

Service Criteria	
Service	Wheelchair Service
Commissioner Lead	Elizabeth Deeves Head of Integrated Commissioning Physical Disabilities
Period	1 September 2021 – 31 August 2024

Criteria

The provider shall assess for and supply wheelchairs according to the following criteria which are in addition to the acceptance and exclusion criteria listed in section 3.5:

a) Criteria for the supply of standard attendant propelled wheelchairs

The Provider shall ensure that clients who are prescribed standard attendant propelled wheelchairs meet the following criteria:

- i. The client must satisfy the eligibility criteria for the provision of a wheelchair as set out in this specification
- ii. The client must have a permanent disability which seriously impairs their ability to walk or a medical condition which could adversely affect their health or lead to deterioration through walking; the client is unable to walk more than 20-25m with or without walking aids
- iii. The client has a long term mobility need (>6 months) or a palliative/terminal diagnosis
- iv. The client requires the wheelchair for regular use, i.e. at least three times a week.
- v. The client has a named carer or relative who is fit and able to take responsibility for pushing the wheelchair
- vi. The client agrees to adhere to the conditions of use of the equipment, as specified by the Provider

b) Criteria for the supply of standard self-propelled wheelchairs

The Provider shall ensure that clients who are prescribed standard self-propelled wheelchairs meet the following criteria:

- i. The client must satisfy the eligibility criteria for the provision of a wheelchair as set out in this specification
- ii. The client must have a permanent disability which seriously impairs their ability to walk or a medical condition which could adversely affect their health or lead to deterioration through walking; the client is unable to walk more than 20-25m with or without walking aids
- iii. The client has a long term mobility need (>6 months) or a palliative/terminal diagnosis
- iv. The client requires the wheelchair for regular use, i.e. at least three times a week
- v. The client must be deemed to be fit to self-propel and not be suffering from a condition where the exertion of self-propelling could be detrimental to their health
- vi. The client demonstrates a satisfactory level of safety awareness for self and others within the environment in which the wheelchair will be used
- vii. The client has been assessed by a wheelchair therapist as functionally capable of propelling the wheelchair for the necessary distance and be able to operate and maneuver the wheelchair safely, including use of the brakes and footrests

- viii. The wheelchair therapist has assessed the client's functional, environmental, and postural support requirements in the self-propelled wheelchair
- ix. The client agrees to adhere to the conditions of use of the equipment, as specified by the Provider

c) Criteria for the supply of a medium active wheelchair

The Provider shall ensure that clients who are prescribed medium active wheelchairs to meet the following criteria:

- i. All the conditions in 3.3.b above are met.
- ii. In addition, the following conditions shall also be met:
- iii. The client has a medical condition and level of disability, for which the supply of self-propelling wheelchairs from the standard range is deemed to be unsuitable for their mobility needs
- iv. The client is an active and independent wheelchair user with an assessed potential to develop advanced wheelchair handling skills, such as, back wheel balancing and pushing long distances outdoors
 - i. The client must be a full-time user and their life style needs, and ability must be such that maximum independence and mobility will be gained by such provision and could not otherwise be gained by the provision of a standard self-propelled wheelchair

d) Criteria for the supply of an active user wheelchair

The Provider shall ensure that clients who are prescribed active user wheelchairs meet the following criteria:

- ii. All the conditions in 3.3.b above are met

In addition, the following conditions shall also be met:

- iii. The client must be a full-time user and their life style needs and ability must be such that maximum independence and mobility will be gained by such provision
- iv. The client must be a full-time user and provision of a less active user wheelchair would slowly limit their functional ability and independence and mobility
- v. This type of wheel chair would be considered if clinical needs cannot be met by the standard or lightweight range of wheelchairs

e) Criteria for the supply of tilt in space passive wheelchairs

The Provider shall ensure that clients who are prescribed tilt in space wheelchairs meet the following criteria:

- i. All the conditions in 3.3.a above are met
- ii. The patient must satisfy the eligibility criteria for the provision of a wheelchair as set out in this specification
- iii. Clients who are referred by the hospital/community therapist as requiring a tilt in space chair, must have undertaken appropriate assessments of their condition. It is the responsibility of the hospital/community therapist to have access to tilt in space chairs on the ward/clinic for assessment

