

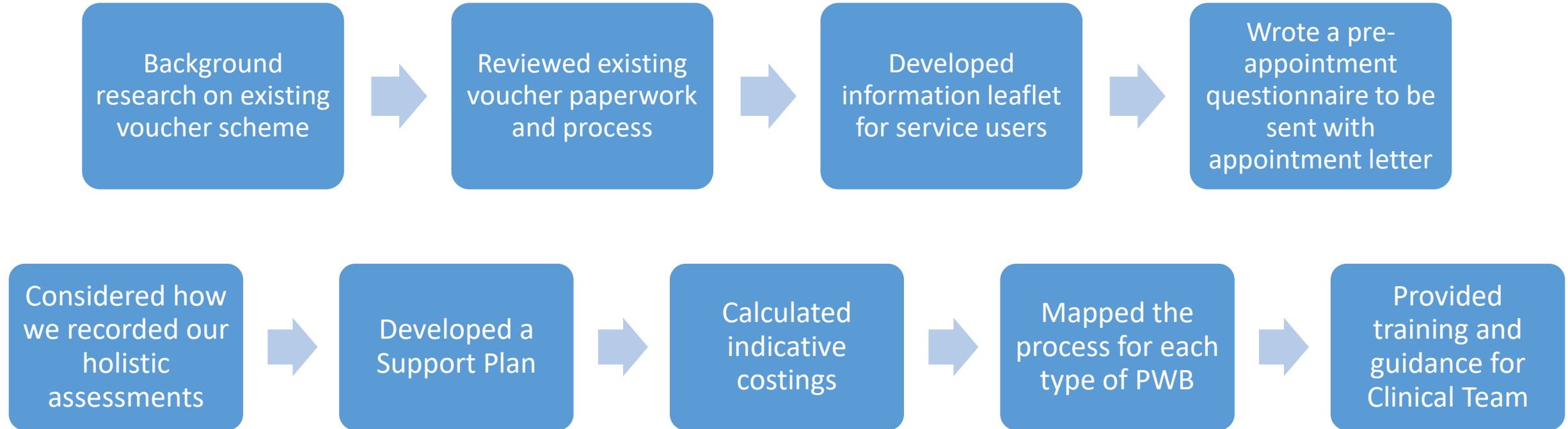
Personal Wheelchair Budgets

Developing Our Process

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How we developed our process...



Background Research on Voucher Scheme

We sent a written questionnaire to 30 clients who had taken up an independent voucher in the previous year and asked;

1. Why did you choose to take a voucher instead of NHS provision of a wheelchair?
2. What difference has having a voucher made to you?
3. Why did you choose the model of wheelchair that you chose?

Background Research on Voucher Scheme Results

A summary of the results showed:

1. Why did you choose to take a voucher instead of NHS provision of a wheelchair?
 - I wanted something more lightweight
 - I wanted to own my wheelchair
 - I didn't like the appearance of the NHS wheelchair
 - I wanted a model that wasn't available from the NHS
2. What difference has having a voucher made to you?
 - My carer can manage my wheelchair
 - I feel more in control of my wheelchair choice
 - I am more independent
 - I like the style better
3. Why did you choose the model of wheelchair that you chose?
 - It is very lightweight
 - It has specific features that I wanted

These results seemed to fit with the themes of the types of PWB as client's wanted: to be in control of their wheelchair choice, have lighter weight wheelchairs or wheelchairs with specific features and meet more needs of carers.

Developing the Paperwork

- Adapted our existing voucher paperwork to incorporate the new information for PWBs.
- Developed an information leaflet outlining the options and FAQs.
- Developed a pre-appointment questionnaire for client's to come with pre-prepared topics they wish to discuss in their assessment and their health and wellbeing outcomes.
- Wrote a Support Plan to record outcomes, options chosen and reasons why. This was initially 2 sides but has now been condensed further.

Holistic Assessment

A key focus of Personal Wheelchair Budgets is completing a holistic assessment to establish what the service user wants to achieve with their wheelchair and their Health and Wellbeing Outcomes.

As a team of Occupational Therapists, we felt that we already complete a holistic assessment and that all areas of a client's life **is** already discussed when identifying their wheelchair needs.

What we did identify, is that this could be recorded in a different way to meet the requirements of Personal Wheelchair Budgets, without creating more work for our Clinicians and without raising the expectations of the Client.

Indicative Costings

- Band levels were created using standard prescriptions for each of the wheelchairs and buggies in our range.
- This band level then indicates the cost range of their equipment which is then recorded on their Wheelchair Support Plan.
- The actual calculations of the PWB for Notional (Alternative Wheelchair), Notional (Top-up) and Third Party are then completed on an individual basis according to the Therapist's prescription of the wheelchair that would be issued under NHS provision.

