



Hull and East Riding of Yorkshire **Wheelchair Service**

Eligibility Criteria

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NRS Healthcare in conjunction with East Riding of Yorkshire and Hull Health and Care Partnerships (CCGs).

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1. Version control

Section	Additions
V7	Reformatting of section layout from V6
1	Revision to paragraph layout; Information added around who pays and responsible commissioner.
2.	Amendment to title general considerations and referral process, bullet points added to contents page 2.15 and 2.16 moved to section 16 Repair and maintenance
3	New section Service Prioritisation
4	Section 15 PWB moved to here. Rewording to provide further clarity and to mirror NHSE guidance 4.43 additional comments from PWB guides added in respect maintenance and ownership of property -
5	Previously Section 3 – Manual Wheelchairs
5.3	Rewording to provide further guidance with reference to MHRA. Section 5.3 was previously Section 5.3. Section 5.4 moved to Section 7
7	Previously section 10 Criteria for Powered wheelchair
7.1	Additional clarification for back up chairs and attendant controlled power
7.3	G change of wording through using to using
8	Previously Section 7. Title changed to incorporate all cushions. Section 8.3 provides further clarity on Discharge Nursing and TVN requests.
10	Previously section 4 Criteria for more than one chair previously. Bullet 10.3 amended to include 10.4 Terminology change to add clarification
11	New section Modifications incorporates bullet points previously in section 3.4, 6.2 and also references to section 15
12	Previously section 9. Further clarity given to 12.3 and 12.4. 12.5 Additional clarification given on provision of accessories which are not commercially available, for example not manufactured by commercial companies. Previous bullet point 11.8 and 11.9
12.9	Additional of responsibility for managing risks
13	Change of title to Guidelines for Supply for those with Non-Visible Disabilities
14	Previously section 12 Change of title Guidelines for supply of equipment into care homes Clarification point added 13.2
15	Previously section 14
16	Previous section 11 with bullet points taken from section 2.10 and 2.11 to form 17.1 and 17.3; 17.2 addition from contractual arrangements in response to repairs. 17.4 addition to original wording regarding recharge
17	New section added to combine other bullet points throughout document which referred to loan.

18	New section Wheelchair Approved Referrers (WAR) and Advanced Wheelchair Approved Referrers (AWAR)
19	Wheelchair decision making - Appeals process
Section	Omissions
2.16	Removal of wording regarding boundaries as now covered in 2.15
5 Exclusion Criteria has been removed.	It is felt that the rest of the document is explicit around inclusion criteria, any queries should be discussed with the responsible commissioner for clarity and assurance
5.3	Reference to Trays included within 5.3 and removal 5.5.
6	Removal of 6.2 as a duplication and included within Modifications
10.3	Removed as repetitive
12	Previous bullet point 9.8 removed as covered in current section 8

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1. Introduction

This document has been written as an appendix to both NHS East Riding of Yorkshire (ERY) HCP and NHS Hull HCP, Accessing the Community Care Equipment Service: policies for prescribers: 2016 (appendix 1) and Care Home Guidance. It is for the benefit of service users, parents, carers and health care and social care professionals. It aims to clearly outline the services and equipment choices that our users are eligible to receive. It is also an essential reference document for clinicians working within the wheelchair service.

The contents of this document have been agreed by both NHS ERY and NHS Hull HCPs.

The commissioned Clinical Service and the Approved Repair for Wheelchair Services contract in ERY and Hull will be delivered by NRS Healthcare who hold the main Community Equipment contract.

Staff members working for the wheelchair service and other health care professionals referred to in this document include:

- Service Manager
- Wheelchair Clinical Lead
- Occupational Therapist (OT)
- Physiotherapist (PT)
- Rehabilitation Engineer (RE)
- Technical Instructor (TI)
- General Practitioner (GP)
- Wheelchair Approved Referrer (WAR)
- Advanced Wheelchair Approved Referrer (AWAR)
- Wheelchair Service Clinician (OT, PT, RE or TI)

The wheelchair service is for residents who are registered with a Hull or East Riding of Yorkshire (ERY) HCP General Practitioner or who are not registered with any GP and reside within the Hull or ERY geographical boundaries; in addition to HMP Hull and Wolds Prisons as it is responsible for the provision of wheelchairs and associated equipment to the residents of these establishments. All wheelchairs/equipment provided will meet the health and safety requirements of the Prison.

People from outside the East Yorkshire and Hull wheelchair service will be treated in accordance with 'Who Pays?: Establishing the Responsible Commissioner' and other Department of Health guidance relating to patients entitled to NHS care.

