

APPENDIX ONE

The Wheelchair Service Eligibility Criteria I

1 Accessing the Service

1.1 The Wheelchair Service will supply a wheelchair to any person who has a long-term mobility problem and has a GP in the Service catchment area-subject to meeting the eligibility criteria as follows.

1.2 The Wheelchair Service does not supply equipment for temporary or short-term use. This is defined as 6 months or less; excluding palliative care (clients should require the use of the wheelchair for more than 12 weeks).

1.3 Referrals will be accepted if the client meets the criteria in (1.1) on the correct referral form completed fully. Clients outside of NHS Surrey area will be accepted if funding has been agreed with the relevant purchaser.

1.4 Referral forms can be completed by all Accredited Prescribers / GP / Therapists.

1.5 Self-Referral can be made by clients already registered with the service.

1.6 The Service does not supply wheelchairs for:

- Work use only
- Sporting activities
- Static seating / Nursing armchair
- Portering / transit only wheelchairs for Nursing / Residential Homes
- Short-term / temporary loans/chairs for hospital discharge
- Tilt in space wheelchairs for Nursing / Social / Communal access within Nursing Homes
- Emergency / Evacuation wheelchairs for Schools / Nursing / Residential Homes

1.7 The Service does not supply:

- Electrically Powered Outdoor Wheelchairs / **Class 3** Powered Wheelchairs
- Powered Wheelchairs with attendant controls
- Pool wheelchairs / Tilt in Space wheelchairs for transit or portering use within Nursing/Care/Residential Homes.
- Accessories / cushions to fit to privately purchased wheelchairs
- Buggies/Pushchairs for Behaviour Management where children are ambulant
- Power packs
- E-Fit wheels / Spinergy wheels / E-Fix wheels
- Trikes / Scooters
- Head Rests for transport use only in vehicles
- Non clinical accessories such as rain covers, sunshades, shopping baskets.
- Seat risers for powered chairs.
- Bariatric Wheelchairs

1.8 All clients will be offered provision of the Voucher Scheme for non-powered wheelchairs and buggies if requested. Referrals will be treated in the same way as (1.3).

1.9 Pressure and postural equipment will not be supplied for private wheelchairs.

2 Standard Attendant (transit) Propelled Wheelchairs.

Attendant (transit) propelled wheelchairs are supplied for indoor and outdoor use within the Community.

2.1 Referrals for standard attendant (transit) propelled wheelchairs are only accepted for individual use and for people with long-term physical mobility related difficulties.

2.2 Attendant (transit) propelled wheelchairs will not be supplied for hospital / rehabilitation / Nursing / Residential Home use only.

2.3 Attendant (transit) propelled wheelchairs are only supplied to clients who will use the wheelchair 3 or more times a week to access their local community/hospital appointments/GP's/Day Hospital.

2.4 Attendant (transit) propelled wheelchairs are only supplied to clients who have a carer or carers who are fit and able to operate an attendant pushed wheelchair.

3 Standard Self-Propelling Wheelchairs.

A self-propelling wheelchair is supplied to allow the occupant to move around independently or for a non-propelling user - if their carer finds it easier to push, get up and down kerbs or has an environment that indicates large wheeled provision.

3.1 Referrals for standard self-propelling wheelchairs are only accepted for individual use and for clients with a long-term physical mobility difficulty.

3.2 Self-propelling wheelchairs will only be supplied to clients if it is not detrimental to their medical condition. In cases where there is not a general agreement on the client's suitability for a self-propelling wheelchair an opinion from the clients GP will be requested.

3.3 A standard self-propelling wheelchair will be supplied if the client is an occasional user and has an environment compatible with this provision.

3.4 A standard self-propelling wheelchair will be provided if it is unlikely that the wheelchair will need modification or require reconfiguration.

Clients may wish to upgrade their provision by means of the Voucher Scheme. See section 18.

4 High Performance Wheelchairs

A High performance wheelchair is provided to maximise a clients full independent potential.

4.1 Referrals are only considered for existing full time wheelchair users or those who have a deteriorating medical condition, which may lead to them to becoming a full time user.

4.2 A high performance wheelchair is only supplied if the client has a clinical need which surpasses the issue of a standard wheelchair and the issue of a high performance chair will significantly increase the clients' level of independence.

4.3 A high performance wheelchair will be supplied if the client has a clinical need that requires modification or provision of a chair that can be configurable over time.

4.4 A high performance wheelchair will only be supplied if the client is able to demonstrate an ability to back wheel balance or the potential to develop this skill. The client must demonstrate an awareness of safety issues and adhere to the safe management of the chair.

