

Leicestershire Equipment, Adaptations and Assistive Technology Strategy 2016-2020

Promoting independence and
Supporting Communities



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Introduction

The landscape of equipment, adaptations and assistive technology (AT) is sizeable and the assessment and access pathways are complex. This strategy highlights these complexities, and along with the action plan, outlines opportunities to address some of the current pressures facing local authorities, as well improving lives with the least intrusive forms of support.

Co-ordinated advice and information is key to supporting people to take responsibility to plan for their future needs, including information about maintaining independence through the use of equipment, adaptations and AT. Promoting self-serve and effective self-assessment for those people who do not want to or do not need to access public services provision, alongside information that guides those people with more complex needs to appropriate referral points for access to specialised assessments, are fundamental for ensuring the right person gets the right support.

There is potential for the benefits of equipment, adaptations and AT to be better understood by the public. It is also recognised that the opportunities that equipment, adaptations and AT provide, particularly around re-ablement, recovery and assessment for long term support, should be made more integral to our social care assessment and commissioning processes.

The Lightbulb Project

Lightbulb is a Partnership Programme supported by the seven District Councils in Leicestershire and Leicestershire County Council. The Lightbulb Programme aims to bring together a range of practical housing support into a single point of access or referral. A holistic housing needs assessment (the Housing MOT) will ensure that any housing support needs are proactively identified and that the right solution is found. The Lightbulb Programme is also completing DFG's and looking to develop a business case as to how the entire process can be simplified and improved across the county. The overall ambition of the Programme is to maximise the contribution that housing support can play in keeping vulnerable people independent in their homes; help to avoid unnecessary hospital admissions or GP visits and facilitate timely hospital discharge.

Leicestershire County Council

The Adult Social Care Strategy 2016 - 2020 sets out how the Adults and Communities Department will meet identified need in Leicestershire within available resources. With rising demand for social care support alongside an ongoing reduction in resources, social care will have to be delivered differently. The department needs to focus on opportunities to prevent, reduce and delay need for social care support that successfully minimises the need for local authority funded support. This will be achieved by making full use of community support underpinned by solution-focused, personalised, progressive support that maximises independence. As stated in the strategy, use of equipment, adaptations and new technology offer a real opportunity to meet needs more effectively:

We will seek to use equipment, adaptations and assistive technology to provide less intrusive and more cost-effective care. Wherever possible we will keep people at home, with families and friends to enhance their social and personal experience.

Equipment and Minor adaptations

The use of equipment and minor adaptations in a person's home can help people to live safely and independently making everyday tasks easier, to assist carers and reduce the need for more intrusive forms of support.

Standard equipment or a minor adaptation to a home is usually one costing less than £1,000. It can include things such as commodes, bed levers, perching stools, bath hoists and chairs, grab rails and stair rails and small ramps. Equipment and minor adaptations are usually funded by Leicestershire County Council where an assessment has identified the need for these.

An on line self-assessment is currently available to support access to the provision of suitable minor equipment or adaptations. A paper based version of the self-assessment is also available on request. The self-assessment aims to determine what course of action is required based on the complexity and urgency of the individual situation, ranging from provision of basic equipment or adaptations, or whether a home based assessment is required.

Assistive Technology

Assistive Technology (AT) encompasses a range of equipment that maintains or improves the ability of individuals with disabilities or impairments to communicate, learn and live independent, fulfilling and productive lives. This includes alarms, sensors, and other standalone technology to help people live independently. Assistive technology can be used in a wide variety of settings including healthcare, residential homes and domestic settings. It may be used by all ages, for a wide range of disabilities or impairments, and for a wide range of activities. Types of AT include TV loops, vibrating/ flashing smoke alarms/ alarm clocks, phones with large buttons and key finders.