National Health Service (NHS) hospital treatment is free for people who live in the United Kingdom (UK) and is not based on British nationality or the past or present payment of National Insurance contributions or UK taxes. Under the current regulations, visitors to the UK are liable to pay for NHS hospital treatment. Treatment in A&E is free but once a person is made an inpatient, or given an outpatient appointment, all treatment is chargeable.

The Wheelchair Service is based at: 11 Reed Street, Hull, HU2 8JJ Telephone: 0344 8936375.

2. General Considerations and Referral process

2.1 New referrals can be made by any registered health or social care professional including therapists, medics, nursing staff; GP's and wheelchair approved referrers (WAR/AWAR) on the designated referral form (appendix 4). It is important that all sections of the form are completed as accurately as possible, as omissions will result in the form being returned to the referrer for completion. This will result in delays in provision to the client.

Reviews and self-referrals will be accepted from those service users who are already in possession of a prescribed wheelchair.

Information is available on our website <https://www.nrshealthcare.com/wheelchair/>

Referral forms can be located on the IRIS website, at the above NRS website, they are also attached to the end of this document or can be requested via 0344 8936375

2.2 Existing service users can self-refer for a re-assessment/ review based on change in need

2.3 Referrals can be made to East Riding of Yorkshire and Hull Wheelchair Service for assessment and provision of wheelchairs for service user from the age of 36 months who meet the following criteria

- Registered with a GP with either an NHS East Riding of Yorkshire HCP or NHS Hull HCP or who meet the criteria as their responsible commissioner
- Lawfully entitled to reside in the UK and to receive NHS treatment for use in their own home
- The person is temporarily experiencing reduced mobility through injury or surgery (short term loan under 6 months); or as a result of long term condition/illness where mobility is compromised (long term loan 6 months +).

- The service is primarily for daily indoor mobility covering significant periods of use
- Referrals for children under 36 months who have significant postural, and mobility needs that cannot be met by commercially available buggies (See section 12)
- Referrals for those with non-visible disabilities will be considered when the person may be at risk of serious harm; or pose a risk of serious harm when walking to themselves or any other person. (See section 13)

2.4 **Criteria** for cushions can be found in section 8.

2.5 Procedures governing the issue of wheelchairs and equipment to residents of care homes are set out in section 14

2.6 Any requests made for the supply of equipment are subject to approval by the Wheelchair Clinical Lead/NRS Service Manager. Any specialist non-standard stock equipment will be subject to approval by the Wheelchair Specials Panel.

2.7 Any equipment issued by the Wheelchair Service is for use by the named user only and cannot be transferred to another user. If this situation occurs, then the person making this decision will take responsibility in the case of an accident or injury.

2.8 If any equipment is no longer required by the user, for whatever reason, it must be returned to the Wheelchair Service. The wheelchair may be returned to Unit 34 / 36 Melton Park North Ferriby Hull HU14 3RS, Hull and East Riding Wheelchair Services or 11 Reed St Hull HU2 8JJ or a collection may be arranged. Please contact NRS on Tel: 0344 8936375

2.9 Repair and maintenance of wheelchair service issued equipment should be requested by contacting NRS Tel: 0344 8936375. Equipment should not be repaired or modified by other means without prior permission from the Wheelchair Service. See section 16 - Repair and maintenance.

2.10 The NHS will maintain wheelchairs issued by the service but will not maintain accessories fitted to the wheelchair by users or other agencies. NHS will be responsible for maintenance and repair of essential parts/ accessories that are supplied, any additional features e.g., phone holders and embellishments will be the responsibility of the user to maintain and repair.

2.11 The Wheelchair Service reserves the right to take appropriate action should it be apparent that a privately fitted accessory has contributed to a fault in the wheelchair or compromised safety. This action may include withdrawal of the wheelchair or a charge for any repair costs which have been incurred.

2.12 The Wheelchair Service will not replace any lost or stolen items; therefore, users are advised to take out the appropriate insurance cover. The Wheelchair Service reserves the right to make a claim against the user for lost or stolen equipment. For example, if a wheelchair is lost or damaged during an holiday we may ask you to make a claim on your insurance.

2.13 Equipment issued by the Wheelchair Service may be recycled equipment that has been reconditioned to a high standard.

3. Service Prioritisation and referral to treatment

3.1 Referrals are added to the waiting list in date order. There are specific cases that will be considered for prioritisation dependant on individual presenting problems and identified risk. Palliative referrals are given priority. The service aims for referrals to be triaged within 2 working days.