4.5 The type of high performance wheelchair will be assessed by the Wheelchair Service Therapist and identified according to clinical need from within the resources available and range of equipment provided. It will be provided in the most basic specification to meet clinical needs.

4.6 High performance wheelchairs will not be provided to powered wheelchair users.

Clients may wish to upgrade their provision by means of the Voucher scheme. See section 18.

5 Children's Buggies and Pushchairs

Buggies and pushchairs are provided for clients who are too small for wheelchair provision.

5.1 Buggies and pushchairs will only be supplied when the client is weight appropriate for this type of provision. A Wheelchair Service Therapist will identify the most suitable type of equipment within the range of equipment provided and the resources available according to clinical need and in discussion with parents/carers.

5.2 Buggies and pushchairs will only be supplied for clients with an identified physical mobility difficulty. Buggies and pushchairs are not provided for Behavioural difficulties where the child is fully ambulant.

5.3 Clients who do not have a clinical need for postural support will not be supplied a buggy or pushchair until they are beyond the weight limit for a standard commercial pushchair, which should be provided by the clients' parents/carers.

5.4 Clients will be provided with one system to be used in all environments except when the client is a powered wheelchair user, when a basic transit chair will be supplied as a back up (*if it meets their clinical need*).

5.5 Double buggies are not provided unless both siblings have a clinical need for mobility provision.

5.6 The Wheelchair Service does not provide Rain covers / sunshades and / or accessories (*these may be purchased by parents/carers to fit the equipment issued*).

6 Electrically Powered Indoor Wheelchairs (EPIC)

A Client must be:

6.1 Unable to walk.

6.2 Unable to use a manual self-propelling wheelchair or their ability to self-propel is contra-indicated on medical grounds.

6.3 The EPIC will be the primary chair for indoor daily use.

6.4 The issue of an EPIC will significantly increase the client's functional independence.

6.5 The client has an environment compatible with movement of the wheelchair involving the correct use of footplates.

6.6 The client is able to safely and independently manoeuvre / control the chair around the home environment.

6.7 The client is able to understand the maintenance and charging instructions accompanying the chair, agree to the Conditions of Loan and the review procedure.

6.8 A GP has returned any Medical Information requested and is prepared to state that there is no reason known to them that would prevent the client operating an electrically power chair safely and without causing harm to either themselves or others.

6.9 Clients with epilepsy will be treated in line with the ROSPA guidelines and subject to the same restriction that the DVLA recommend.

NB: Risk assessment for access to patio / garden and front drive will be fully addressed by the therapist to allow use of the equipment appropriately within this and other environments i.e. Day Centres (this will involve transport assessment)

7 Electrically Powered Indoor Wheelchairs with close range outdoor pavement drive facility (EPIOC)

7.1 Clients must be full time wheelchair users or known EPIC user.

7.2 Clients must be **unable** to walk indoors.

7.3 Clients must be **unable** to self propel a manual wheelchair indoors or their ability to self propel a manual wheelchair is contraindicated on medical grounds.

7.4 Clients must have a permanent, residential environment, which is compatible with the use of a powered wheelchair, including an appropriate area with a power supply for a battery charger.

7.5 Clients must be medically fit to operate a powered wheelchair.

7.6 Clients must be able to independently and safely control a powered wheelchair within their home indoor environment and the chair must access all facilities required for daily living – and provide safe ramped access to outdoor areas.

Where a wheelchair is to be used outdoors or in other public environments the user must also:

7.7 Comply with DVLA requirements for motor vehicle driver's i.e. concerning epilepsy, loss of consciousness and eyesight.

7.8 Be able to demonstrate during assessment the insight, competency and dexterity to operate a powered chair safely without supervision or guidance.

7.9 Be able to pass a proficiency test to demonstrate ability to operate a powered wheelchair safely and independently in environments as identified and agreed between the therapist and client.

7.10 Have no problems with visual, cognitive, visual-spatial or other higher cortical function or other medical conditions that would place themselves, others and /or road users at risk.

NB:

The criteria will be subject to review

Only one EPIOC will be issued.

Class 3 EPIOC's will not be issued by the Wheelchair Service.

8 Accessories and Modifications

Accessories and modifications are only supplied in accordance with the manufacturer's recommendations and acceptance (*Risk Assessment may be required*).

8.1 Referrals for accessories or modifications in wheelchairs provided by the Wheelchair Service are accepted from all parties and will be provided where there is a clear clinical, postural or functional need.

8.2 Accessories and modifications can only be provided if they are compatible with the wheelchair / buggy and risk assessed if necessary.

8.3 Accessories and modifications will only be provided when an assessment indicates a clinical need and clients and carers are able to use the equipment safely and appropriately.