Telecare is a type of AT which describes remote monitoring, generally through a call centre, to enable them to continue living independently in their own home or in community accommodation to a scale and sensitivity that suits the needs of the person. Sensors can detect falls, movement, chair and bed occupancy, gas leaks and floods, door (and doorbell) activation, and a host of other events that can identify unusual changes to the persons routine activity so that they can get help should they need it, and provide reassurance about the person being safe at home when alone.

The Department of Health (2005) provides a definition of Telecare:

“Equipment [that] is provided to support the individual in their home and tailored to meet their needs. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone.”

Telecare also provides a way for people to proactively contact the monitoring centre should they need to do so, typically using an alarm call button worn on a neck pendant, or on the wrist like a watch, to open a voice communication channel.

Telecare has great potential to benefit people who use services by improving their confidence and helping them to remain independent in their own homes. By monitoring people's safety, telecare can also free up the time of friends and family carers so they can focus more on providing social support. The progress made in this area has raised ethical questions about the provision of telecare services, particularly to vulnerable people such as people with cognitive impairments, including dementia, particularly around choice and privacy. The Social Care Institute of Excellence (SCIE) has produced advice and guidance¹ on ensuring an ethical approach to the assessment and use of telecare that should be applied particularly where there are questions or concerns about ethics.

Major adaptations

Major adaptations are classified as those that cost more than the £1,000 threshold and can include alterations such as widening doors, stair lifts or level access showers. Home owners and private rental tenants may be eligible for financial support towards major adaptations, through a Disabled Facilities Grant (DFG).

Council or housing association tenants would need to discuss their requirements with their local council or landlord to arrange any adaptations in the first instance.

The Papworth Trust is commissioned by Leicestershire County Council to deliver the Home Improvement Agency service. This service supports customers across the county to access information guidance about financial support for improvements and adaptation works. The contract includes a Department of Communities and Local Government Funded element which provides support with major adaptations process, for people living in the Hinckley and Bosworth Borough and Harborough District Council areas. Support is available with the decision making and administrative procedures of the Disabled Facilities Grant process, includes advising on the options available, where necessary designing a suitable scheme of works, obtaining the relevant permissions, and assisting the person to employ contractors and monitoring work on site.

Summary

It has always been recognised that the home environment is a key consideration for those with potential social care needs. Equipment, adaptations and assistive technology can support reablement, promote independence and contribute to preventing the need for care and support. An accessible and safe home environment enables an individual to retain independence, and can provide reassurance for informal carers, often enabling them to continue with activities they might otherwise have to give up, including employment. In Leicestershire there is an increasing partnership approach between housing, health and social care, leading to many opportunities for a more joined up approach to delivery. The provision of care and support, that is integrated with an assessment of the home, including the general upkeep or scope for equipment and adaptations, could reduce the risk to a person's health, help maintain their independence and wellbeing, support their re-ablement or recovery, or provide a person with dignified end of life care.

¹ <http://www.scie.org.uk/publications/ataglance/ataglance24.asp>

Current demand and supply

There is a rising demand for health and social care, and the disproportionate increase in the number of people aged 65 years and over in Leicestershire will see a corresponding increase in the number of people that need care and support. An increase in the overall number of carers is also expected, and in the proportion of carers seeking support from social care to continue in their caring role. In 2016, the population aged 65 years and over is estimated to be 137,300, and by 2020 this population is projected to grow to 149,500 people, an increase of 9%.

The figures below indicate the anticipated growth in service demand for people aged 65 and over between 2016 and 2020:

- An increase of 12% in the number of people over 64 that are unable to manage at least one domestic task unaided (61,468 by 2020)
- An increase of 12% in the number of people that are unable to manage at least one mobility task on their own (27,790 by 2020)
- An increase of 11% in the number of people that are unable to manage at least one self-care task unaided (50,341 by 2020).
- An increase of 10% in the number of people experiencing a fall (40,001 by 2020).
- An increase of 15% in the number of people with dementia (10,767 by 2020).
- An increase of 7% in the number of unpaid carers (21,557 by 2020).
- A 3% increase in the number of people aged 18-64 predicted to have a moderate or serious personal care disability (1,603,773 by 2020).

