

Wheelchair Service

The Vale of York and North Yorkshire Wheelchair Service is provided by NRS Healthcare.

NRS Healthcare provide both the Clinical and Repair service.

The service can be contacted by

Phone 01904 654052

Email nrs.northyorkswheelchairs@nhs.net

Our Assessment Clinic locations are:-

Unit 13 Sterling Business Park Bleriot Way Clifton Moor York YO30 4WU	<i>(From July 2022)</i> Cornlands Road Clinic Cornlands Road Acomb York YO24 3WY
Jennyfields Health Centre Grantley Drive Harrogate HG3 2XT	Springhill House Health Centre Springhill Close Scarborough YO12 4AD
The Friarage Hospital Northallerton North Yorkshire DL6 1JG	

Our Administration, Distribution and Warehousing hub is based at

Unit 13 Sterling Business Park Bleriot Way Clifton Moor York YO30 4WU

Aim of the Service

To provide a comprehensive service for people with mobility problems. This includes: -

- Assessment
- Provision
- Maintenance
- Review

A clinician working within the Wheelchair Service or an agreed prescriber will undertake an assessment and recommendations will be made. Whilst every effort is made to take user views into consideration, the Wheelchair Service is sometimes unable to meet all their, or their regular carer('s)

requirements and whilst every effort is made to be flexible sometimes a compromise may need to be reached.

Accessing the Service

The Wheelchair Service can supply a wheelchair, free of charge to any person who is registered with a Vale of York or North Yorkshire GP and is lawfully entitled to reside in the UK and to receive NHS treatment for use in their own home. The person must also have a long-term mobility problem and be classified as unable to, or virtually unable to walk indoors or outdoors. The equipment must also be required for longer than a twelve-week period.

The Wheelchair Service does not supply equipment for temporary or short-term loan of less than 3 months.

Referrals

New referrals are accepted from GP's (GP referral) and Allied Health Professionals (Therapist referral). For patients who are already registered with the service they can self-refer to the service. The Wheelchair Service referral form can be found [here](#)

The service does not supply standard transit wheelchairs for residents in nursing or residential homes

NHS wheelchairs are not provided for the following: -

- School use only (joint funding considered with Education partners)
- Work use only
- Sporting activities only
- In place of suitable static seating (joint funding considered with Continuing Health Care)
- Transportation purposes only
- Children who can be accommodated in a standard retail buggy, unless supportive seating is essential
- Electric Powered Occupant Controlled wheelchairs or scooters for outdoors only
- Nursing/residential home pool/portering use only
- To manage behaviour

Referrals requesting a Personal Wheelchair Budget for wheelchairs/ buggies should be administered the same as a routine referral (above).

Prescription

Where a standard wheelchair is required, a prescription from an Agreed Prescriber (therapists who have completed training and have demonstrated competences in the assessment and prescription of a standard wheelchair) can be accepted.

Please Note:

A referral and assessment do not guarantee provision of either a wheelchair or related equipment. The user must still fulfil the conditions within the eligibility criteria.

Standard Attendant Pushed Wheelchairs

Following an assessment by the Vale of York & North Yorkshire wheelchair service an attendant pushed wheelchairs can be issued for individual use under the following criteria: -

1. The user has no, or significantly reduced, walking ability.

2. The user must demonstrate suitability through height, weight, and posture for such a provision.
3. The user has a permanent or long-term medical condition which affects their ability to walk. Short term loan chairs for medical needs are supplied by charities such as the Red Cross.
4. The usage will be regular & provide significant improvement to quality of life.
5. There is sufficient evidence that the regular carer has the physical and cognitive ability for safe usage of equipment.
6. The user agrees to and complies with the locally determined Conditions of Loan.
7. Attendant propelled wheelchairs will not be supplied for hospital use only.

Transit chairs are intended to aid mobility – they must not be used as a substitute for an armchair.

Standard Self-propelling Chairs

Following an assessment by Vale of York & North Yorkshire wheelchair service a self-propelling chair will be issued for individual use under the following criteria: -

1. The user has no, or significantly reduced, walking ability.
2. The user demonstrates suitability through height, weight, and posture for such a provision.
3. The user can demonstrate they are physically able to self-propel the wheelchair.
4. The user can demonstrate cognitive ability to self-propel.
5. The recommendation for a self-propelling chair has been made by a doctor or therapist, or medical approval has been requested following the clinical assessment.
6. The intended home environment for use is both 'safe' and 'suitable' for the supply.
7. The user agrees to and complies with the locally determined Conditions of Loan.

