there are 1.2 million wheelchair users in England – just over 2% of the population. For those individuals, their wheelchair is integral to living an independent life in the community. Thus wheelchair services need to be at the heart of local policy and service delivery, as the equipment supplied has a potential impact on several of the determinants of public health.

The specification was informed by the following national guidance:

- Equity and excellence: Liberating the NHS 2009
- Standards for Better Health
- Guidance on the Commissioning Wheelchair Services 2003
- Healthcare Standards for NHS Commissioned Wheelchair Services 2010

##### 1.3 General Overview

The Pan Dorset Wheelchair Service provided for the population served by NHS Dorset and NHS Bournemouth and Poole, is to be of high quality and efficient. All eligible individuals will:

- be provided with wheelchairs and accessories on a loan basis which meet their assessed clinical needs and significantly improve their mobility;

- be provided with a maintenance service to those pieces of equipment which are on loan;
- receive a prompt and convenient service;
- be treated at all times with kindness, dignity and respect.

The Pan Dorset Wheelchair Service will provide a framework to clinically assess, and then provide appropriate wheelchairs with associated equipment to individuals with a long-term mobility need. Once provision is established, the service will support the equipment provided and continues to review the individuals needs

Equipment provided will include; Manual Wheelchairs, Indoor Powered Wheelchairs, Indoor/Outdoor Wheelchairs, Buggies, Pressure care cushions

Individuals are to be offered vouchers as part of the intervention process equal to the cost that would be incurred in providing the chair directly.

Clients with more complex needs may need specialist seating and this will be provided by the service.

It may be necessary for the service to sub contract private companies for the production of specialist seating following assessment of need

From April 2013 SCG will commission the Complex Wheelchair and Seating Service. The Specification is embedded below.



SCG  
Specification.pdf

#### **1.4 Objectives**

For children and young people and adults with a permanent physical condition that impairs their mobility, the Pan Dorset Wheelchair Service will provide the following:

- A safe, effective, responsive and integrated service to meet the needs of individuals;
- Recognition of the specific needs of individuals and the impact of mobility and postural provision on their physical outcomes;
- A comprehensive assessment that includes consideration of comfort, posture, function, pressure relief, social situation, and where relevant includes integrated, multi agency working;
- Service outcomes that reflect individuals' agreed objectives in their assessment and/or integrated care plan and which encourages strong joint arrangements and local partnerships (where appropriate) which are maximised within the pricing available. This includes liaison and coordinating with other services which all contribute to the person-centred approach;
- A wheelchair/seating system to meet the individuals long term (more than 6 months) mobility and associated postural management need;
- According to the level of risk, to be proactive in responding to the changing medical needs of an individual with re-assessment for a different wheelchair in a timely manner
- Where required work in partnership with other statutory bodies and agencies to arrange joint assessments

when required to ensure the individual receives a comprehensive, timely and full assessment, which negates the need for multiple appointments;

- A consistent, comprehensive, effective, accessible and appropriate supply of wheelchairs, seating and associated equipment;
- Guidance and support to the individual and their families to assist with the choice of the agreed equipment solutions;
- The package of equipment and the on going support within the agreed budget

The Pan Dorset Wheelchair Service will provide:

- Clinical and technical staff with the clinical competences to provide, in partnership with the individual, their family or carers, mobility and postural solutions for individuals;
- In support of the clinical and technical staff a multi supplier / manufacturer equipment framework, such as a product matrix, that offers a broad range of equipment solutions which meet users needs while offering individuals an informed choice of equipment;
- A triage system for prioritising referrals;
- Timely clinically based comprehensive assessment;
- A coordinated multi agency assessment where an individual has complex needs;
- Information at the time of referral to enable the individual and their parents /carers to make informed decisions regarding service and requirements;
- Support, information and scheduled reassessments at the time of first assessment (where appropriate);
- A system for providing equipment when practical and safe to do so at the time of assessment;
- A wheelchair as part of the care plan for end of life care;
- Flexible and proactive services for those individuals with rapidly deteriorating conditions as part of the standards for Long Term Conditions (LTC) the individual's agreed care plan is to be an integral part of the process.
- A complete supply chain, including equipment trial, equipment issue, delivery, demonstration, handover, maintenance, on going support, collection and repairs service;
- Access to a choice of equipment solutions where possible, including any modifications required, for the prescription within the timescales specified, to deliver their agreed goals and outcomes;
- High quality information, support and advice to all individuals and where appropriate their carers and/or parents to explain the service, the choice of products and services available on prescription, the options for enhanced choice through the local voucher scheme, maintenance and review arrangements
- A responsive service that addresses individual needs, provides service support and demonstrates that feedback is acted on and informs and improves service delivery;

The Pan Dorset Wheelchair Service will be delivered in accordance with all relevant standards and guidelines contained in 'Standards for Better Health', 'Transforming Community Services'.