Access to the provision of equipment, AT and adaptations is available from a wide range of sources therefore the picture is not fully understood by Local Authority data alone; a significant proportion of people accessing these types of services are thought to be self-funders accessing provision through the retail market. Although there has been some research and analysis of the self-funders of formal social care services such as residential care, there is a paucity of available data about the broader equipment, adaptations and assistive technology utilisation by self-funders.

The role that the internet has played in increasing the size of this market, and improvements to the digital offer will have an impact for the market and customer, as the availability of online assessments that facilitate access to the right type of equipment is growing. At a time of increasing budgetary pressures, the promotion of an effective self- assessment which provides the user with an equipment prescription, along with information about how to source the right type of equipment, has a role to play in preventing, reducing and diverting need for ongoing care. The same applies to the role of Occupational Therapy which has become more focussed following the Care Act 2014, ensuring proportionate and appropriate assessments and making best use of the specialist skills available.

The following section provides an indication of the level of demand for equipment, AT and adaptations, as well as outlining the assessment process, broken down by type of provision funded by social care. See Appendix A for Equipment, Adaptations and Assistive Technology Pathway 'As Is'. For reasons outlined above, it does not include numbers of people who access these directly, nor does it include items paid for by health under the Telehealth arrangements listed above.

Equipment

Locally the provision of equipment is managed and commissioned jointly with Clinical Commissioning Groups and County and City Councils within Leicester, Leicestershire and Rutland, through a pooled budget arrangement. NRS Healthcare are contracted to provide a wide variety of disability equipment and mobility aids and rehab supplies that are both standard and specialist. They work to ensure the efficient provision of equipment regardless of whether it is health or social care that are making the referral, or the location of the person needing equipment, thus enabling timely hospital discharges.

In 2015-16, 24,115 items of equipment were provided to people living in Leicestershire and 15,509 items were collected when no longer required.

The service is arranged to promote and facilitate equipment being supplied to people regardless of their involvement with health and social care and to ensure maximum reach to those who may benefit from equipment to help to maintain and sustain their independence.

Assistive Technology (AT)

Leicestershire County Council Assistive Technology Service receives on average 390 to 450 referrals per month, and supports 2,000 people each year, including carers, with standalone equipment. The AT Service provided 2,323 standalone items and 1,308 Lifeline Services in 2015-16.

County Wide Community Alarm Telecare and Mobile Responder Service

This service is commissioned by Leicestershire County Council and provided by Tunstall. It is available to anyone living in Leicestershire to enable them to develop or maintain their independence within their own homes. The service aims to reduce the need for hospital admission and/or admission into residential care.

In August 2015 the service supported 2,352 people who had been installed with and were using Telecare. Between the 1st January and 31st August 2015, 179 call outs were made with the majority of these calls being made using a pendant alarm and responded to within 15-30 minutes.

The Borough and District Councils also run a series of personal alarm and responder services as described below. Some are tenure specific i.e. sheltered housing and some are available regardless of tenure type:

- North West Leicestershire District Council utilise Tunstall infrastructure equipment and includes telecare falls detectors and bed sensors, and additional private services for people to purchase.
- Hinckley and Bosworth Borough Council use Tunstall infrastructure but only offer a lifeline service.
- Harborough District Council has a lifeline and a private service for people to purchase.
- Melton Borough Council operates Tunstall only lifeline and a private service for people to purchase.
- Charnwood District Council utilises Tunstall infrastructure equipment only lifeline service and a have a private service for people to purchase.
- Oadby and Wigston District Council have a Service 24 Tunstall infrastructure for tenants.
- Blaby District Council doesn't provide lifeline services directly as they have no directly provided housing stock. Enquiries from private customers would be signposted to other providers (eg the County Council AT service or East Midland Homes)

Home Adaptations

Minor adaptations are provided in several ways through Leicestershire County Council's Adaptations Team to people living in owner occupied and tenanted properties. Leicestershire County Council's Adaptation Team carried out 8,430 minor adaptations in 2015/16.