3.2 The following will be categorised as Urgent:

- Any client with pressure care issues or at risk of developing pressure care issues which cannot be managed without an appointment or home visit
- Any client with significant postural issues, for example falling out of chair etc.
- Anyone who is living alone and requires a manual or powered wheelchair for essential daily living activity.
- Any client with a rapidly deteriorating neurological conditions
- Equipment required for hospital discharge
- Any client on an end-of-life care plan

3.3 From referral to provision of wheelchair the service is monitored against an 18-week target for delivery, assessment, and provision; performance data is shared with NHS-England on a quarterly basis.

4. Personal Wheelchair Budgets (PWB)

4.1 All service users who meet the eligibility criteria will be offered a Personal Wheelchair Budget,

Definition.

The personal wheelchair budget model offers a clear framework for Health and Care Partnerships (HCPs) to commission wheelchair services that are based on the health and wellbeing outcomes that people want to achieve, as well as care that is integrated around the person and their family. Personal Wheelchair Budgets enable postural, and mobility needs to be included in wider care planning and can support people to access a wider choice of wheelchair. This can be done by pooling the money provided by the NHS to meet all the assessed clinical need with money from a range of health and social care as well as Access to Work grants.

With a personal wheelchair budget, wheelchair users should expect to have:

- a personalised assessment where they are supported to identify the health and wellbeing outcomes, they wish to achieve
- a care plan which captures the health and wellbeing outcomes identified, which may be part of any wider care plans the person requires for their care, for example an Education, Health and Care (EHC) plan
- care that is integrated, meaning that different agencies work together to support their postural and mobility needs and achieve their health and wellbeing outcomes
- Information provided upfront about the amount of money available in their personal wheelchair budget and the options available to them locally to use it
- Information about the repair and maintenance of wheelchairs, if the option to purchase a wheelchair outside of the NHS commissioned service is taken.

4.2 Calculating the budget:

The Notional PWB amount will be based upon what it would cost the NHS to meet the person's assessed postural and mobility needs via the wheelchair service currently commissioned by their HCP.

For people who wish to meet their wider health and wellbeing needs through their wheelchair provision, the personal wheelchair budget could be pooled with funding from other statutory services (if this is agreed as meeting the persons assessed needs by all services involved and is cost effective.). People can also choose to access non-statutory funding that may be available via voluntary, charitable organisations both nationally and locally or can contribute towards the additional cost themselves..

4.3 Types of Personal Wheelchair Budgets:

Notional PWB: This is where the person chooses the wheelchair identified and offered by the wheelchair service to meet their mobility and postural needs. The wheelchair remains the property of the NHS and any maintenance and repair is undertaken by the wheelchair provider.

The Notional plus contribution PWB: This option provides the opportunity for contributions to be made to the value of the notional chair provided by the NHS to enable access to an alternative NHS wheelchair.. This contribution may come from an integrated package with other agencies such as education, social care, a voluntary or charity organisation, or through self-pay. If Option 2, Notional with contribution, the wheelchair is maintained and serviced by the wheelchair provider but any additional features will have to be maintained and repaired by you; the wheelchair remains the property of the NHS.

Third party PWB: This is where the person chooses to use their personal wheelchair budget outside of NHS commissioned services. An independent provider receives the personal budget via invoicing the Wheelchair Service. This may also be contributed to as above. A Third party PWB will only be agreed if the provision is deemed clinically appropriate by the wheelchair service. The Third Party PWB includes a contribution towards repairs and maintenance as the chair will be owned by you and will not qualify for NHS repairs

4.4 Eligibility for Personal Wheelchair Budgets:

Personal wheelchair budgets may not be right for everyone. Once a person has been found eligible for a wheelchair, the Healthcare professional/ Wheelchair Services clinician will discuss with them the options for how this can be provided. Everyone should have an assessment focussed on the health and wellbeing outcomes and goals they wish to achieve and have the opportunity to have their wider needs considered.

The service will make every effort to provide a personal wheelchair budget to everyone who meets local wheelchair service eligibility criteria and who wants one. In some circumstances it is not appropriate to offer all the options for managing a personal wheelchair budget. For example, it may not be clinically appropriate for someone with rapidly changing, or very complex needs, to use their personal wheelchair budget outside

of NHS commissioned services as regular adaptations and changes may be required which would be likely to require close monitoring and adjustment. They could however be offered a notional budget. Such decisions should be made on a case-by-case basis, rather than using set criteria that restrict people who have certain conditions or diagnoses from accessing the full range of options.

A Personal Wheelchair Budget will not be offered for a Short-Term Loan Wheelchair.

