

PUBLIC



Adult Social Care

Simple Service Practice Guidance

Version 1

Version: 1 FOI Status: Internal	Simple Service Practice Guidance Derbyshire County Council Adult Social Care	Originally Issued: October 2022 V1 Issued: October 2022 Review Due: October 2023 Author: Josie Hill
------------------------------------	---	--

Contents

1. What is the Simple Service?	3
2. Strength-Based Assessments	3
2.1 Signposting to Self-Assessment	3
2.2 Signposting to self-purchasing options.....	3
3. Who Can Use the Simple Service?	3
4. Equipment That Can Be Provided Under the Simple Service	3
4.1 What to consider when determining what equipment may be appropriate.....	4
5. When NOT To Use The Simple Service.....	4
6. Simple Service vs Standard Orders – Guidance for ACATT Occupational Therapist	5
6.1 Remote assessments.....	5
6.2 Where Simple Service is more appropriate	5
6.3 Key information to include in the referral:	5
7. Review Process	6
Author History	6

Version: 1 FOI Status: Internal	Simple Service Practice Guidance Derbyshire County Council Adult Social Care	Originally Issued: October 2022 V1 Issued: October 2022 Review Due: October 2023 Author: Josie Hill
------------------------------------	---	--

1. What is the Simple Service?

The Simple Service is a process for ordering simple equipment that has been assessed for through a proportionate remote assessment. Equipment ordered through this route is delivered within a standard 5 day period and installed by a 'trusted installer', who is able to take key measurements and check the suitability of the location/installation of the specific item of equipment at the point of delivery.

2. Strength-Based Assessments

2.1 Signposting to Self-Assessment

Where a person is contacting us to request an item of equipment, you should first establish whether they are able to use resources available to access this themselves. Information is available on our website that can support with this – [Equipment to help you live at home – Derbyshire County Council](#)

Here's an example of what you might say:

'There are several websites that can support you to do your own assessment of aids and equipment that could meet your needs. These also provide information about a range of self-purchase options. Can I resolve your enquiry by sharing these resources with you?'

2.2 Signposting to self-purchasing options

Where you have determined that a simple item of equipment can meet a person's needs, before ordering this equipment you should first establish whether they are able to self-purchase this item. If they can self-purchase, appropriate signposting should be offered.

Here's an example of what you might say:

'This is a simple piece of equipment that is available to purchase from the high street or through homeware catalogues/online retailers and can be delivered straight to your door. Do you feel able to do purchase this yourself or with support from family/friends/carer?'

3. Who can use the Simple Service?

- Call Derbyshire – where this is the only need identified
- Adult Care Assessment and Triage Team (ACATT) – as part of a triage and assessment process

4. Equipment that can be Provided Under the Simple Service

- perching stool
- bath board
- bath board handle

Version: 1 FOI Status: Internal	Simple Service Practice Guidance Derbyshire County Council Adult Social Care	Originally Issued: October 2022 V1 Issued: October 2022 Review Due: October 2023 Author: Josie Hill
------------------------------------	---	--

- kitchen trolley
- chair raiser
- internal rails
- grab rails
- 2nd stair rail
- static commode
- raised toilet seat
- toilet frame
- combined toilet seat and frame

N.B. Where the person is requesting more than one of the same pieces of equipment (including where they already have this equipment in situ) the second piece of equipment should NOT be provided where the person (or someone in their household) is able to safely move a single item between the two locations.

4.1 What to consider when determining what equipment may be appropriate

Call Derbyshire Outcome Guides (COGs) are in place to support Call Derbyshire and non-occupational therapy colleagues at ACATT to determine the correct equipment. These must be referred to in order to determine the suitability of any equipment being provided on a Simple Service.

5. When NOT to use the Simple Service

The Simple Service should not be used where there is evidence of complexity that would indicate the need for further professional assessment.

The following are examples of when the Simple Service should NOT be used:

- the person has active involvement from a Health or Social Care professional who could assess for/provide the equipment
- the person has a cognitive impairment or a communication issue that would prevent them from engaging with the trusted installer at their installation visit - (note that this can be mitigated if the person has suitable support on hand within the property from a family member or carer)
- the person's mobility or ability is variable meaning they wouldn't consistently be able to use the item (this must be person-specific, rather than assumed from a diagnosis)
- it appears the person may have difficulty using the piece of equipment (please see COGs for guidance around specific equipment. This may include, the person is unable to transfer on or off of the equipment, the person's sensory impairment inhibits use, the person has a cognitive impairment that prevents them from knowing how to use the item etc.
- other household members would have difficulty using facility if the equipment is in

Version: 1 FOI Status: Internal	Simple Service Practice Guidance Derbyshire County Council Adult Social Care	Originally Issued: October 2022 V1 Issued: October 2022 Review Due: October 2023 Author: Josie Hill
------------------------------------	---	--

situ and is unable to safely remove and replace it

- the person's size or weight is not compatible with the standard items of equipment (check the up-to-date specifications of the product)
- there are concerns about the person's environment that impact the space to safely use/access/install the equipment, or would present a risk to the trusted installer (this may include hoarding concerns)
- there are warnings on the person's record that indicate safety concerns around home visits
- the request is for repair or replacement of any self-funding equipment or rails, this is the responsibility of the individual
- for ACATT occupational therapists (OTs) only – it is possible to obtain the necessary measurements and environmental information as part of a remote assessment

6. Simple Service vs Standard Orders – Guidance for ACATT Occupational Therapist

6.1 Remote assessments

Prior to using Simple Service, a professional assessment should seek to obtain sufficient information and measurements in order to process the prescription as a standard order. This should include information about the person, their environment, the height/installation measurements of the equipment and the person's ability to safely use the equipment.

This information may be obtained using remote assessment techniques, such as obtaining information from the person, a relative/carer or another professional, and using diagrams, photos or videos to support the assessment. The person should be advised that the installation will be based on the measurements provided to us remotely; if they are having any difficulties using the equipment once installed, they should stop using the item and contact Adult Care for further advice and support. This advice should be recorded.

6.2 Where Simple Service is more appropriate

Simple Service can be used where it has not been possible to obtain this information remotely, or where obtaining this information would incur a delay in providing essential equipment that could result in harm to the person.

6.3 Key information to include in the referral:

- where the item should be installed (which room, attached to which item of furniture etc.)
- information about the construction of the wall/surface, if the equipment is intended to be attached (where it has been possible to obtain this information)
- access information
- contact details
- for any non-standard orders, ACATT OTs should record a brief explanation on the Transforming Community Equipment Services (TCES) authorisation note to

Version: 1 FOI Status: Internal	Simple Service Practice Guidance Derbyshire County Council Adult Social Care	Originally Issued: October 2022 V1 Issued: October 2022 Review Due: October 2023 Author: Josie Hill
------------------------------------	---	--

include rationale

7. Review Process

Equipment provided via Simple Service should be reviewed within 28 days of installation.

This review will establish:

- has the item been installed as planned?
- are they using the item as planned?
- is the information recorded in their COG still accurate?
- has the provision of this equipment met the needs they identified?
- are there any other concerns about the equipment or needs that are unmet?

If concerns are identified during the review, these should be reviewed by an OT within ACATT.

Author History

Approval and Authorisation

Authored by Josie Hill	Senior Practitioner	October 2022
Approved by DMT		October 2022
Authorised by Helen Jones Strategic Director of Adult Social Care		October 2022