### **1.5 Expected Outcomes including improving prevention**

The delivery of a service which:

- Meets individuals needs;
- Ensures individuals receive a full assessment and are provided with appropriate equipment where they meet the eligibility criteria;
- Promotes long term mobility for clients and carers;
- Promotes postural seating solutions thus enabling function and independence
- Offers pressure care solutions for wheelchair users
- Assists in the facilitation of independent living;

## 2. Scope

### 2.1 Service Description

The service is for individuals who have a physical and/or degenerative long term condition and those who require end of life care. It will cater for users who:

- Require active use of a wheelchair four times a week or more (who may or may not have the ability to self propel);
- Require a wheelchair to help facilitate or maintain independence;
- Have fluctuating conditions
- Have progressive conditions
- Require pressure relieving cushions for the wheelchair;
- Require postural seating for the wheelchair;

All wheelchairs and/or postural seating systems for children and adults with complex conditions that require complex seating solutions will be provided under this service.

The service will work alongside services catering for users with low intensity, occasional or short-term needs. The service will sign post individuals to charities or to private hire/purchase.

The Pan Dorset Wheelchair Service shall have in place a system to:

- Enable people to have full access to the service
- Ensure individual, timely, clinically based assessments are carried out by competent, qualified trained staff to identify mobility and postural needs and if appropriate in conjunction with other staff involved with the provision of care for the service user. This may include, school therapists and education staff, employers, other allied health professionals, specialists units like head injury and spinal cord injury units etc. to ensure holistic assessment;
- Assess and prescribe the equipment required with access to the appropriate clinical people at the appropriate time of intervention.

- Order and provide the equipment required to fulfil the prescription
- Provide on going information and support where required
- Review and meet the particular changing development needs of children and adults;
- Pro-actively meet the needs of individuals with rapidly deteriorating conditions where clinically appropriate.

### 2.3 Whole System Relationships

Royal Bournemouth and Christchurch Hospital NHS Foundation Trust  
 Poole Hospital NHS Foundation Trust  
 Dorset County Hospital NHS Foundation Trust  
 Bournemouth Social Services, Poole Social Services and Dorset Social Services  
 Bournemouth, Poole and Dorset GP's  
 Dorset Healthcare University NHS Foundation Trust Community Teams  
 Third sector and community organisations

### 2.4 Interdependencies

Red Cross  
 Greenwood Independent Living Centre, Dorchester and Hanham Independent Living Centre, Wimborne.  
 Shopmobility / Wheels for Freedom  
 Disabled Living Foundation  
 Community Equipment Services

### 2.5 Relevant networks and screening programmes

The following networks and screening programme relating to the service have been identified how ever this list is not exclusive and other networks and screening programmes may also be identified over time:

- National Wheelchair Managers Forum
- Posture & Mobility Group
- South Coast Wheelchair Group

## 3. Service Delivery

### 3.1 Service model

The Dorset Wheelchair Service will provide mobility equipment to residents of all ages who are registered with a GP in Dorset, Bournemouth and Poole. Those clients must have a **long term** need for a wheelchair to increase their mobility and independence and meet eligibility criteria for provision.

Every client will be assessed individually by the service or an accredited professional in line with the eligibility criteria appropriate, an individual will be supplied with a wheelchair/buggy from within the NHS approved range.

If an eligible client chooses to purchase outside of the approved NHS range, there is a voucher scheme clients can top up the funding approved by the service.

A duty service is in place which means that all referrals are triaged on a daily basis. This ensures a rapid approach to providing standard wheelchairs and cushions. This service also enables clients and other health professionals to liaise promptly with a clinician for advice and urgent assistance wherever possible.

Specialist seating clinics are provided regularly on both sides of the county for those clients with specific postural needs. These clinics are available to those clients who need constant support to enhance functional ability,

pressure relief and posture.

Specialist clinics are run in a variety of venues working closely with other health professionals to ensure a specific, measurable, achievable, realistic, timely approach.

### **3.2 Pathway**

The Service provides wheelchairs and special seating for wheelchairs on a loan basis to clients who have been assessed by their Doctor or an accredited professional as having a long term mobility need (i.e. more than six months, except for terminally ill patients).

## **4. Referral, Access and Acceptance Criteria**

### **4.1 Geographic coverage/boundaries**

Patients who are registered with an NHS Dorset and NHS Bournemouth and Poole GP.

### **4.2 Location(s) of Service Delivery**

The service in the East is based in the Acorns building on the St Leonard's Hospital site. The service in the West is provided from the Unit F2 Marabout Industrial Estate, Dorchester

### **4.3 Days/Hours of operation**

The service is not age specific and is available during the working day 8.30am – 5.00pm Monday to Friday. Repair Service also available 8am -12pm Saturdays and all day Bank Holidays

### **4.4 Referral criteria & sources**

The Service provides wheelchairs and special seating for wheelchairs on a loan basis to patients who have been assessed by their Doctor or an accredited professional as having long term mobility need. Referrals will be made on the appropriate referral form. (i.e. more than six months, except for terminally ill patients).