5. Manual Wheelchairs

- 5.1 Standard wheelchairs:** Standard wheelchairs are supplied from a range of chairs held in stock by the Wheelchair Service. These will be supplied following triage of written referrals or ordered by a Wheelchair Approved Referrer (see section 16). These may be subject to assessment by a Wheelchair Service Clinician when required. The range is attached in Appendix 3 Prescribing Matrix.
- 5.2 Non-standard wheelchairs/special bespoke wheelchairs:** This range of equipment will only be supplied following an assessment by a Wheelchair Clinician when primary clinical needs cannot be met by standard equipment.
- 5.3 Accessories:** All accessories must be used in accordance with manufacturers' and/ or MHRA guidelines and will only be supplied following approval by a Wheelchair Clinician. Wheelchair approved Referrers have access to a limited number of accessories for direct issue.

Trays will only usually be provided when required for postural reasons as determined by the Wheelchair Service staff. However, trays may be provided where this is essential to support and maintain independence. If a tray is required for education, work or day hospital etc. this provision can be considered as part of a Personal Wheelchair Budget the referrer should approach the appropriate authority for funding.

6. Active User Wheelchairs

Definition.

Active user chairs have a more flexible set up than the standard chairs and can be adjusted to meet the individual requirements of the user, so they can achieve greater independent mobility. They have quick release wheels and multiple axle positions. These chairs lend themselves to modification to maximise posture. Rigid-frame wheelchairs have the attributes of an Active user chair but are lighter weight with the ability to set in a very active position in compromise with stability to enable users to achieve maximum amount of independent mobility.

- 6.1 Prescription Criteria:** Equipment of this category will be considered for issue when a client has clinical full time need that requires additional adjustability than is available in a standard wheelchair and is clinically justified.

7. Powered Wheelchairs

- 7.1** All users will be subject to an assessment by a Wheelchair Clinician to determine if the user meets the eligibility criteria. This assessment will include physical ability, medical safety and mental agility required to drive a powered chair safely.

The service offers to supply a basic manual wheelchair as a back-up to any powered wheelchair prescription. Alternative specifications for back-up wheelchairs could be sought through personal wheelchair budgets. Wheelchair services will endeavour to provide the bracketry required to swap any postural seating between the two wheelchairs.

Attendant-controlled power wheelchairs typically will not be provided. Exceptions to this will require to be clinically appropriate on a case-by-case basis and approved by Commissioning.

- 7.2** Indoor Powered Wheelchair: The following criteria must be met:
- Significantly restricted mobility which includes the inability to walk consistently and functionally or propel manual wheelchair or be medically at risk to do so.
 - Have sufficient visual, cognitive, perceptual ability, and no recurring loss of consciousness that would impede safe use of a power chair. Exceptions to this will require to be clinically appropriate on a case-by-case basis and approved by Commissioning.
 - Have a residential environment that is appropriate for/can be adapted for the use of the chair.
 - Have the ability to demonstrate, through a wheelchair driving test, that they have the insight, cognitive

ability, and suitable independent ability to operate a power chair safely and independently without assistance. Supervised use will be assessed on a case-by-case basis.

- e. Be able to ensure that the power chair will be maintained adequately either personally or by a carer.

This includes the charging of the batteries.

- f. Agree to conditions of supply

7.3 Indoor /Outdoor Powered Wheelchair: The following criteria must be met:

- a. Meet the criteria for an indoor powered wheelchair as above, with the exception 7.2 section C.
- b. Have no medical conditions that would pose a danger to the user, pedestrians, or other road users and can comply with current DVLC requirements for motor vehicle drivers regarding the loss of consciousness (e.g., epilepsy).
- c. The user should have the visual acuity to read a car number plate from at least 40 feet 12 meters. To adhere to Class 3 vehicle visual standards.
- d. Have suitable facilities to enable independent access to the outdoor environment (e.g., a ramped access) and access to a safe and secure area to store and charge.
- e. Have a local outside environment that is accessible to a power chair and is compatible with its use For example. A safe surface to drive the chair on such as tarmac/concrete
- f. Have the ability to operate a power chair without assistance including ascending 2-inch kerbs, and dismounting kerbs backwards where appropriate.
- g. Have the capacity to derive significant improvement in their independence and quality of life using a power chair (e.g., use the wheelchair regularly to go out for social engagements or shopping).
- h. If, subsequently, the user fails to meet any of these criteria, the wheelchair will be withdrawn. This may be determined by regular review.
- i. The assessor may seek further medical advice about individual users from their GP or consultant if necessary.

7.4 Outdoor powered chairs only

- a. Outdoor powered chairs only are not provided by the wheelchair service unless they meet criteria for indoor powered chairs unless considered as part of a PWB.
- b. Mobility scooters are not provided through the wheelchair service and service users could consider the provision of these through Motability.

7.5 Dual Access Control

Dual Access controls may be considered by the wheelchair service if clinically indicated due to the needs of the client. For example, if they became unable to use the controls short periods.

