

# 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.

An environmental control system is an electronic assistive technology device which you can use to give you more independence at home for accessing things such TV, telephone, computer, lamps or fans.



**The service DOES NOT provide door openers, electronic door locking devices, curtain/blind openers. The service is also unable to provide voice activated equipment or any equipment that can be bought on the mainstream market (e.g. Amazon Echo, Ring Intercom etc.).**

## How do I access the devices provided?

Access methods are the ways in which people control equipment using any repeatable, reliable movement. Access to the equipment is of key value and can include specialist switches, computer mice, joysticks, eyegaze cameras and direct touch. These can vary from a single switch controlled by a slight movement to cursor movement using the eyes, head or hand.

## 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, and you 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 occupational health therapist, speech and 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](http://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.

## What will happen following referral?

1. One of the team will come and assess you within six weeks of your referral.
2. We will visit you at your home or a community venue that suits you
3. A follow up visit may be required to further discuss types of system, access methods, mountings and functions.
4. An **installation date**, will then be agreed which should be five to six weeks after the visit. Your system will be installed and you will be given training on how to use it.
5. You will be given a number to call if the system breaks down or has a fault, and an engineer will respond.

**The devices are designed to support independence and not as critical / emergency equipment. Therefore whilst every effort is made to respond to the fault within a reasonable time frame, it may take a number of days.**

**For adjustments to systems such as additions of phone numbers / TV channels, it will take longer for an engineer to attend.**

## 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.

Due to limited funding, we are unable to replace lost/broken items and therefore suggest that you insure the equipment on your home insurance policy.

## 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](mailto: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](mailto: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

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**

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## **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 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto: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](http://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

### **AccessAble**

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website ([www.accessable.co.uk](http://www.accessable.co.uk)). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



**Reference:** QMH\_ATS\_02 **Published:** August 2019 **Review date:** August 2021