

Neurological Diseases and Palliative Care



LEARNING TOGETHER STUDY DAY

25th June 2024



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**Assistive technology –
communication and functional
dexterity aids**



Best care by the best people

NELFT **NHS**
NHS Foundation Trust

NHS
The Hillingdon Hospitals
NHS Foundation Trust

North Thames Regional Environmental Controls Equipment Service (NTRECES)



Meet the team at Mayflower

Our service has two offices one based at Mayflower community hospital and Mount-Vernon hospital (service managers base)

- Clinical Scientist
- Two Occupational therapists
- Rehab engineer
- Snr therapy assistant
- Snr administrator
- Administrator



What is our service all about?

Our aim:

To assess for and provide electronic assistive technology for adults and children with complex disability to improve their:

- Independence – *being confident at home with using technology*
- Quality of life - *help maintain the integrity of family life and reduce reliance on others*
- Social participation – *keeping in contact with friends, family and the wider community through the use of technology*

How we are funded:

Our service is contracted by NHS England to deliver specialised Environmental Control services covering North London, Hertfordshire and Essex.

Equipment on long term loan – no costs incurred to client or services



Areas we cover



MAYFLOWER OFFICE

Essex (All)

West Essex

North East Essex

Mid Essex

Basildon & Brentwood

Thurrock

Southend

Castlepoint, Raleigh, Rochford

NE London (Outer)

Barking & Dagenham

Havering

Redbridge

Waltham Forest



HILLINGDON OFFICE – North-west, Central, North-east inner London boroughs and Hertfordshire and Luton





What is Environmental Control?



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We look at alternative ways of operating everyday technology such as:

- TV
- Phone – land line or mobile
- Calling others in the home
- Computers
- Sockets for lamps/fans

What makes up a system?



The Controller



A simple and robust solution if computer access is not required



Tablet or phone based



Computer based either on our device or on a client's own computer





The Controller – how does it work?

PRESS





Access – how the client can use the controller



Peripherals – What the client wants to control





Who are our clients?



- Profound and complex physical disability, such that they are unable to operate standard controls. Some examples of conditions we are often see:
 - MND
 - MS
 - Spinal cord injury
 - Brain injury
 - CP
 - Muscular dystrophy
- Cognitively and physically able to operate EC equipment consistently.
- Able to demonstrate sustained motivation to use the EC equipment.

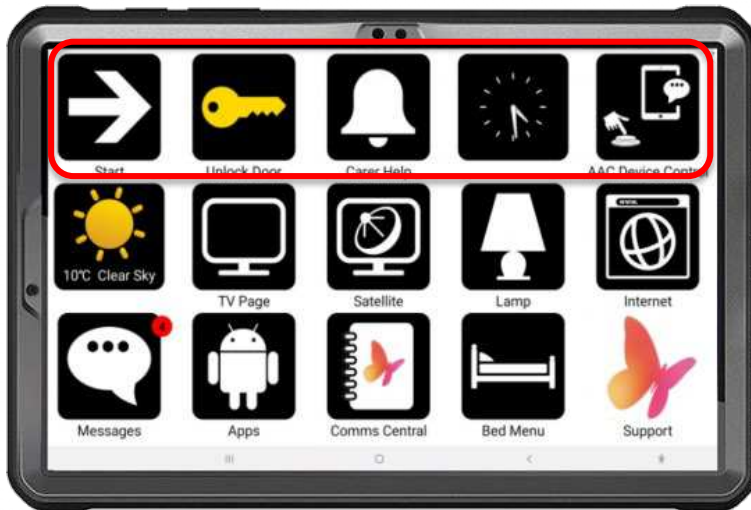


Who is the service not suitable for?



Case study - explained

- The controller – Possum Qwayo – computer tablet system
- Access method – Switch positioned on cheek – column/row scanning
- Peripheral – socket for lamp



MDT meeting

- Referral prioritisation – how we do this
 - Need to call for support (environmental factors)
 - Resides alone or is alone at times
 - Rate of clinical deterioration
 - Psychological factors
- Discussing as a team who needs to be at the assessment



Priority for assessment

1 (Urgent) 2 (Soon) 3 (Routine)

- Need to call for support (environmental factors)
- Resides alone or is alone at times
- Rate of clinical deterioration
- Psychological factors