Training and Guidance for Clinical Staff

Guidance was written for the clinical team on how to process the PWB paperwork and when to consider offering a PWB to ensure that all team members were working to the same standards.

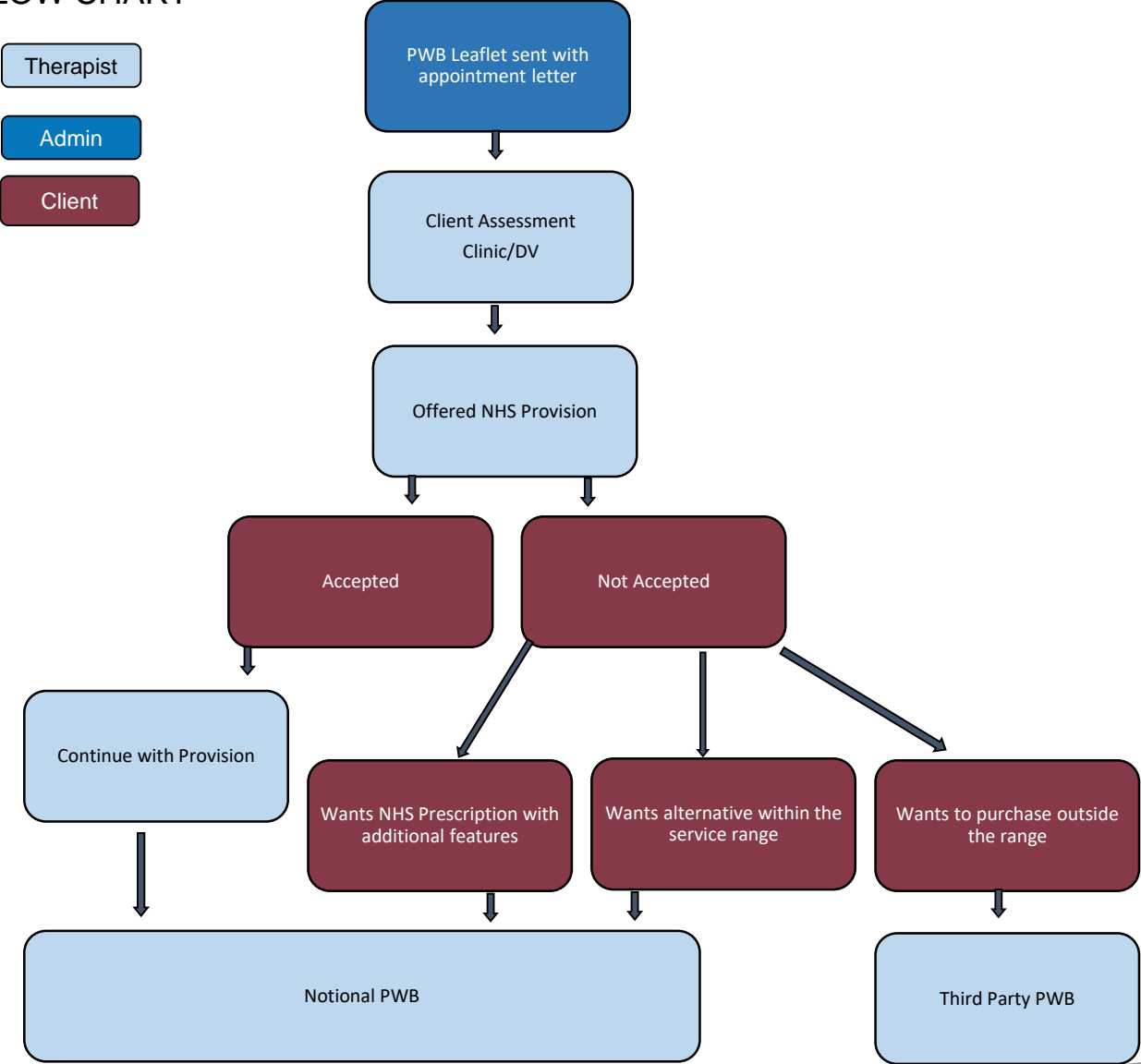
Do offer a PWB

- Client new to the service – first provision (except new spinal injuries, see below)
- Wheelchair requires replacement due to being BER
- Wheelchair is no longer meeting clinical needs
- Client with a new spinal injury – that have had their first provision for over 6-12 months
- Client that have a voucher for over 5 years old and the wheelchair is no longer meeting their clinical needs.
- Notional top up features and alternative wheelchairs can be offered to clients with deteriorating conditions – the wheelchair remains the property of the wheelchair service so will be returned if needs change.
- Can be offered to children but at a reduced length due to growth – please discuss with clinical team before offer.