Non-Standard Wheelchairs

The user must meet the basic criteria as outlined in 'Attendant or Self-Propelling Chairs'.

Requirement for nonstandard chairs including Bariatric wheelchairs will be assessed on an individual basis for users and carers, based on clinical need and locally agreed criteria. Assessments will be undertaken by a Wheelchair Service qualified assessor and supply would normally be made from a locally agreed range of chairs to fulfil the user's clinical needs. If a patient requests to have a suitable chair from outside the centres preferred range there is the option of the 'Personal Wheelchair Budget'.

Additional considerations:

1. Assessment and the user's past history show that the standard range of chairs do not adequately address the user's needs.
2. A nonstandard chair will enhance or maintain the best level of independence where the 'standard' chair does not.
3. The user agrees to and complies with the locally determined Conditions of Loan.

Wheelchair Provision for Children

Following an assessment by the Vale of York & North Yorkshire wheelchair service, an appropriate wheelchair or specialised

buggy (from an agreed range of medical devices) will be prescribed for the child on the recommendation of the wheelchair therapist or agreed prescriber. A Buggy will only be provided if the child cannot be accommodated in a standard retail buggy.

The child will be required to meet the general criteria of issue for a standard wheelchair.

Additionally

1. Buggies will only be provided for children under 30 months old where there is a specific postural need that cannot be addressed by a standard retail buggy.

2. The child/ family/ carer agrees to and complies with the Conditions of Loan.

Please Note:

Only one wheelchair will be provided per child to be used in all environments, e.g., school or home. This does not include powered wheelchair provision where a manual wheelchair or buggy is also provided.

Rain covers, parasols, cosy toes and shopping trays are not routinely supplied for buggies or special pushchairs, as they are not necessary for mobility. However, they may be provided in special cases for specific clinical need identified by Wheelchair Service assessor. Parents/ carers can purchase accessories privately from the supplying company or other retail outlets such as Amazon or Argos.

Where there is more than one child with mobility difficulties, or another child who is within the acceptable age range for normal transportation within a buggy, the parents may be offered a Personal Wheelchair Budget. Clinical need of identified 'main user' must take priority.

Educational seating needs should be addressed by the Local Education Department.

Communication aids may be fitted with prior agreement with the Wheelchair Service. The service must be informed when communication aids are to be replaced to ensure compatibility as at first time of issue.

A buggy or wheelchair will not be provided as a means of restraint. However, equipment may be provided if Health & Safety issues are identified following a full risk assessment and must comply with the DOH guidelines "Guidance for Restrictive Physical Interventions".

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. Wheelchairs and buggies are not provided to manage behaviour.

Tilt in Space Wheelchairs

Tilt in Space wheelchairs will be issued to facilitate multi-positional caring for dependent wheelchair users where: -

The user has met the basic criteria as outlined in 'Attendant Pushed Chairs' and in 'Self-Propelling Chairs'.

Additionally

1. The user has significant clinical and postural needs, which cannot be met in any other wheelchair.

2. The user demonstrates suitability through height, weight, and posture for such a provision.

3. The user must be unable to mobilise and spend more than four hours per day in the system.

4. The user will spend a significant time using the variable tilt function on the chair.

5. The user must be able to gain significant improvements in their posture and mobility from the provision of a Tilt in Space system.

6. A standard wheelchair with semi-reclining back and wedge cushion should be considered as the first option where a user needs to sit in a tilted position.

Please Note:

- A user is not eligible for provision of this wheelchair as a substitute for provision of an appropriate supportive armchair or if the user is continuing to make progress in their posture and ability.
- The needs of the main carer will be considered as far as possible, but the clinical requirements of the user are the main priority for provision of this equipment.

Hospitals and rehabilitation units are expected to supply their own Tilt in Space wheelchairs to be used during rehabilitation.