9 Cushions

Cushions will be provided when an assessment indicates a clinical need for postural support, pressure relieving and comfort requirements.

9.1 Referrals are accepted from all parties and supplied in accordance with the client's clinical need.

9.2 Cushions are not supplied to clients with private wheelchairs but advice and guidance will be given if requested and supplier information / contacts sourced.

9.3 Cushions will be supplied for the clients on the Voucher Scheme according to assessed clinical need.

9.4 Cushions will not be supplied for static seating / armchairs.

10 Specialised Seating Systems

Specialised Seating Systems are provided for clients who are eligible for wheelchairs or buggies for mobility purposes through the Wheelchair Services.

They are not provided as an alternative to static seating.

10.1 The client must have an assessed clinical need for Specialised Seating in the wheelchair.

10.2 The client should require the wheelchair and Specialised Seating System as part of their daily routine on a long-term basis.

10.3 The client must demonstrate an improved quality of life as a result of the benefit of supportive positioning / postural control in the wheelchair.

10.4 The client's environment must be compatible with the daily use of the equipment.

10.5 Clients will only be provided with one system.

10.6 Specialised Seating Systems will only be provided where the lifestyle is compatible with the equipment and the carers involved are able to use the equipment safely and appropriately.

10.7 Specialised Seating Systems may be transferred onto private wheelchairs providing the wheelchair is assessed to be appropriate by the Wheelchair Services Therapist / Rehabilitation Engineer and interfaced by the client privately.

11 Tilt-in-Space Wheelchairs

A standard wheelchair with a semi-reclining back or fixed tilt position will be considered as the first option before provision of a variable tilt-in-space wheelchair. Tilt-in-Space wheelchairs are only provided for individual clients within their Community Homes and not for Hospitals / Rehabilitation / Nursing / Residential/ Home settings.

11.1 Clients must have a long-term clinical need for mobility with pressure and postural

support.

11.2 The client must be unable to walk or sit in a standard wheelchair

11.3 The client must intend to spend more than 4 hours a day in the wheelchair.

11.4 The client must have significant postural needs, which cannot be met by any other wheelchair.

11.5 The client must gain significant improvements in their posture and mobility for the provision of a Tilt-in-Space wheelchair.

11.6 Clients must have an environment, lifestyle and/or access to an adapted vehicle compatible with provision of a Tilt-in-Space wheelchair.

11.7 Clients must have carers who are able to use the chair safely and appropriately.

11.8 Clients/carers must also demonstrate the use of appropriate transport provision and tie down systems for this complex equipment.

NB: The equipment will be subject to review.

Only one system will be provided.

12 Supply of More Than One Wheelchair

In specific circumstances a client may be provided with the supply of more than one wheelchair. The Wheelchair Services Therapist will identify this.

12.1 Clients may be provided with more than one wheelchair if a wheelchair is required both upstairs and downstairs and there is no provision for a through floor lift or other appropriate equipment.

12.2 If a lightweight / high performance wheelchair is on issue as the primary provision, the second wheelchair for upstairs' use will be a standard specification for occasional use only.

12.3 If a powered wheelchair is provided as the primary provision, a manual wheelchair **may** be supplied as an emergency back up chair. This manual wheelchair will be a standard specification for occasional use.

12.4 If a powered wheelchair (EPIOC) is provided with Special Seating for complex postural needs a specialised manual wheelchair will not be issued – Repairer Engineers will have access to emergency stock at Unit 9 to maintain powered mobility.

12.5 Wheelchair Services do not supply schools / Nursing / Residential Homes with Fire/Evacuation wheelchairs for emergency purposes.

13 Nursing Home/Care/Residential Home Criteria

These criteria include all types of residential, care and nursing home environments.

13.1 Clients will not be issued with a wheelchair if they are assessed to require a wheelchair for transit mobility purposes only – this includes grounds and local community access.

13.2 Pool wheelchairs are not supplied.

13.3 Clients will be provided with a wheelchair when they are assessed to be independent in using a self-propelling manual wheelchair or powered wheelchair and will spend a significant part of their daily functional routine in the wheelchair.

13.4 Wheelchairs will not be provided as replacements for nursing armchairs.

13.5 Pressure cushions, accessories and modifications will only be provided for clients with wheelchairs provided by the Wheelchair Service.

13.6 Wheelchairs will only be provided to clients if the environment is appropriate for its use.

13.7 Wheelchairs, cushions, accessories and modifications will only be provided if they are used safely and appropriately.

13.8 An assessment will be provided and a prescription issued to the nursing / care / residential home for a Tilt-in-Space wheelchair if the client fulfills all the criteria.