Assessment

- What happens and what we do
- Whether the client is, care home etc
- Multiple visits if needed
- Assessment outcome – non provision, equipment trial, full installation
- What we are **not** funded to provide and why?
 - Communication
 - door/window/curtain openers
 - community alarm





Installation of equipment



- Working with suppliers (Possum or PC By Voice) or in house
- Supply & programme EC system
- Stands & mountings
- Access method eg 'Switch'
- Training & tuition

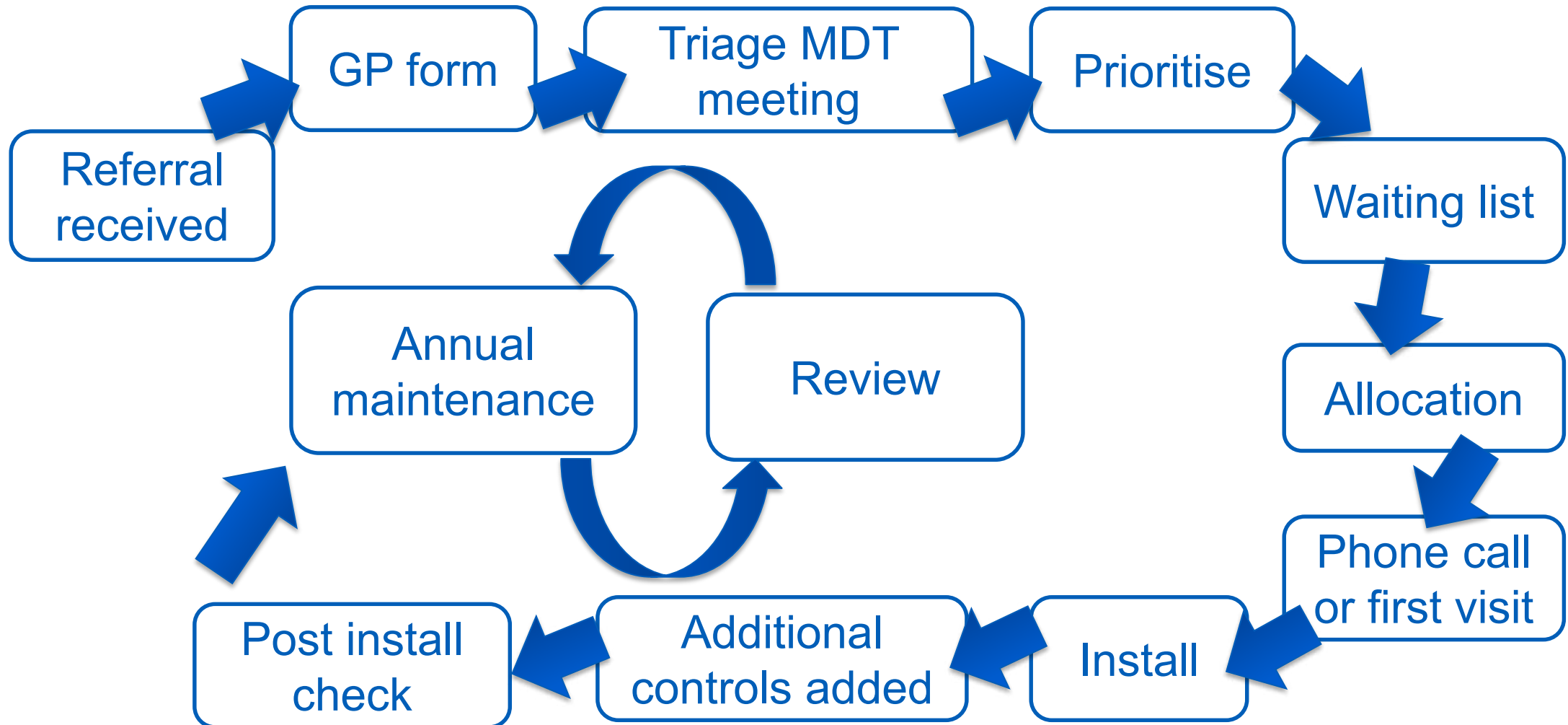


What happens next

- Ongoing service contract with EC supplier or in house engineer
- Fault call
- Helpline
- Reprogramming/add equipment
- Annual maintenance check
- Review
- Clients remain on caseload until they no longer need equipment



The referral pathway



Referring to us

- Website for referral download - <https://thh.nhs.uk/environmental-control-service-for-north-thames-reces>
- GP form



