

# Equipment Offer Consultation Frequently Asked Questions



## **FAQ 1: What is the age range of the “Children’s Equipment Offer”?**

The Children’s Equipment Offer is for children and young people aged 18 years or under who have a disability and have been assessed by an occupational therapist as in need of equipment.

There is a separate policy for adults over 18 years and over available at <https://www.hertfordshire.gov.uk/services/adult-social-services/care-and-carers/equipment-and-care-in-your-home/equipment-and-care-at-home.aspx>

## **FAQ 2: How does the Equipment Panel work?**

The HES Equipment Panel is in place to maintain a fair and equitable service for all our service users. We want the best possible outcome for all our young people using the service and therefore the requirement for more complex equipment (that is inevitably more expensive in many cases), will be reviewed by a panel of specialists to ensure this happens. This stage in the process is not intended to delay matters, nor is it meant to undermine the work of the professional who has carried out the assessment. The Panel will meet every 2 weeks and will include the Head of Service - HES (Chair) plus the HES Paediatric OT and a Therapist from HCT. However, if there is an urgent request then it is prioritised and an urgent meeting can be called.

## **FAQ 3: Why is the limit set at £500 for referrals to Panel?**

The £500 threshold for items of non-stock equipment being referred to the HES Equipment Panel is reflective of the price of equipment on the market. This figure will be reviewed periodically.

## **FAQ 4: What can I do if I am unable to transport my child’s equipment to a service?**

We recognise that transporting various pieces of equipment to and from service provisions may not always be feasible. Therefore, where there is a request for duplicate equipment due to transportation issues, the case will be referred to the Head of Herts Equipment Service and a decision will be taken based on the facts presented in the application. This is the process that will be followed for any request for duplicate equipment that falls outside of the prescription guidelines.

**FAQ 5: What happens if my child has an equipment need outside of the guidelines?**

The Equipment Offer is a set of guidelines by which we intend to deliver the service. Exceptions to these guidelines can be made given appropriate circumstances and an additional clinical reasoning form will need to be submitted. We aim to maintain parity and fairness, whilst being flexible and pragmatic in our application of the guidelines. We will deal with things sensibly and realistically in a way that is based on practical considerations.

**FAQ 6: Can I return equipment that I no longer need?**

All equipment is collected where notified and it is cleaned, serviced and held in store for consideration before any purchase of new equipment. There are some exceptions to this, i.e. where equipment is measured to fit the individual.

**FAQ 7: How long does it take from the date of the assessment to the equipment being delivered?**

We aim to ensure that all equipment is delivered within a reasonable time period. For standard stock items equipment is usually delivered around 12 weeks from the date of the assessment, however there may need to be some flexibility around these timescales with regard to specialist equipment.

**FAQ 8: Can you provide more details on “sets” of equipment and give an example of “set” equipment?**

A “set” of equipment refers to the different equipment that is provided to meet the assessed need. For example a chair, hoist and sling may be provided for one child or young person and referred to as a “set” of equipment.

In some cases 2 “sets” of equipment are provided for one child or young person for example a chair may be provided to meet an assessed need at home and at school. These chairs may be different makes or models but meet the same assessed need. Provided that the school is mainstream having these 2 “sets” of equipment would continue.

However, HCC is proposing limiting the amount of duplicate “sets” of equipment provided to children and young people although it is recognised there will need to be some flexibility around this. For example, duplicate equipment sets of equipment may be provided in an emergency situation for short-term support. In these situations HCC may not provide the exact same “set” of equipment for example a hospital bed may be provided instead of a specialist cot if the hospital bed could meet the need for the child for short-term arrangements.

**FAQ Issue 2 dated 02/05/2018**