Major adaptations are adaptations over £1,000 include such things as ceiling track hoists, stair lifts and level access showers. The Disabled Facilities Grant (DFG) is a means tested grant and can be applied for to help pay for major adaptations up to a maximum of £30,000. A Local Authority assessment is required to ensure that the adaptation is necessary and appropriate and to agree that it is reasonable and practical. Criteria for the provision of a DFG are based largely around facilitating access to essential facilities, and other specified purposes that relate to making the home safe, providing or improving heating systems, facilitating the preparation and cooking of food etc.

The following table shows the number of DFG's completed in Leicestershire between 1 April 2015 and 31 June 2016 (14 months) and by the different type of adaptation.

All	Lifts	Level Access Shower/ Toilet	>£10K e.g. ramps, door alterations	Children
473	123	275	39	36

N.B. These figures do not include major adaptations in council or housing association properties.

The Disabled Facilities Grant allocation is now part of the integrated Better Care Fund.² A study in 2015 by the national body for Home Improvement Agencies Foundations has shown that elderly people who had adaptations made to their home via the DFG move into residential care around four years later than those who have not.³

Home Improvement Agency (HIA)

The HIA is a practical and preventative service which assists vulnerable homeowners and private sector tenants who are older, disabled or on a low income to access major repairs and improvements to maintain or adapt their homes. The service is currently commissioned by Leicestershire County Council with The Papworth Trust. There is an element of advice and information provided by the HIA aimed at enabling people to make decisions that can assist them in remaining independent.

² The Better Care Fund (BCF) is a programme across the NHS and local government which creates a local single pooled budget to incentivise the NHS and local government to work more closely together around people, placing their wellbeing as the focus of health and care services, and shifting resources into social care and community services for the benefit of the people, communities and health and care system.

³ <http://wwwFOUNDATIONS.UK.COM/MEDIA/4210/FOUNDATIONS-dfg-foi-report-nov-2015.pdf>

The aim of the service is to enable people to remain in or return to their homes, which are maintained to housing standards (safe, warm and secure homes that are in good repair and appropriately adapted) and/ or explore alternative housing options, increase the number of vulnerable people living independently, recognising the interdependencies between housing and health.

In 2015/16 the service received 1,869 enquiries in relation to home improvement support and completed 383 jobs. As an additional element, the service is contracted to provide support for people to access in Harborough and Hinckley and Bosworth to facilitate Disabled Facilities Grants (DFGs) for the areas. Papworth Trust completed approximately 49 DFG funded works for Harborough District Council and 67 for Hinckley and Bosworth Borough Council in 2015/16.

Community Assessment Team (CAT)

The aim of this service, commissioned by Leicestershire County Council and provided by the British Red Cross, is to provide assessments for older people and people with disabilities, living in Leicestershire, who are experiencing problems with activities of daily living. The service aims to meet the needs identified through the assessment by providing advice and information and recommending the provision of equipment and adaptations, that will enable/enhance the service user (and or their carer(s) with carrying out everyday tasks.

In 2015-16 the Red Cross Community Assessment Team undertook 2,658 basic assessments for minor equipment and adaptations, and 614 complex bathing assessments.

Equipment can be supplied through the contract with Nottingham Rehab Supplies (NRS) with thresholds for approval based on level of professional expertise. Recommendations for minor adaptations from CAT are sent to Minor Adaptations Team and requests for major adaptations may also be made.

Occupational Therapy Service

Local Authority Occupational Therapists (OT) work with people where it is identified that Occupational Therapy input is needed, which is often in specific cases. Increasingly OTs support the hospital discharge process and involvement with substantial support packages where moving and handling is a feature. In 2015-16 a total of 3,560 cases were referred to the Occupational Therapy (OT) service. In addition the Leicestershire County Council's Re-ablement Service (HART) Occupational Therapists dealt with approximately 500 individuals and the Integrated Care Team OT team dealt with 270 individuals.