14 Powered Attendant Controls

14.1 The Wheelchair Service does not issue powered wheelchairs with attendant controls - private fitting may be agreed under exceptional circumstances. (All costs are at the Clients risk).

14.1 The wheelchair user must be eligible for an indoor/outdoor-powered wheelchair provided by the NHS.

14.2 The wheelchair user must be able to use the main control box themselves and the attendant control is not the only control on the powered wheelchair.

14.3 The attendant control must enhance the safety of the user and be identified as necessary by a risk assessment completed by Wheelchair Service Staff.

15 Power Packs

15.1 The Wheelchair Service does not issue power packs.

15.2 The Wheelchair Services '**Conditions of Loan**' states that power packs should not be attached to NHS wheelchairs without prior agreement.

15.3 The Wheelchair Service may on occasion agree to the use of certain privately purchased power packs being fitted to wheelchairs provided by the NHS, provided the chair and power pack are compatible according to the wheelchair manufacturers. The agreement to power packs being fitted to NHS wheelchairs will be determined by a risk assessment.

15.4 Adaptations required to the wheelchair to enable the power pack to be attached will be at the client's expense (hub-brakes / handle extensions).

16 Headrests

16.1 Headrests will be provided for clients when they have an assessed clinical need for this provision as part of a postural management system.

16.2 Headrests are not provided for restraint in transport.

" A wheelchair head restraint for transport is part of the Wheelchair Tie-down and Occupant Restraint System (also known as WTORS). The Wheelchair Service does not provide wheelchair tie-down and occupant restraint systems and therefore does not provide head restraints for transport. Whoever provides the transportation wheelchair tie-down and occupant restraints system should also provide the wheelchair head restraint if required".

16.3 If a headrest is clinically indicated during the assessment process consideration will then be given to providing one that is appropriate for transport if this is identified by the client or carer as necessary.

17 Hub Brakes

The Wheelchair Service only issues hub brakes on non-powered wheelchairs in exceptional

circumstances.

17.1 Carers must be assessed to be unable to use the wheelchair safely in normal everyday circumstances and an identified risk assessment is completed.

17.3 Hub brakes must be compatible with the wheelchair and the cost assessed to be reasonable.

18 Voucher Scheme Wheelchairs

Clients must meet the eligibility criteria identified in Section (1). A wheelchair will be provided for clients, which meets their assessed clinical needs. If a client wishes to have the provision of an alternative wheelchair they may be able to obtain this through the Voucher Scheme. The Voucher Scheme includes a Partnership option and an Independent option, which will be fully explained to the client.

18.1 The voucher scheme will be offered to all clients who would be eligible for the provision of a wheelchair from the Wheelchair Service.

18.2 Clients will be assessed by a Wheelchair Service Therapist before a Voucher can be issued to determine a client's clinical need.

18.3 The Voucher will represent the cost of the wheelchair that would be provided from the Wheelchair Service.

18.4 Vouchers are not issued towards powered wheelchairs. However cases can be referred to the 'Exceptions Panel' for case consideration.

18.5 Vouchers will only be issued towards equipment that is considered suitable for the client's clinical need and identified lifestyle.

18.6 Vouchers will only be issued towards equipment from reliable, reputable suppliers. A list of suggested local suppliers will be available from the Wheelchair Service upon request.

18.7 Vouchers are not available retrospectively for privately purchased wheelchairs or charitably funded wheelchairs.

18.8 Clients will be issued with a Voucher for 5 years except in exceptional circumstances.

18.9 Clients will be offered a reassessment if their clinical needs change.

19 Tilt-in-Space wheelchairs for Nursing / Care / Residential Homes

Clients in the above Homes can be considered for a Tilt-in-Space wheelchair Assessment if they fulfill the following:

- Funding has been identified and is available to action the prescription drawn up after assessment. Supplier information will also be included.
- A Tilt-in-Space wheelchair will meet all the clients postural and pressure management needs and they can sit in a tilted position without compromise to their medical condition, swallowing or behaviour.
- A Tilt-in-Space wheelchair is compatible with the Home environment, transport suitability and lifestyle of the client – adapted vehicles are essential for transportation.
- The client will gain improvement in their quality of life in their postural management and mobility.
- The client has significant mobility needs within and external to their environment and the wheelchair is used to access the community more than 3 times per week (for Day Centre attendance / Hospital appointments), with carers who can manage complex heavy equipment.

NB: Clients moving into Nursing Homes from the community with Tilt-in-Space wheelchairs will be able to retain access to the Wheelchair Service - Approved Repairers, for repair provision whilst the wheelchair remains economically viable for repair. Re-provision will not be necessarily occur should the clients clinical needs change significantly.