



Oxford University Hospitals
NHS Foundation Trust

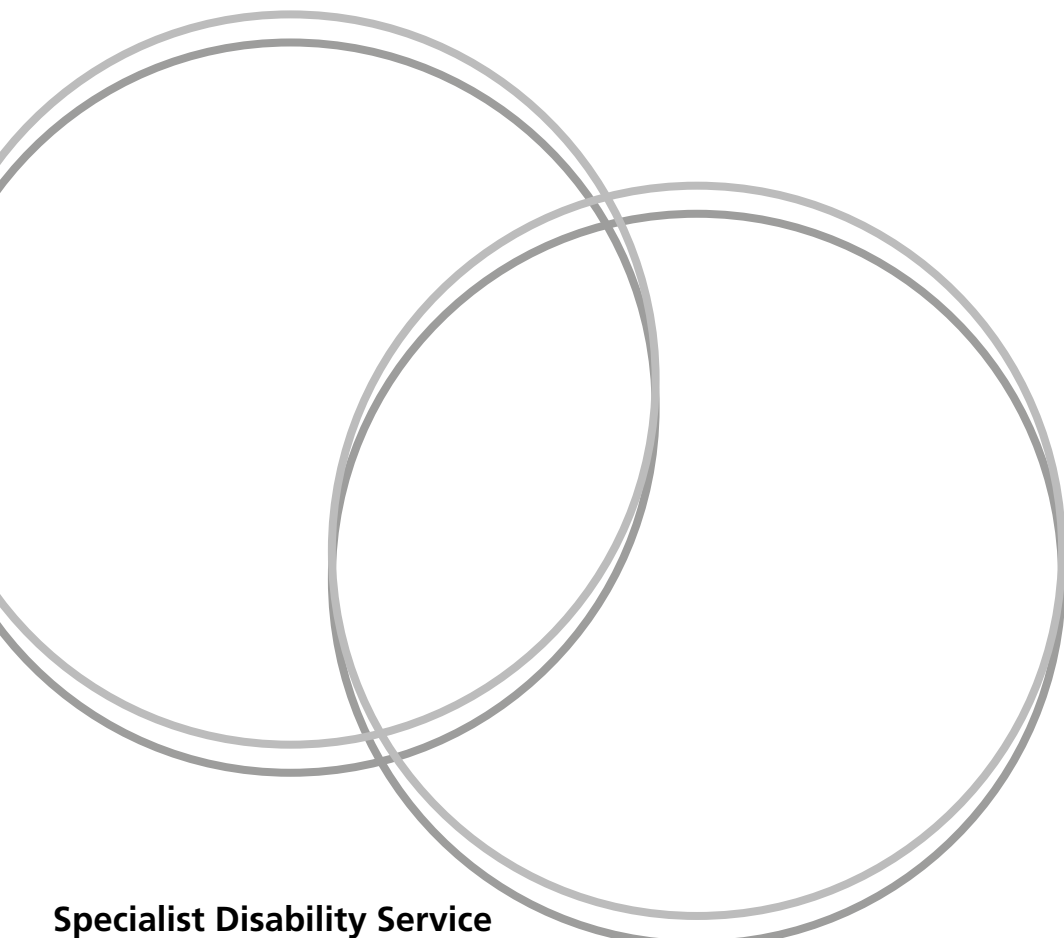
Environmental Control Service

Information for patients

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www.ouh.nhs.uk/oce/services/specialist-disability-service.aspx



Specialist Disability Service

The Environmental Control (EC) Service assesses for, provides, and maintains EC systems for clients in Oxfordshire, Berkshire and Buckinghamshire (including Milton Keynes) who meet the referral criteria. The referral criteria and levels of service are defined by NHS England (see 'Useful documents' overleaf).

What does an Environmental Control (EC) system do?

An EC system allows a user with significant physical disabilities to independently control devices in their immediate surroundings.

Examples of what can be controlled include:

- letting people in and out of the house
- calling for attention
- profiling bed position
- riser/recliner chair position
- telephones
- lights
- electrical sockets (to turn on e.g. fans, lamps)
- TVs
- DVDs
- stereos
- computers (see separate leaflet on computer access service).

How is an EC system operated?

The most appropriate method of operating the EC system will be determined for each individual user at the assessment. Typically, the user must be able to make a small movement (such as shaking a head, or moving a finger). This movement is used to select a command (e.g. "Turn on lights") from a simple menu system.

Who is eligible?

To be eligible, users must:

- be registered with a GP in Oxfordshire, Berkshire or Buckinghamshire (including Milton Keynes)
- have a severe disability with upper limb impairment (e.g. Multiple Sclerosis, Spinal Cord Injury, Motor Neurone Disease, Cerebral Palsy,

Muscular Dystrophy, severe arthritis, acquired brain injury, severe stroke...)

- be unable to operate standard handsets (e.g. TV remote control, telephone)
- be cognitively and physically able to operate the EC system
- be motivated to use the EC system.

Users who meet these criteria are eligible irrespective of age or place of residence.

For those with variable conditions, the above criteria can be applied with regard to anticipated needs.

Are there any exclusion criteria?

We are not able to provide EC systems if:

- the primary purpose is for work or education
- non-specialist solutions are available and appropriate
- social, environmental or other circumstances are inappropriate.

We are unable to fund the following:

- door openers
- window openers
- curtain openers
- replacement door locking mechanisms
- building adaptations
- minor adaptations (e.g. electrical, joinery, carpentry)
- easy press buttons for pendant alarms.

However, where such equipment is provided through alternative funding, we will endeavour to connect it to the EC system.

How are referrals made?

Referrals are made by completing and returning the Specialist Disability Service referral form (see 'Useful documents' overleaf).

Referrals should be made by health and social care professionals. Self-referrals can be accepted, but must be endorsed by a health and social care professional.

What service does the EC service provide?

Users referred to the EC service can expect the following service.

- The referral will be acknowledged within 10 working days.
- If the referral is accepted, an assessment will be carried out.
- Recommendations from the assessment will be confirmed in writing.
- If appropriate, a trial of sample equipment will be arranged to determine if provision is suitable.
- If provision is recommended, the equipment will be installed. We aim to complete installation within 18 weeks of the referral being accepted (dependent on liaising with other agencies).
- Training in use of the equipment will be provided.
- The equipment will be regularly maintained (typically by an annual service visit).
- Ongoing technical support will be provided in case of malfunction.
- Periodic reviews will be carried out to identify if the equipment needs adjusting.

Useful documents

NHS England Service Specification for Complex Disability Equipment: Environmental Controls.

<https://www.england.nhs.uk/wp-content/uploads/2018/08/complex-disability-equipment-environmental-controls-all-ages.pdf>

Specialist Disability Service referral form

www.ouh.nhs.uk/oce/referrals/documents/SDS-referral-form.docx

If you need an interpreter or would like this information leaflet in another format, such as Easy Read, large print, Braille, audio, electronically or another language, please speak to the department where you are being seen. You will find their contact details on your appointment letter.

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