The online self-assessment for equipment and minor adaptations received 52 completed online self-assessments in 2015/16.

What needs to be different?

As highlighted, there is an array of equipment and assistive technology available locally, which although positive in terms of availability and accessibility, can cause confusion and may be difficult for both customers and professionals to navigate due to the various access routes and criteria.

A clearer and more integrated approach to the provision of equipment and AT will not only help customers to identify potential solutions for themselves, it is likely to result in more people accessing equipment, AT, adaptations instead of more traditional forms of support at higher cost or increased dependency on carer support

People need to have timely access to information and advice which will enable them to self-assess, self-select and purchase equipment and assistive technology. Public awareness raising to promote the benefits of equipment, adaptations and AT to the public is required through information, advice and communication strategies. Targeted awareness raising is also required to ensure opportunities for identification of people who would benefit from, and information is provided about the equipment, adaptations and AT. The availability of a digital assessment needs to be explored to maximise opportunities for the public to self-determine their own requirements and to source solutions with consideration of those people who prefer to, or are able to self-serve and self-fund.

A formal partnership agreement and the use of a pooled budget ensure an integrated equipment provision across Leicester, Leicestershire and Rutland health and social care. A review of the joint working arrangements with the NHS which underpins this is planned to ensure that opportunities for maximisation of more integrated working are explored and there is effective alignment with the existing HART (Homecare Assessment and Re-ablement Team) and new independent sector re-ablement offer, to ensure equipment and AT is an integral part of Help to Live at Home.

Major adaptations to people's homes are delivered by district councils following recommendation by an OT. Work is in progress to deliver a unified approach to this via the Lightbulb Programme, resulting in an improved customer journey, greater consistency across the county and better co-ordination by joining up with the wider Housing to Health offer.

Currently there is a range of Lifeline and Assistive Technology services available across the County, with variable take up with services arranged by both the county, district and borough councils. The current arrangements will be reviewed with the aim of reducing duplication by exploring the option of delivering a single service offer across Leicestershire.

Our Strategic Approach

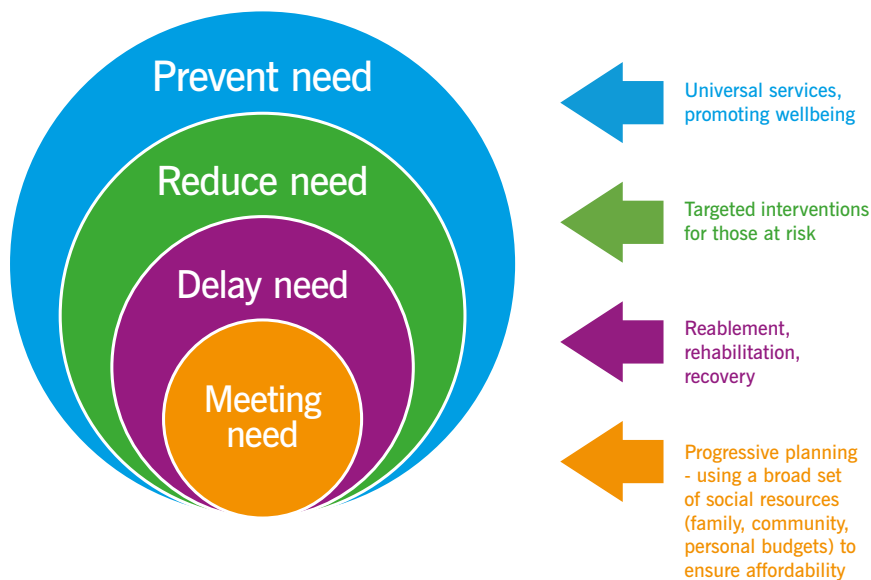
The Leicestershire Equipment, Adaptations and Assistive Technology Strategy defines actions according to the following domains:

Prevent – universal services, supporting wellbeing;

Reduce – intervening early for those who may be at risk of needing support in the future;

Delay – supporting recovery and reablement for those who have experienced a crisis or who have defined illness or disability;

Meeting need – promoting maximum independence and use of community and individual resources for those with long term needs.