Referrals are accepted by from Medical and accredited professionals.

### **4.5 Referral route**

Referrals are accepted by GP, Hospital Doctor and accredited professionals. Re referrals are accepted directly from clients.

### **4.6 Exclusion criteria**

- Individuals not registered with a Bournemouth Poole or Dorset GP.
- Individuals who are not assessed as having long term mobility need (i.e. more than 6 months except for the terminally ill.) or usage need

### **4.7 Response time & detail and prioritisation**

Response times are: -

- Priority referral 2 weeks
- New referral for assessment 6 weeks
- Re-referral to assessment 8 weeks

When assessment is not required receipt of completed referral to issue of non-powered wheelchair within 2 weeks

Assessment decision to provide wheelchair:

Delivery to client of items from stock 2 weeks

**Wheelchair maintenance**

Monday to Friday 8.00am to 5.00pm (including Bank Holidays)  
Saturday 8.00 to 12.00pm (Emergency Only)

Answer phone for messages out of hours and will endeavour to answer all calls within one working day.

**Response Times (is this repair team targets? yes Response times depends on triaged urgency)**

To work order or request received from client, carer, wheelchair service by fax, hardcopy, telephone or e-mail.

Receipt **before** 11am = day of receipt.

Receipt **after** 12.00pm = next working day.

**Appointments**

Appointments are to be made the previous day, giving approximate time to within a 1-hour window.

Copy of daily listings of engineer's visits is to be kept in office for reference.

Failure to contact client, engineer to leave a visiting card giving:-

Contractors Name  
Contact Telephone Number  
Date and Time of Call  
Reason for the call

**Performance Indicator**

Performance is to be maintained at or above 95% of stated response times unless the delay is beyond the Repairs Team control.

The service level shall be calculated from the response times given below.

Individuals are encouraged where appropriate to manage their care needs, client empowerment is at the forefront of the service coupled with equality and dignity.

Carers should be actively involved in the assessment for equipment provision and receive appropriate information.

Carers should be made aware of the availability of carers assessments via social services and carer information leaflets should be made available.

It is anticipated that the Pan Dorset Wheelchair Service will produce its own service leaflets for distribution to individuals and carers.

**7. Continual Service Improvement/Innovation Plan**

<i>Description of Scheme</i>	<i>Milestones</i>	<i>Expected Benefit</i>	<i>Timescales</i>	<i>Frequency of Monitoring</i>
Innovation Health and Wealth” and the commitment to launch a “Child in a Chair in a day” programme to transform the deliver of wheelchair services	To be agreed	Improved provision of equipment for children	2012/2013	Monthly
Set up engineering “clinics” for Repairs Team staff to under take some activity within the clinic setting		More choice for client and timely response If they are able to bring the chair to us it can be fixed on the day	2012/2013	
Chair in a day would also be appropriate for adults with non complex prescriptions		Timely clinic appoint with chair to take home	2012/2013	

#### 8. Baseline Performance Targets – Quality, Performance & Productivity

<i>Performance Indicator</i>	<i>Indicator</i>	<i>Threshold</i>	<i>Method of Measurement</i>	<i>Frequency of Monitoring</i>
<u>Quality</u>				
90% of patients whose referral to first definitive treatment time is within national RTT targets (13 weeks)		90%	Monthly Score Card	Monthly

#### 9. Activity

##### 9.1 Activity

<i>Activity Performance Indicators</i>	<i>Method of measurement</i>	<i>Baseline Target</i>	<i>Threshold</i>	<i>Frequency of Monitoring</i>
<b>Total number of new referrals</b>				
<ul style="list-style-type: none"> <li>Under 18 Priority and Routine</li> <li>Over 18 Priority and Routine</li> </ul>				<b>Monthly</b>
<b>Total number of follow up referrals</b>				
<ul style="list-style-type: none"> <li>Under 18 Priority and Routine</li> <li>Over 18 Priority and Routine</li> </ul>				<b>Monthly</b>
Total number of referrals refused and reasons for refusals				<b>Monthly</b>
<b>Non Powered Wheelchairs Issued</b>				<b>Monthly</b>



<ul style="list-style-type: none"> <li>• Under 18</li> <li>• Over 18</li> </ul>				
<p><b>Powered Wheelchairs Issued</b></p> <ul style="list-style-type: none"> <li>• Under 18</li> <li>• Over 18</li> </ul>				
<p><b>9.2 Activity Plan</b></p> <p>Monthly activity reports as set out in the contract</p> <p><b>9.3 Capacity Review</b></p>				