7.6 Power Packs

The wheelchair service will consider the provision of attendant-controlled power packs if the following criteria is met:

- a. Carer must be able to take power pack on/off – unless explicitly stated that chair does not need to fold and will not be used on transport.
- b. Where pushing the wheelchair is compromised because of the ability of the carer and the presentation of the client. Power packs will not be provided to residents within care homes.

8. Criteria for The Supply of More Than One Wheelchair

- 8.1** The Wheelchair Service will only provide one wheelchair to meet the essential clinical needs. On occasions where the user requires a wheelchair upstairs and there is no through floor lift, the wheelchair service may offer a secondary basic wheelchair.

Service users who are issued a powered wheelchair will usually receive a basic backup manual wheelchair – exceptions to this will require clinical justified on a case-by-case basis and approved by the Commissioning HCP.

- 8.2** The service is not funded to supply wheelchairs purely for use in education and/or the workplace the exception to this will be via a Personal Wheelchair Budget. It is the responsibility of the Education Authority

to fund equipment which enables the service user to access the curriculum and Access to Work may support with employment.

- 8.3** If a second wheelchair is requested, the Wheelchair Service cannot offer advice on private purchases however they can support the service user to purchase via the Personal Wheelchair Budgets (PWB) process or can signpost users and their carers to other agencies. The Wheelchair Service will liaise with appropriate stake holders to access charitable funding or engagement with Access to Work and Education

9. Modifications

Modifications: Modifications to the wheelchair will only be completed following an assessment by a Wheelchair Clinician and may also be subject to a Risk Assessment carried out by the Wheelchair Clinician

- 9.1** Where clients require a supportive seating system, or modifications for postural support, these should be compatible with the wheelchair that is prescribed. If this is not possible then a compromise may have to be reached, and a more standard wheelchair issued, or a Personal Wheelchair budget considered.
- 9.2** Where third-party organisations wish to make a modification to a wheelchair a written requests from the referrer must be made to the Wheelchair Clinician with a confirmation of compatibility from company completing the modification (see section 15).

10. Criteria for Cushions

- 10.1** Basic cushions will be supplied as required and non-standard cushions will be supplied after assessment. Pressure redistributing cushions are provided to be used in wheelchairs only, and not in furniture such as armchairs. Cushions for use in armchairs can be obtained from the Community Care Equipment Service via an authorised prescriber (Nurse, Occupational Therapist or Physiotherapist).
- 10.2** Requests for a pressure-redistributing cushion to be provided direct from triage will require a Waterlow/ Braden Score assessment, which will be used in conjunction with the other information on the referral form. The needs of the user will be assessed, and if clinically appropriate the requested cushion will be issued. Alternatively, a Wheelchair Clinician may undertake a further assessment. Wheelchair clinician's reserve the right to issue a suitable alternative cushion. Cushions for all risk levels may be issued. The cushions can be issued for use in NHS or privately purchased wheelchairs.
- 10.3** Requests from a referrer for the issue of a replacement cushion can be accommodated if equipment is a like for like replacement which has been clinically triaged. If a deterioration in condition has been identified a referral from either a District Nurse or Tissue Viability Nurse with a Waterlow / Braden risk assessment is required prior to issue or a further assessment by wheelchair services is needed.
- 10.4** Users in care homes will be issued with non-standard cushions to suit their individual needs only for use in a wheelchair. - Standard cushions shall be provided by the care home at their own cost. Care home staff (or community nursing when applicable) will be responsible for the regular review of the Waterlow/ Braden score and should be encouraged to contact the Wheelchair Service if needs change.
- 10.5** If a cushion is no longer required by the user, for whatever reason, it must be returned to the Approved Repairers or Wheelchair Service on Reed Street. It should under no circumstances be used in an armchair or given to another person or wheelchair user as this may be detrimental to their health and well-being.
- 10.6** Clients will only be provided with one cushion. Additional covers may be considered if deemed clinically appropriate.

11. Criteria for Postural Supportive Seating

Postural Management and Pressure care provision

Posturally supportive seating will be provided when the user has a clinical, postural requirement, which cannot be achieved through provision of standard equipment.

Clinically appropriate postural management related to wheelchair provision and mobility, will be provided to any client eligible for, or in receipt of an NHS wheelchair, a wheelchair provided through the PWB route or a privately purchased wheelchair.

- 11.1** Posturally supportive seating is divided into two sections: -

- a. Standard and non-standard wheelchairs with postural off-the-shelf support.
- b. Custom contoured seating systems fitted to a wheelchair chassis.