- iv. Full assessment for the requirement of such a chair and the trial of should be carried out when the discharge destination is confirmed (but should not delay discharge)
- v. The client has significant postural management requirements such as poor head and trunk control, high levels of fatigue, pain, discomfort or other health needs which cannot be met in any other wheelchair or static seat. Tilt-in-space wheelchairs will not be provided singularly to overcome moving and handling / hoisting issues or an absence of appropriate static seating, as assessed by the wheelchair service. Social Services will be responsible for this, based on a needs assessment
- vi. Carers are able to operate the system safely, access transport and detach component parts for safety and comfort of the client
- vii. Clients are fully dependent on the provision of a wheelchair for mobility, postural support, positioning and comfort. Tilt in space wheelchairs will not be supplied to be used as an armchair

f) Criteria for the supply of an electrically powered indoor wheelchair (EPIC)

The Provider shall ensure that clients who are prescribed EPIC wheelchairs meet the following criteria:

- i. The client must satisfy the eligibility criteria for the provision of a wheelchair as set out in this specification.

Additionally:

The client must be unable to walk or self-propel a manual wheelchair effectively within their home; or have a medical condition that contra-indicates self-propelling, or that poses a significant risk of injury

- i. The client must be permanently unable to walk within the home environment
- ii. Through frequent and regular use, the client has the potential to benefit from the wheelchair, gaining increased mobility and independence
- iii. The client must have a home environment that is suitable for powered mobility as assessed by the wheelchair service. This means that the client should be able to access his/her property independently and safely without aid. Ramps/thresholds/doorways should be assessed by the Provider to ensure that the property is safe for use of the indoor powered chair. The Provider shall make referrals to the appropriate agencies if the property requires adaptations
- iv. The client must have no major visual field deficits or angle of visual field less than 90 degrees. (A case can be made for clients with a visual impairment who can demonstrate safe use within a protected environment).
- v. The client must have no major neglect or inattention as well as no major perceptual, cognitive or spatial awareness problems
- vi. The client has the ability to comply with the DVLA requirements for motor vehicle drivers concerning epilepsy and other causes of loss of consciousness

g) Criteria for the supply of indoor / outdoor powered wheelchairs (EPIOC).

The Provider shall ensure that clients who are prescribed EPIOC's meet the following criteria:

All the conditions in 3.3.f above are met.

In addition:

The client must be able to fully meet the criteria for EPIC provision as detailed elsewhere in this document and normally have been using an EPIC safely for a minimum period of 3 months.

The patient must then meet **all** the following criteria before they can be considered to be eligible for provision of an Electrically Powered Indoor/Outdoor Wheelchair (EPIOC):

- For medical reasons, are severely and permanently restricted in mobility
- Are unable to walk and need full time use of a wheelchair both indoors and outdoors
- Are unable to self-propel a manual wheelchair sufficiently to allow independent function indoors and outdoors.
- Have no problems with visual, cognitive, visual spatial or other higher cortical functions or other medical conditions, which would make them a danger to themselves, pedestrians or other road users
- Can comply with the DVLA requirements for motor vehicle drivers concerning epilepsy and other causes or loss of consciousness
- Have visual acuity of at least 6/24 and have a field vision of 120 in horizontal plane and 20 above and below this plane.
- Have demonstrated by a driving test on a specified indoor and outdoor route that they have the insight, intellectual capacity and dexterity to independently operate an EPIOC both safely and responsibly
- Have a residential environment which is compatible with the use of an EPIOC, and which includes a storage area with a power supply for a battery charger
- Have a local outside environment which is accessible by an EPIOC via level access or permanent ramping and compatible with its use
- Are able to ensure that an EPIOC will be maintained adequately either personally or by a carer
- Will derive significant improvement in their independence and quality of life through use of an EPIOC.