Prevent

At present:

The difference that equipment/AT/adaptations can make to a person's life is not well understood by the general public.

In the future:

- People will be aware of the small changes they can implement in order to make their lives easier, preventing need for social care intervention.
- People will understand how to access information and advice about equipment/ AT when they need it.

We will:

- Ensure there is easy to access online information regarding the benefits, and availability of equipment and assistive technology.
- Work with our communications team to highlight benefits to the general public

Reduce

At present:

Those at risk of losing independence who may benefit from equipment/ AT are not always identified at the right time, and there is confusion about what is on offer or how to access this locally.

In the future:

- Partners likely to identify those at risk of needing social care support in the future will understand the role of equipment and adaptations, and will enable people to access it.
- Individuals and carers will easily be able to self-assess their needs, primarily through the availability of online tools
- Support will be available in local communities to help people assess their own needs and identify appropriate solutions.

We will:

- Identify and promote trusted sources of basic equipment/ AT
- Develop and promote self-assessment tools which focus on helping people to help themselves without requiring Local Authority intervention
- Work with our partners to ensure they understand the self-assessment/ self- service process, local sources of support and facilitate those at risk to access equipment and AT solutions.
- Collaborate with partners to ensure there is a clear understanding of the local offer which can be easily navigated by the public and professionals.
- Local authority funded equipment/ AT will be targeted towards those where it will prevent/ reduce future need.

Delay***At present:***

We do not maximise the use of equipment/ adaptations and AT for the purpose of reablement/ recovery.

In the future:

- All services/ staff teams with a role in reablement/ recovery will consider the potential use of equipment, adaptations and AT in the first instance (where this represents a cost effective alternative)
- Individuals and families will be supported to understand the benefits of equipment, adaptations and AT, not only during the reablement period but for ongoing assurance.

We will:

- Develop guidance/ training for staff to increase understanding of the breadth of equipment/ AT solutions available where this represents a cost effective approach to reablement/ recovery.
- Consider how best to provide specialist social care/health (OT) support to teams offering a re-ablement/ recovery service.
- Promote a forward planning approach for those completing a re-ablement period (i.e. the role of equipment/ AT/adaptations in preventing future crises/ accidents etc.)

Meet need***At present:***

Approaches to support for individuals with long term social care needs do not maximise the use of assistive technology/equipment/adaptations as a less intrusive, and more cost effective alternative.

In the future:

- Where appropriate, staff will need to consider AT/equipment/adaptations solutions before considering alternative forms of support.
- AT/equipment/adaptations solutions will be embedded as a key contributor to maintaining/ maximising independence
- Consider AT/equipment/adaptations solutions as part of the carer support plan to enable the carer to continue in their caring role, including using AT to inform assessment and decision making.
- The department will proactively work with providers to further embed usage of AT/equipment/adaptations solutions, particularly in the development of new accommodation options.

We will:

Maximise the use of equipment/ adaptations/ assistive technology to:

- Enable people to stay in their own homes
- Reduce the amount of alternative forms of support where the provision of equipment/ adaptations/AT will appropriately do so
- Support further development of cost effective models of supported living and Extra Care
- Implement AT solutions to support people effectively in residential care
- Ensure clear pathways for assessment with support that is proportionate e.g. by being clear about where assessments by qualified OTs are needed.

