

Version: 2 FOI Status: Controlled	Derbyshire County Council – Adult Social Care & Health Trusted Installer (Simple Service) Practice Guidance	Originally Issued: June 2022 V2 Issued: November 2024 Review Due: November 2027 Author: Josie Hill
--------------------------------------	--	---

Derbyshire County Council - Adult Social Care & Health

Trusted Installer (Simple Service) Practice Guidance

Version 2

Contents

Contents	1
What is the Trusted Installer service (also known as ‘Simple Service’)?	2
Strength bases assessments	2
Who can use the Trusted Installer service?.....	2
Equipment that can be provided under the Trusted Installer service.....	2
What to consider when determining what equipment may be appropriate	3
When NOT to use the Trusted Installer service.....	3
Trusted Installer vs Standard Orders - Guidance for Occupational Therapists/OT Social Care Practitioners	4
Key information to include in the referral	4
Review Process.....	5
Author History.....	5

If you would like to make any comments, amendments, additions etc please email ASCH.adultcare.policy@derbyshire.gov.uk

Version: 2 FOI Status: Controlled	Derbyshire County Council – Adult Social Care & Health Trusted Installer (Simple Service) Practice Guidance	Originally Issued: June 2022 V2 Issued: November 2024 Review Due: November 2027 Author: Josie Hill
--------------------------------------	--	---

What is the Trusted Installer service (also known as ‘Simple Service’)?

The Trusted Installer service is a process for ordering simple equipment that has been assessed through a proportionate remote assessment. Equipment ordered through this route is delivered within a standard 5 day period and installed by a Trusted Installer from Derbyshire County Council’s equipment provider, 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.

This service may be used to resolve a person’s need without the need for an in-person assessment, or to reduce risks whilst a person is waiting for a fuller in-person assessment. This should not be used where Adult Care are currently or imminently providing in-person contact.

Strength bases assessments

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.](#)

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?

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, which can include services from Trusted Traders.

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/carers?

Who can use the Trusted Installer service?

Adult Care teams making use of this service must be approved by the contract manager for Derbyshire Integrated Community Equipment Service (ICES). Access will be provided for these teams to make a Trusted Installer order via the online ordering service from Derbyshire County Council’s equipment provider.

Equipment that can be provided under the Trusted Installer service

- perching stool

Version: 2 FOI Status: Controlled	Derbyshire County Council – Adult Social Care & Health Trusted Installer (Simple Service) Practice Guidance	Originally Issued: June 2022 V2 Issued: November 2024 Review Due: November 2027 Author: Josie Hill
--------------------------------------	--	---

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

What to consider when determining what equipment may be appropriate

Call Derbyshire Outcome Guides (COGs) are in place to support Call Derbyshire staff and Adult Care practitioners to determine the correct equipment. Call Derbyshire staff and staff who are not qualified occupational therapists must refer to the COGs to in order to determine the suitability of any equipment being provided via Trusted Installer. Qualified occupational therapists/trained OT social care practitioners can use these at their discretion.

When NOT to use the Trusted Installer service

This 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 Trusted Installer 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 that they wouldn’t consistently be able to use the item (this must be person-specific, rather than assumed from a diagnosis)
- it appears that 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 from 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 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

Version: 2 FOI Status: Controlled	Derbyshire County Council – Adult Social Care & Health Trusted Installer (Simple Service) Practice Guidance	Originally Issued: June 2022 V2 Issued: November 2024 Review Due: November 2027 Author: Josie Hill
--------------------------------------	--	---

(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
- in the practitioner’s professional judgement, the situation is complex and requires a face-to-face assessment

Trusted Installer vs Standard Orders - Guidance for Occupational Therapists/OT Social Care Practitioners

Remote assessments

Prior to using a Trusted Installer process, an occupational therapist should consider whether it is possible 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.

Trusted Installation (rather than processing the referral as a standard order) is generally recommended for the following items where the assessment has taken place remotely:

- bath board
- internal rails
- grab rails
- 2nd stair rail
- raised toilet seat

Key information to include in the referral

Trusted Installer referrals are made via TCES (Medequip):

- to place a New Order, selecting ‘Tec Activity’ and add ‘Trusted Installer Visit’ to the basket (rather than selecting the item of equipment)
- orders are always made on a 5 day delivery
- the order itself is recorded in ‘Item Notes’ at the Review Order stage

Version: 2 FOI Status: Controlled	Derbyshire County Council – Adult Social Care & Health Trusted Installer (Simple Service) Practice Guidance	Originally Issued: June 2022 V2 Issued: November 2024 Review Due: November 2027 Author: Josie Hill
--------------------------------------	--	---

Key information to add to ‘Item Notes’

- what item/s are required
- where the item/s 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)
- any relevant access information
- any alternative/preferred contact details

(For any non-standard orders via OT/OT social care practitioner, this should include a brief explanation on the TCES authorisation note to include rationale)

Review Process

Equipment provided via the Trusted Installer service should be reviewed within 28 days of installation.

This review should 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 that they identified?
- are there any other concerns about the equipment or needs that are unmet?

If concerns are identified at review, these should be reviewed by an occupational therapist OT social care practitioner.

Author History

Approval and Authorisation History

Name		Date
Authored by Josie Hill	Service Manager	October 2022
Approved by DMT		October 2022
Authorised by Helen Jones	Strategic Director	October 2022

Change History

Version	Date	Name	Reason
Version 1	October 2022	Josie Hill	New guidance
Version 2	November 2024	Josie Hill	Review and minor changes