In all circumstances the client must agree to adhere to terms and conditions of use of the wheelchair. The Provider shall obtain consent and approval of the Commissioner for their proposed terms and conditions of use for the supply of equipment

h) Provision of Special Seating Services

- I. The Wheelchair and Special Seating Service shall be responsible for providing or purchasing this service to ensure that appropriate engineering and technical support is provided for assessment of service users with complex mobility and postural needs.
- II. Custom moulded seating is provided to improve comfort and function of the wheelchair user, when the provision of other more standard 'off the shelf' equipment has been unable to. It is used to prevent further postural deterioration and physical deformity and should be used as part of a 24-hour postural management programme. It should involve full postural and wheelchair assessment, casting, manufacture, fitting and handover of the finished product and wheelchair.
- III. The wheelchair and special seating service will be responsible for ensuring that this aspect of the service is provided by appropriately registered and accredited staff. It will also be responsible for ensuring that these staff have appropriate clinical and technical supervision, training and continuing professional development

Any acceptance and exclusion criteria

a) Acceptance criteria

- i. Access to the NHS service will be governed by the Wheelchair Services eligibility for NHS treatment
- ii. Referrals for assessment of new patients shall be received from health and social care professionals
- iii. No client shall be directly prescribed a wheelchair or special seating equipment, without first being assessed by the Provider or a prescriber external to the wheelchair service accredited by them
- iv. Existing clients and their carers may self-refer to the Wheelchair and Special Seating Service for re-assessment.
- v. Where a client or carer requires the service of an interpreter or sign language expert this service should be highlighted in the referral and the Provider shall ensure that an interpreter or sign language expert is provided at no additional charge to the client or to (Bexley) South East London Clinical Commissioning Group
- vi. The Provider shall operate a system to prioritise and triage all referrals into the service to ensure prompt access to the service in cases where standard waiting times would be detrimental to patients. This may require a fast track service for children and / or adults with special conditions such as a terminal illness, continuing health care or complex needs requirements
- vii. Working with occupational therapists in hospitals and in the community, the Provider shall undertake urgent assessments for clients currently in hospital to facilitate their timely discharge
- viii. Working with the Local Authority Integrated Travel Assistance Service for wheelchair assessment compatible with vehicle transport to school
- ix. Working with the Local Authority Special Educational Needs and Disability Service, and community therapists, contribute advice for the statutory Education, Health and Care assessment/ review of children and young people with respect to wheelchair equipment suitable for home and community, integrated with use in education through joint clinics.

b) Exclusion criteria

- i. Patients who are not registered with a General Practitioner who is a member of South East London(Bexley) Clinical Commissioning Group, as well as those clients who do not meet the Wheelchair Services eligibility for NHS treatment
- ii. Wheelchairs/buggies will not be provided as restraint or as a static chair, e.g. armchair
- iii. Persons who are able to walk but for any reason refuse to do so will not be eligible; however, consideration will be given where there is a comprehensive clinical and risk assessment
- iv. Pressure cushions will only be provided for use in the prescribed wheelchair
- v. Power chairs required for outdoor use only are not included
- vi. Power chairs driven only by an attendant are not included
- vii. The provision of mobility scooters is not included
- viii. Specialist chairs, such as for the purpose of sport, are not included
- ix. The provision of wheelchairs to nursing and residential care homes for the purpose of portering and transit is not included; a wheelchair will, however, be provided to a care home resident according to the criteria in section 3.3 if it is for the sole purpose of that client and if the individual can self-propel, has a need for moulded seating for the purposes of functional mobility, or requires a powered chair
- x. Wheelchairs will not be provided as part of a programme of rehabilitation, whether in hospital or at a specialised rehabilitation centre, as these should be provided by that establishment as part of the treatment process; the service will provide standard equipment to facilitate discharge; once the patient is fully stabilised, the long term clinical need is known, and the environment in which the wheelchair will be used has been established, an assessment will be conducted as usual
- xi. The service does not fund any of the following features
 - a. Attendant or dual controls for a powered chair (except where specialist switch access has been provided to the client)
 - b. Power packs
 - c. Power assisted hand rim systems
 - d. Lights and indicators
 - e. Bluetooth technology
 - f. Items required for transport purposes only
 - g. Rain covers and sunshades