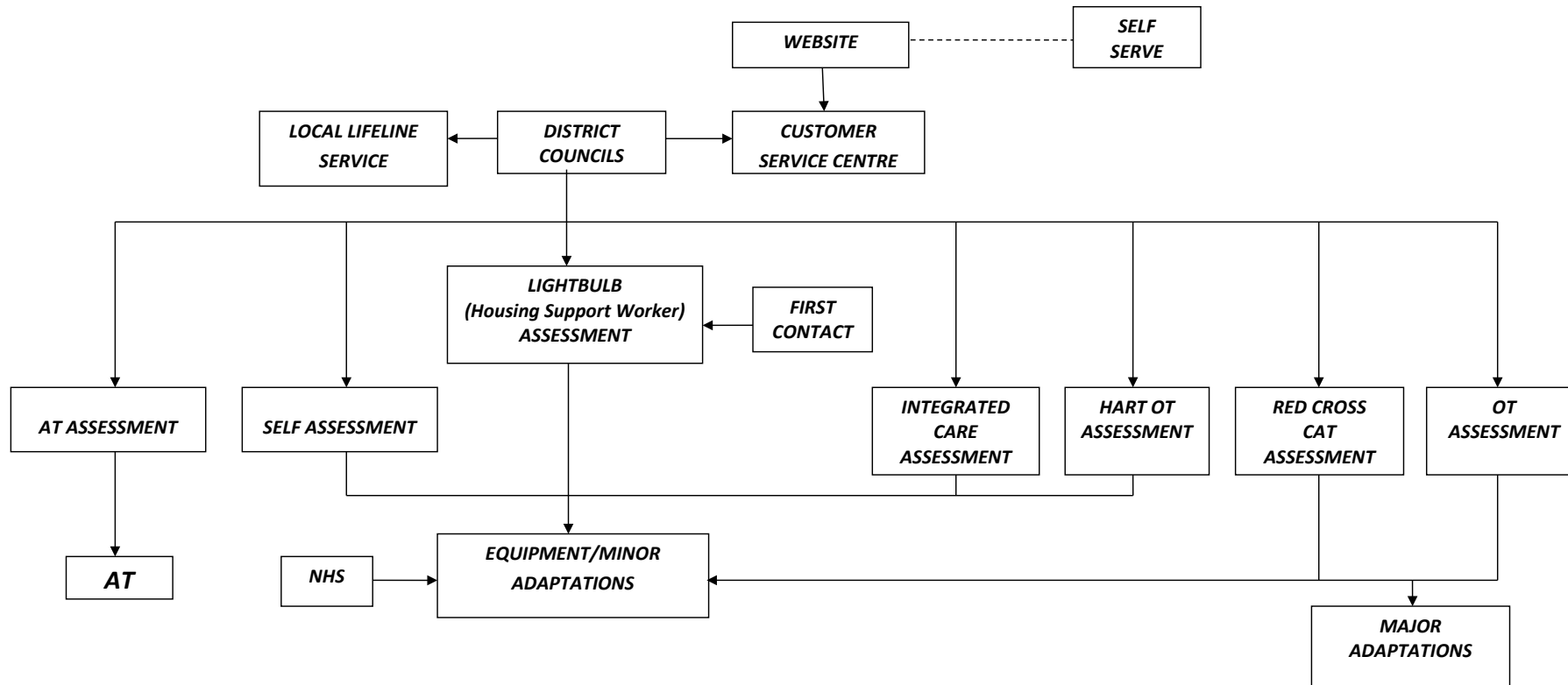
Underpinning activities to maximise use of equipment/ AT

As with all areas of social care service delivery, equipment, AT and adaptations do not sit in isolation but complement, enhance and strengthen our approach to adult social care and health delivery by preventing, reducing, delaying and meeting need, as set out in our Adult Social Care Strategy. The following list of underpinning activities aims to ensure the benefits of equipment, AT and adaptations are maximised and realised, through effective use of resources and increased integration of pathways and budgets.

- Ongoing identification and evaluation of the effectiveness of equipment, adaptations and technological solutions in maximising people's independence.
- Review the role of OTs in order to optimise the use of alternatives to commissioned care and support.
- Better alignment of partnership approaches between local authorities and the NHS, in relation to both step up and step down services, with particular emphasis on delivery of "joined up" therapy services.
- Closer working between District and County Councils by developing the Lightbulb offer to facilitate a better customer journey and more efficient and cost effective adaptations processes, incorporating a review of the County Council's Adaptations service and the Community Assessment Team service.