Seating Systems

The user must have already met the criteria for wheelchair provision to meet their mobility needs and this should be the primary reason for a Seating System referral (ie special seating for use within the users wheelchair) Seating systems are not specialist seats to replace an armchair need, or purely to provide school seating or a transport system.

Additionally

1. The user must be a permanent wheelchair user or should require the use of a wheelchair for 50% of their daily routine on a long-term basis and therefore be able to benefit from the positioning/postural control that the seating system provides.
2. The user has a clinical, postural requirement, which cannot be achieved through provision of standard equipment.
3. The user should be “seatable” with appropriate equipment (using Chailey levels of seating).
4. The environment of intended use will be considered as far as possible, but the requirements of the user are the main priority for provision of a seating system and chassis. The user’s environment should be able to accommodate the seating required.
5. The user agrees to and complies with the locally determined Conditions of Loan.

Please Note:

- Only one seating system will be provided.
- Please read in conjunction with ‘Criteria for Issue – Cushions’.
- 24-hour postural management is essential, and the wheelchair/ system is an integral part of this. It is advisable that all relevant parties are involved in the initial assessment and to discuss postural needs with the user’s community therapist.
- The seating system provided is intended only for use within the wheelchair/ base and should not be used as a substitute car seat.
- It is recommended that children attending assessments should be accompanied by their parents and/ or carer, the referring therapist and any other relevant person closely involved with the child.
- It is not possible to provide a special seating system for use in a privately purchased wheelchair due to issues relating to ownership /responsibility and liability.
- Special Seating will not be provided as an alternative to appropriate static seating.
- Spare covers can be provided when there is a continence need.

Pressure Relieving Seat Cushions and Back Cushions

The user must have already met the outlined criteria for wheelchair provision to meet their mobility needs.

Additional information:

1. Pressure relieving seat and back cushions are only supplied for permanent wheelchair users registered with the service following appropriate assessment by a Wheelchair Service assessor (including chairs supplied through a Personal Wheelchair Budget).
2. Cushions for postural support will be supplied to users who have difficulty in maintaining symmetrical positioning and are issued following appropriate assessment by a Wheelchair Service assessor.

User preference will be considered but identified clinical need will take priority.

Please Note:

- Pressure cushions are not supplied from the Wheelchair Service to people for use in armchairs, portering wheelchairs or in cars – these can be accessed by other health care professionals through the Community Equipment Loans Service.
- Cushions may be issued for private wheelchairs, but the following conditions must be met: -
 - The user must be eligible for the issue of a wheelchair by the Centre.
 - The private wheelchair must be deemed to be the most appropriate model for their needs.
 - The cushion shall not be determined by the user but will be identified by the Wheelchair Service therapist following assessment.

(Where a cushion is issued, the user must follow the manufacturer's guidance on care, maintenance)

Second Manual Wheelchairs

The user must have met the outlined criteria for wheelchair provision to meet their mobility needs.

Additionally

1. The user is wheelchair dependent and requires access and mobility on the upper floor of their home and has no appropriate means of transporting their existing chair to the upper floor.
2. The user agrees to and complies with the locally determined Conditions of Loan.
3. The second manual chair would be a basic model deemed suitable to meet the user's individual needs.

Miscellaneous Items / Accessories

The following listed items are only supplied in accordance with assessment for clinical need to use with the wheelchair issued by the Wheelchair Service. All accessories must be used in accordance with manufacturers' and/ or MHRA guidelines.

Amputee Boards

- will be provided according to specific clinical need.

Belts

- Lap belts will be offered with all wheelchairs.
- Postural belts will be offered if a clinical need is identified

Are not to be used for transportation only. Separate, appropriate tie down/ seat belts should be available within the transporting vehicle.

Elevating Leg Rest Supports (ELRS)

will be supplied if there is an identified clinical need for leg(s) to be raised up to a maximum of 180° or the user finds it difficult to position feet on standard footplates.

a stability test may be required.

Footboards

will be supplied when the user has difficulty positioning feet on standard foot plates or the user's feet are extensively unsupported by standard footplates.

Foot Straps

will only be supplied to meet an identified clinical need and must comply with the DOH guidelines "Guidance for Restrictive Physical Interventions";

cannot be supplied as a means of restraint or behaviour control.