

Community Paediatric Therapy Equipment provision



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Introduction

Children's Community Therapists assess, recommend and supply specific equipment to children and young people aged 0 - 18 years (19 years in Specialist Provision) in their homes and school placements.

Equipment is provided to increase or maintain functional independence, safe moving and handling, to minimise risks, for postural management and health needs.

Equipment is managed by the local integrated community equipment store, Mediquip. They can deliver, move, repair and collect equipment.

This leaflet is designed to help you through common questions you may have in relation to equipment.

Frequently asked questions

I need help managing my child's daily routines and personal care at home. I think equipment may help me. Who should I contact?

In the first instance, please contact your child's Occupational Therapist (OT) or Physiotherapist (PT), if you do not have an OT or PT, please contact your GP who can complete a referral on your behalf.

When I have contacted the OT/PT what will happen next?

The OT OR PT will discuss your needs during a clinic appointment, visit you and your child at home, or assess your child's needs within their school placement in order to fully understand your situation.

The OT/PT will then suggest and discuss with you specific equipment and /or changes in routine which may help you. The OT/PT may arrange for your child to try equipment and in some circumstances may arrange for an equipment supply company representative to visit you and your child.

What happens once the OT/PT has identified what we need?

Once you and the OT/PT have agreed the equipment needed, the OT/PT will check to see if the item(s) is in stock at our Equipment Store. If the item(s) is in stock it will be ordered and delivered to your home. If the item is not in stock the OT/PT will request that it is ordered from the manufacturer/supplier. This will need to be presented at our Mediquip Special equipment panel with supporting documentation. Panel is held twice per month.

How long will it take to get the equipment?

If the item is in stock it will take around 1-2 weeks to be delivered to your home. If the equipment is required urgently the OT/PT and the store will endeavour to get the equipment to you as soon as possible. Earliest urgent delivery is "next day".

If the item is not in stock, then delivery is dependent on manufacturing/supplier timescales this can take anywhere between 4-8 weeks or more. The OT/PT or representative from the Equipment Store will be able to give you an idea of how long this may be; if an item is delayed the store will be able to

chase this up for you and let you know what is happening. If you would like to be kept informed then please let your OT/PT know or phone Mediquip direct (Please see useful contact numbers below).

Can we choose a delivery day/time for the equipment? (Or collection)

The store will phone you to agree a convenient day for delivery. It is not possible to choose a delivery time, however if you contact the store on the morning of the scheduled delivery/collection they will do their best to give you an approximate delivery/collection time. Alternatively the store may be able to phone you an hour before they expect to be at your home. Please speak to the store direct.

I think there is a similar issue at school. Who will help?

Therapists, and your child's school will all work together to ensure your child has the equipment they need at school.

Responsibility for the purchase of equipment for children attending mainstream or Specialist School is the responsibility of Norfolk Property Services (NPS) for children attending Norfolk Schools and Mediquip for schools in Suffolk.

Your child's Occupational Therapist and/or Physiotherapist will help with the selection of the equipment, will check to see if the equipment is in stock. If the item(s) is in stock it will be ordered and arrangements will be made for the equipment to be delivered to your child's school. If the item is not in stock an order will be placed and delivery will be requested as soon as possible. Once the equipment has been delivered to your child's school your child's OT/PT will assist with any adjustment/setting up that may be required.

Can the equipment my child uses at home also be used at school and vice versa?

This is possible. We can request equipment be transported between home and school to enable your child to use their equipment during holiday periods. Mediquip require a week's notice to enable them to arrange for the equipment to be picked up and transported to your home on the same day. NPS will only provide equipment for your child's school placement. It is not possible for NPS to transfer equipment to your home.

The equipment delivered appears second hand. Can you explain this please?

The store operates a system of recycling used equipment; children grow and change quickly and equipment is rarely "worn out". When equipment is returned to the store it is cleaned, checked for faults and any maintenance required carried out. The equipment is then logged in a web based catalogue and made available for therapists to reissue as required. The equipment your child receives should have minor wear and tear only, such as small cosmetic scratches. If you feel that equipment is in an unacceptable state or unclean, please contact Mediquip or NPS.

Who is responsible once the equipment is delivered?

While the equipment is on loan to a child, the expectation is that it will be looked after as per instructions and kept in a clean and tidy state.

All equipment should have a visual check by you each time you use it. This is especially important for slings which, should be checked for tears or damage to the loops and outer stitching.

Your OT/PT will regularly review your child's equipment both at home and school. Checks are completed each time the equipment used or is reviewed.

Mediquip will arrange to come to service electrical goods that require regular servicing. They should visit and complete a check on all hoists, slings and mechanical bath lifts every six months. They should also complete a check of all beds and chairs with electric motors every year. Equipment that has an electrical connection will also be PAT tested every year.

If you are concerned that equipment supplied has not been serviced or tested according to the schedule, contact Mediquip directly.

The equipment will be returned to the service when it is no longer required

What should I do if the equipment breaks/develops a fault?

If the equipment breaks, you notice parts/fixings are missing or the equipment develops a fault please phone Mediquip directly and a repair will be arranged.

Refrain from using the equipment whilst repair is being sought.

There is an out of hour's service for beds, pressure mattresses and hoists; call the Mediquip number (See useful contact numbers below) and you will be put through to the on call Technician who will attempt to help you over the phone; if the problem cannot be solved over the phone the technician will visit you at your home.

Useful Contact Numbers

Mediquip

Depot Contact Details

Tel: 01603 511124

Email: norfolkcs@medequip-uk.com

NPS Property Consultants

Nautilus House

10 Central Avenue

Norwich

NR7 0HR

Phone: 01603 706117

Newberry Child Development Centre

Lowestoft Road

Gorleston

Great Yarmouth

NR31 6SQ

Phone: 01493 442322

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

TRUST VALUES: We CARE for...
our patients... each other... ourselves

BEHAVIOURS:

- Courtesy and respect
- Attentively kind and helpful
- Responsive communication
- Effective and professional

#Proud of the Paget

IN TRAN
communication for all

The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact
PALS 01493 453240