11.2 Custom-contoured seating will only be supplied when off-the-shelf solutions are unable to meet the user's needs. Assessment by a Wheelchair Clinician is required.

Only one posturally supportive seating system will be supplied at any one time. Where the user is eligible for a second wheelchair, the service will endeavour to make the seating system transferrable between both wheelchairs.

12. Guidelines for the supply of equipment for Children and Young People

12.1 Pushchairs and Buggies: These will not be issued to children under 36 months of age, except when significant postural support is required, for example when a child's posture or postural control is not in line with developmental milestones.

12.2 Fully reclining buggies/wheelchairs: fully reclining backs will only be provided where clinically indicated, (this needs to meet complex medical needs such as significant seizures or epilepsy activity). Fully reclining buggies cannot be issued for personal care or sleeping purposes only.

12.3 Standard Wheelchairs for Children: These will be supplied following a referral in accordance with the wheelchair criteria. Assessment by a Wheelchair Clinician will be undertaken where deemed appropriate.

Once a child reaches school age it is unlikely that a buggy will be considered but an alternative wheelchair provision may be considered if the child meets the requirements.

12.4 Double/tandem Buggies: These will only be supplied, alongside any necessary postural support, if both children have a disability affecting their mobility and meet the criteria for issue.

Where parents are requesting a double buggy for a child with a disability and a second child, a Personal Wheelchair Budget may be offered however parents must be made aware of the significant environmental restrictions when using a double buggy. Clinical need of identified 'main user' must take priority.

12.5 Accessories for buggies and specialist seating will be provided where those that are available commercially will not fit the provided equipment.

12.6 Powered Wheelchairs: These will be issued to children and young people who are unable to walk or self-propel functionally but are capable of independently controlling a powered wheelchair safely (see section 10). Indoor/outdoor powered wheelchairs may require close supervision as determined by the assessor.

12.7 Mobility Equipment for use in Education only: Mobility equipment for use to access the curriculum only is the responsibility of the Education Authority and not of the Wheelchair Service, however, this should be considered under a Personal Wheelchair budget. This includes additional accessories such as trays needed for accessing the curriculum.

12.8 Assessment Visits to Schools: School clinics/ postural management clinics may be arranged subject to demand and where clinically required.

Please Note: A list of each child to be assessed must be provided by the school to the Wheelchair Service/ School Therapist before the visit, together with full and relevant data on each child to be seen.

The school/ therapist will be responsible for informing the child's parents, and/or guardian of the intention to assess/reassess their child.

In some circumstances it may be more appropriate for the child and parents, therapist and/or guardian to be seen in clinic at the Wheelchair Service or at home, in which case a separate appointment will be made for this.

13. Guidelines for the supply of wheelchairs for Non-Visible Disabilities

13.1 In situations where there are no mobility-related requirements, the expectation is prior to assessment that all other options in relation to safety and alternative equipment has been considered and investigated and can be evidenced, such as walking harnesses and behavioural therapy and there is clear evidence of this being the method of least restriction. The referrer will be responsible for ensuring consideration to liberty protection safeguarding, best interest and mental capacity requirements are considered prior to the referral.

- 13.2** Referrals must be part of a holistic assessment by healthcare/multiagency professionals and the need for wheelchair should have been considered as part of a wider needs led management programme.
- 13.3** Previous provisions of mobility device and/or accessories deemed clinically appropriate at the time does not mean that criteria for provision will still be met at time of review.
- 13.4** To qualify under the criterion an applicant must have any enduring (lasting for at least three years) and substantial disability that means they are, during the course of a journey, at risk of harm, when walking, or pose, when walking, a risk of serious harm to themselves or any other person. The wheelchair services expects that, in the context of disabilities that are predominately non-visible in nature, a risk of serious harm to self/ others could manifest as one or more of the following behaviours
- a. Becoming physically aggressive towards others, possibly without intent or awareness of the impact their action may have
 - b. Refusing to walk altogether, dropping to the floor,
 - c. Wandering off or running away, possibly without awareness of surroundings or their associated risks (e.g. nearby roads, car park environments);
 - d. Disobeying, ignoring and /or being unaware of clear instructions;
 - e. Experiencing severe or overwhelming anxiety (e.g. through hypervigilance);
 - f. Experiencing an overwhelming sense of fear of public/open/busy spaces;
 - g. Experiencing serious harm or causing harm to others Avoiding some/all types of journeys due to the kinds of experiences listed above.