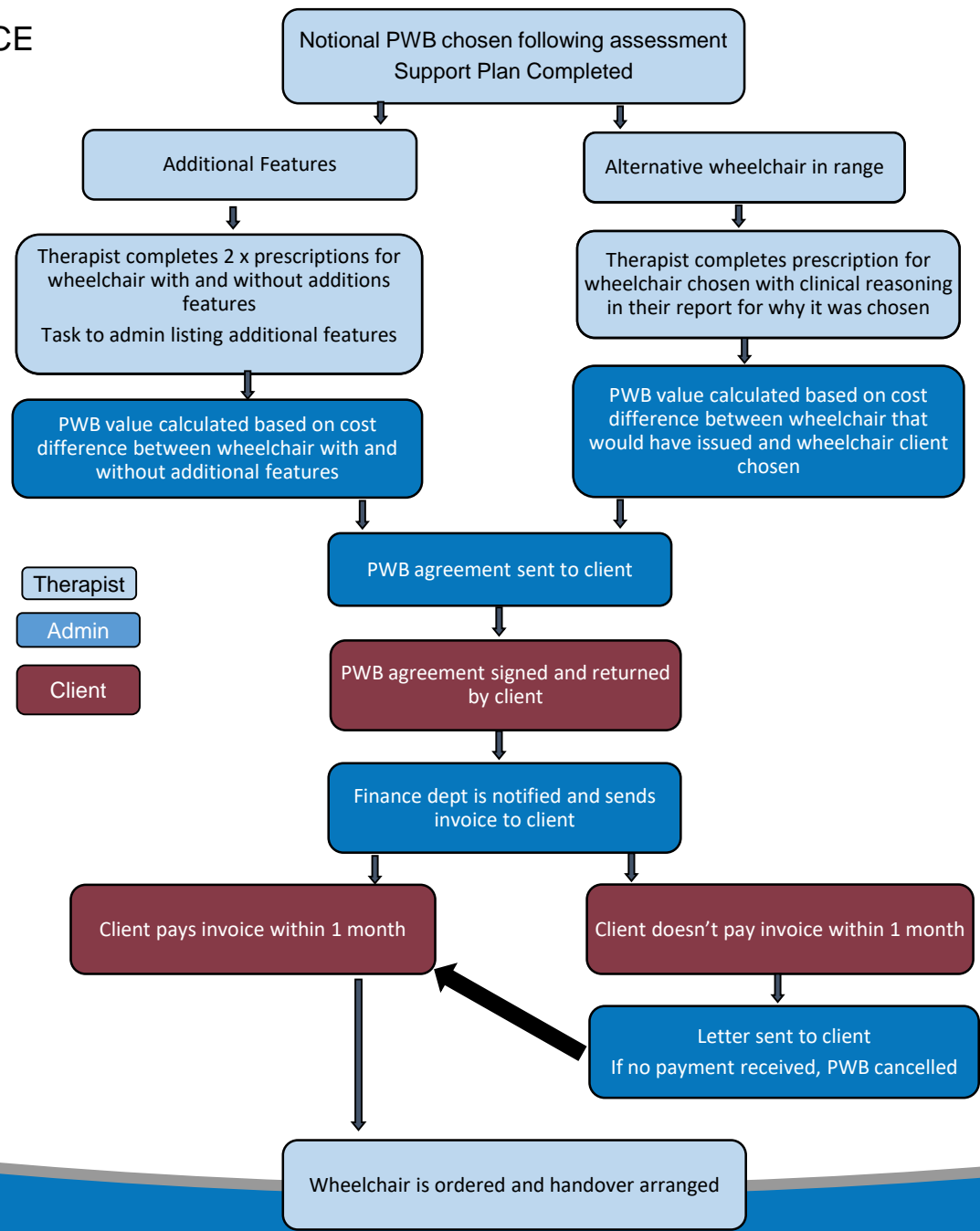
Don't offer a PWB

- If a client just fancies a change in wheelchair.
- You are simply replacing an accessory and there is no clinical indication to replace the wheelchair.
- Third Party option for a client that has a deteriorating condition that may mean that needs will change within a year.
- If client does not meet the general criteria.

