

Assistive technology service

This leaflet explains more about the assistive technology service. If you have any further questions, please speak to a health professional caring for you.

What is the assistive technology service?

The assistive technology service loans out environmental control systems to people who have limited use of their hands and arms because they have a severe disability.

What is an environmental control system?

An environmental control system is an electronic assistive technology device which you can use remotely to give you more independence and better safety at home.

The system can be used to control your everyday equipment e.g.:

- TV, DVD and other media devices
- telephone
- door entry intercom and access
- call for carer assistance or emergency help
- lighting
- fan or lamp via infra-red or radio controlled sockets
- other remote controlled equipment
- access to computer functions can be considered if you are eligible for the service.

The types of switches used as part of the system can be worked by hand, head or foot.

Who can receive the service?

To receive this service, you must have a permanent, long-term, severe disability which means the use of your hands and arms is very limited, so you are unable to use standard controls in your home.

You must also be able (have the cognitive ability) and be willing to learn to use the new controls in the environmental control system, and must be registered with a GP in one of the following areas:

- South-West London
- Surrey
- West Sussex.

You will need to be referred to us by your social services, adult social care or health occupational therapist, speech & language therapist, specialist nurse, GP or consultant.

Information about referrals and referral forms are available from the St George's University Hospitals NHS Foundation Trust website, at:

www.stgeorges.nhs.uk/service/community-services/assistive-technology-service

You or your carer are welcome to ring for advice about a referral to the service.

How do I get the service?

After referral, the following steps will be carried out to see if the service is suitable for you.

1. One of the team will come and **assess** you at home within six weeks of your referral.
2. A visit will be arranged three to four weeks later from an **engineer** from one of the equipment providers. At this visit the types of system, switch, mountings and functions will be discussed with you and agreed.
3. The company providing the system will then contact you directly and arrange an **installation date**, which should be four to six weeks after the engineer's visit. Your system will be installed and you will be given training on how to use it.
4. You will be given a number to call if the system breaks down or has a fault, and an engineer will respond within 48 hours if needed. They will also service your system once a year.
5. If there is a change in your condition which makes it hard to use your system please contact us so we can come to visit you and review your needs. We will also contact you every three years for a general review.

Does it cost anything?

The system is provided by the NHS as a long-term loan with no charge for standard equipment. Servicing and maintenance are also free of charge.

The service does not provide window, curtain or door operators, additional power sockets, phone lines or door locks.

Useful sources of information

The fault line contact numbers for assistive technology systems are:

Possum: 01296 461000

PCByVoice: 01342 823842

Steeper: 0113 2070449

Abilia Toby Churchill: 01954 281222 or 01954 281236

Contact us

If you have any questions, concerns or feedback about the assistive technology service, please contact the service lead for assistive technology on 020 8487 6084 or 020 8487 6085 or email clare.oakley@stgeorges.nhs.uk (Monday to Friday, 9am to 5pm).

If you would like to provide any feedback about your experience of our service, then please do so at Rehab.comments@stgeorges.nhs.uk

The address of the service is:

Assistive Technology Service

St George's University Hospitals NHS Foundation Trust

Queen Mary's Hospital

Roehampton Lane

London SW15 5PN

Out of hours, please contact the fault line number of your particular system

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9am and 5pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough Wing (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