This list is not exhaustive, and wheelchair services / referring agency will need to satisfy themselves that the risk of serious harm to self/ others when walking, during the course of a journey, is caused by an enduring and substantial disability. In this context it is recognised that some of the listed behaviours as well as others, may be exhibited ordinarily by children who do not have any enduring or substantial disability. It is therefore important for Wheelchair Services to consider the extent of any such behaviours and/ or difficulties experienced by an applicant in relation to common developmental milestones

14. Guidelines for issue of Equipment to Care Homes

14.1 New referrals:

- a. **Self-propelling wheelchairs:** Section 2.2: General Conditions applies when the user is able to self-propel
- b. **Attendant propelled wheelchairs:** It is the responsibility of the care home to provide transit wheelchairs for the portage of residents. These will only be issued in exceptional circumstances, if the resident has significant postural needs or significant modifications are required to the wheelchair.
- c. **Powered wheelchairs:** These may be supplied if the resident is unable to self-propel and the user meets all the criteria for a powered wheelchair, as listed in section 11.

14.2 Existing users:

Wheelchair users who are no longer able to self-propel should be referred to the service for a reassessment of their needs.

Transit Wheelchair users who become resident of a nursing/care home should return the equipment to the wheelchair service.

14.3 Exclusions:

The Wheelchair Service will NOT supply the following:

- a. Wheelchairs for transferring residents around the care home.
- b. In place of suitable static seating (unless postural management is required).
- c. To take residents on outings by staff, relatives or carers on an ad hoc basis, on these occasions charitable short-term loan facilities should be used, or through a private wheelchair hire service
- d. Pressure relieving cushions for use in armchairs.

14.4 Repair or collection of wheelchairs in Care Homes:

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

It is the responsibility of the care home to notify the Wheelchair Service when a wheelchair need collecting if no longer required by the user or for repair.

If any equipment is no longer required, for whatever reason, it must be returned to the Wheelchair Service. It should under no circumstances be given to another person or wheelchair user as this may be detrimental to their health and well-being.

14.5 Liability:

The Wheelchair Service cannot be held responsible if a wheelchair is used by anyone other than the named resident for whom it was supplied.

Wheelchair Service equipment may only be used by the named resident to whom it was issued.

15. Attaching Communication & Additional Aids to Wheelchairs

15.1 Third-party providers prescribing additional aids are responsible for fitting these onto wheelchairs. E.g., mounting brackets, communication or feeding aid and environmental control switches.

It is therefore essential that agencies assessing users for additional aids inform and liaise with the Wheelchair Service to ensure users' needs are met appropriately. If any other agency fits a device, then the agency must take responsibility of checking the stability.

Once the additional aid has been attached to the wheelchair it is essential that the wheelchair undergoes a stability check within the manufacturer's guidelines and recommendations for safe set up. It is therefore not recommended to use the wheelchair until this is completed. If the wheelchair requires additional features to ensure its stability the costs must be met by the relevant authority or service.

16. Repair & Maintenance

16.1 Repair and maintenance of wheelchair service issued equipment should be requested by contacting NRS Tel: 0344 8936375.

16.2 Response Times for Repair to Manual or Powered Wheelchairs.

Urgent	<ul style="list-style-type: none"> ● Within 24 Hours of Service user/Carer Request, in either core or out of hours. ● The Service user is in a vulnerable position either at home or in the community (powered/Manual Wheelchair). ● If the Service user is in Danger of causing harm to themselves due to the broken components of the Powered/Manual Wheelchair these include: Snapped Wheels, insufficient brakes, broken leg rests resulting in sharp edges
Routine	<ul style="list-style-type: none"> ● Within 3 working days of request.

Hours of Service

The repairs service will be provided 24 hours a day, 7 days a week, 52 weeks a year (inclusive of bank holidays) within the following core and out of hours arrangements:-

Day/Times	Service
Monday to Sunday * 08:00 – 20:00 hours (* excluding bank holidays)	Core service
Monday to Sunday ** 20:00 – 08:00 hours (** including bank holidays)	Out of Hours

Where possible, repairs will be carried out in the service user's home or place of use. Where not possible to affect a repair within either an agreed timescale or when the wheelchair/ equipment needs to be removed for repair, a suitable alternative/ replacement wheelchair/ equipment is to be left with the service user whilst the

repair is being carried out and after discussion with service user and assessor/prescriber.