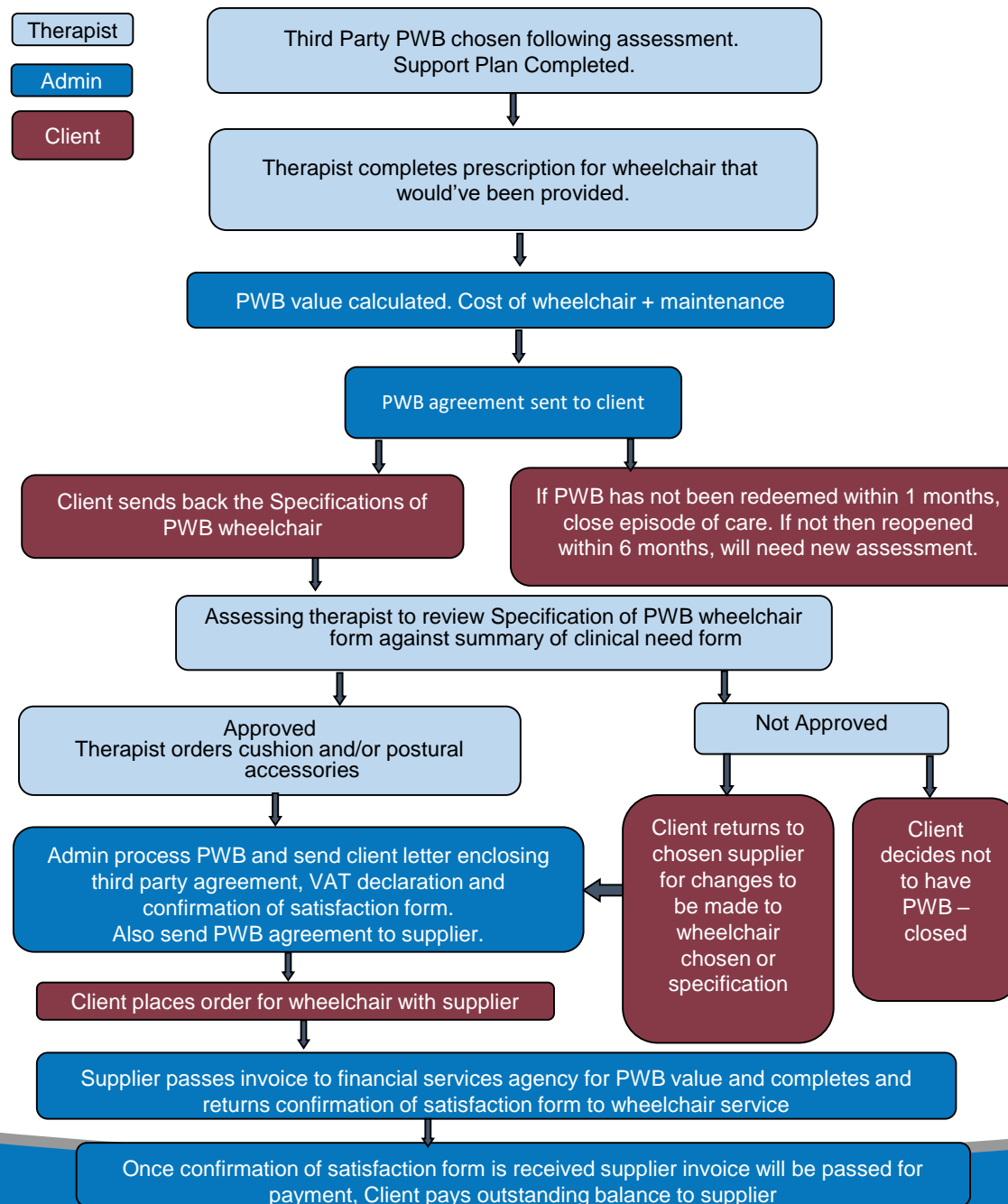
HERTFORDSHIRE WHEELCHAIR SERVICE
PERSONAL WHEELCHAIR BUDGET – FLOW CHART



HERTFORDSHIRE WHEELCHAIR SERVICE
NOTIONAL PWB – FLOW CHART



HERTFORDSHIRE WHEELCHAIR SERVICE
THIRD PARTY PWB – FLOW CHART



Case Study Example

- Male, 34, Muscular Dystrophy
- Hoisted for transfers, existing EPIOC user
- Working part-time, independently drives car from wheelchair with docking station

Notional Top-up Personal Wheelchair Budget to add features to TDX:

- Powered seat riser
- Powered elevating leg rests
- Lights and indicators
- USB Charger
- Bluetooth-enabled Controller

Retail price if bought privately	£10,254
Independent Voucher would have been	£4,139
Cost to client would have been	£6,115
Cost to client with Top-up PWB	£1,622
Total Saving to Client	£4,471

What do we plan to do next?

- Meet with education, social services and community equipment to progress onto integration of provision.
- Record case studies and examples of how the overlap between services could work.
- Make contact with Access to work to look at ways to avoid duplication.
- Developing a list of features that client's can choose so that they are informed of the options and costs at assessment.
- Considering features that are currently outside our criteria, e.g. powered attendant controls.
- Follow-up questionnaire to send out to the client's who have received a PWB to gauge their experience and record any feedback.

Any Questions?