- 16.3** The NHS will pay for repair and maintenance, of the NHS commissioned wheelchair. For repair and maintenance of wheelchairs purchased via Personal Wheelchair Budget, notional plus contribution or third party please see Section 3.
- 16.4** Where a service user is from outside of the Hull or East Riding boundary and registered with a either a Hull HCP or East Riding HCP GP as a temporary resident (and is resident elsewhere in the UK only) the service will be responsible for urgent repair and maintenance. It will then inform the commissioner to ensure that the relevant and responsible HCP can be re-charged appropriately.
- 16.5** If repairs are required whilst travelling outside the service user's area of Hull or East Riding, the service user may be able to get assistance from that areas Wheelchair Service Approved repairers under the National Wheelchair Managers Right to Travel Campaign (appendix 7). The details of the nearest repairers' details can be obtained by contacting NRS Tel: 0344 8936375
- 16.6** If a service user has moved into the area with NHS provision NRS will take over responsibility for repair and maintenance of their existing equipment and wheelchair on receipt of request from their previous provider.
- 16.7** Repairs will only be conducted in the user's home or agreed location. The service does not provide any repairs outside the ERY or Hull boundaries nor any road side assistance.

17. Return/ Lost / Stolen / Damaged equipment

With the exception of equipment purchased using the third-party personal wheelchair budget the equipment remains the property of NHS and is loaned to the client in accordance with the terms and conditions of supply. If the equipment is no longer in use, the client must inform ERY and Hull wheelchair services immediately and it will be collected. The equipment must be returned for maintenance/repair upon request. The client must not give the equipment to another person or dispose of it himself.

The Wheelchair Service cannot be held responsible for any accidents or injuries sustained if a wheelchair is used by anyone other than the client for whom it was supplied.

- 17.1** In the event of travel, at home or abroad, it is strongly recommended that the client obtain appropriate insurance cover, which will be at their own expense, as the client may have to pay the cost of any damage, loss or repair especially outside the UK. The client will need to comply with the conditions / regulations specified by the carrier concerned. It is advisable to inform the airline in advance as they can offer help and advice.
- 17.2** Insurance cover is recommended to all clients because the client will be responsible for any claim made by a third party in respect of an accident or any damage involving the chair.
- 17.3** The client is responsible for protecting the chair against damage, and ensuring that it is cleaned, stored, and maintained on a regular basis.
- 17.4** The client will notify the approved repairer (AR) / service directly when a fault or a repair is thought to be necessary.
- 17.5** The client must notify the service immediately if the chair supplied is involved in an accident, or is lost, stolen, or damaged in any way. If the equipment is stolen, the incident must be reported to the police and a crime number obtained.
- 17.6** In the event of accidental damage or theft, every effort will be made to loan the client an appropriate alternative wheelchair. However, the replacement chair may be to a different specification, but where possible it will be a close technical equivalent to the original prescription.





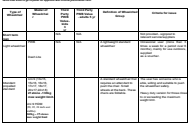




18. Wheelchair Approved Referrers (WAR) and Advanced Wheelchair Approved Referrers (AWAR)

- 18.1** Therapists who have undertaken training and have demonstrated competences in the assessment and prescription of a standard wheelchairs have access to proscribe and order standard wheelchairs and accessories as identified within the CCES matrix (WAR)
- 18.2** Advanced Wheelchair Approved Referrers (AWAR) have undertaken additional training and demonstrated competences in the assessment and provision of wheelchairs to meet a higher level of postural needs than can be provided in a standard chair. These prescribers have access to presa higher specification of wheelchair than WAR as identified within the CCES matrix.

19. Appeals

- 19.1** If a service user wishes to appeal this eligibility criteria a request for this must, in the first instance, be made to Hull and East Riding Wheelchair service providing any further information that may be of use in reviewing the case.
- 19.2** On receipt of the appeal the wheelchair service will discuss the case with the HCP commissioners and other clinicians, as appropriate at the Wheelchair special orders and Personal Wheelchair Budgets Panel Meeting.
- 19.3** The outcome of this appeal will be communicated by the Wheelchair service to the service user.
- 19.4** If the service user does not feel the matter is resolved they have the right to make a complaint via the HCP's PAL's service.

Appendix Links to useful documents

Provision of Community Equipment in Care Homes	Provision of Community Equipment in Care Homes	
	Community Care Equipment Commissioning Statement	
List of other agencies mentioned in the document	<p>Nursing Service Contact wheelchair user's GP practice NRS Healthcare Tel: 0344 8936375 Driving Standards Agency (DSA) email customer.services@dsa.gsi.gov.uk</p>	
Referral forms There are 2 referral forms	GP referral form	
	Accredited referrers and powered wheelchair referrals	
Prescribing matrix	Wheelchair prescribing matrix	
Personal wheelchair budget documents	Wheelchair Support Plan Part 1	
	Wheelchair Support Plan Part 2	
	Personal Wheelchair Budget options	
Right to travel arrangements	Right to travel arrangements	



For more information

📞 0344 893 6375 ✉️ enquiries@her.nrs-uk.net

🏠 Hull & East Riding Wheelchair Service, 11 Reed Street, Hull, HU2 8JJ