Appendix A: Equipment, Adaptations and Assistive Technology Pathway 'As Is'

June 2016



Equipment and minor adaptations can be accessed via all assessment routes. Equipment is accessed via the Integrated Community Equipment Service and delivered through a contract with Nottingham Rehab Supplies. Minor adaptations are delivered through the in house Adaptations Team. NHS staff can also access equipment and minor adaptations on behalf of the local authority and in their own right. Cash payments can also be provided to individuals to purchase their own equipment.

Major adaptations are delivered by district councils either through the Disabled Facilities Grant process or funded directly by the districts for tenanted properties. Arrangements for other Registered Social Landlords vary.

The lifeline service is delivered via a contract with Tunstall, although districts have their own lifeline services. Access to the former and for standalone assistive technology is via the AT team.

Appendix B: Action Plan

Staff Awareness and Practice			
OBJECTIVE	DOMAIN	ACTION	TIMESCALE
Maximise the use of equipment/adaptations/AT to enable people to remain in their own homes.	Delay	Review the role of OTs in the Care Pathway in order to optimise the use of alternatives to commissioned care and support via	Sep-16
		analysis of OT staffing against workload and demand	
		review OT input to HART	
		evaluate role of OTs in review function	
		explore options for development of trusted assessor role	
	Meet	Ensure equipment/adaptations/AT solutions are embedded through the Care Pathway before considering alternative forms of support via	Oct-16
		development of staff guidance and training	Oct-16
		incorporation into Carer's Support Plan	
	Meet	Analysis of how savings could be made in the Care Pathway through use of AT.	Aug-16
	Meet	Continue to assess and evaluate new developments	Ongoing
Public and Provider Awareness and Adoption			
OBJECTIVE	DOMAIN	ACTION	TIMESCALE
Ensure there is easy to access on line information regarding the benefits and availability of equipment/adaptations/AT.	Prevent	Establish task group to identify improvements	Sep-16
		Work with Communications Team to highlight benefits to the general public.	
		Align with development of "Digital Council".	
Ensure individuals and carers will easily be able to self-assess their needs.	Reduce	Evaluate existing, co-produce and promote self-assessment tools.	Sep-16
Ensure support will be available in local communities to help people assess their own needs and identify appropriate solutions.	Reduce	Align with Communities and Wellbeing offer, development of self-assessment tools and Community Hubs.	Sep-16
Work with Providers to further embed usage of equipment/adaptations/AT, particularly in the development of new accommodation options.	Meet	Align with:	Ongoing
		Development of supported living services.	
		Implementation of Extra Care Strategy and Accommodation Strategy for older people.	

Partner Organisations Commitment			
OBJECTIVE	DOMAIN	ACTION	TIMESCALE
Align partnership approaches with the NHS to deliver improved Service User pathways and enhance cost effective service delivery across Health, Housing and Social Care.	Delay	Scope current delivery of equipment/adaptations/AT across Health and Social Care and revise joint working protocols to reflect integrated working arrangements.	Sep-16
	Delay	Develop therapy support to teams offering a reablement/recovery service.	Oct-16
	Delay	Continue to develop use of equipment/adaptations/AT via Integrated Care.	Ongoing
	Delay	Facilitate wider access to AT solutions by NHS staff.	Oct-16
Work with Partners to ensure they understand, support and facilitate access to equipment/adaptations/AT.	Reduce	Via development of Lightbulb Programme.	Mar-17
Explore options for development of countrywide lifetime service.	Reduce	Via Lightbulb Programme Board and review of existing contractual arrangements.	Mar-17
Continue to drive efficiencies through Integrated Community Equipment Services.	Meet	Via Equipment Management Board.	Ongoing

Links to Lightbulb			
OBJECTIVE	DOMAIN	ACTION	TIMESCALE
Develop the Lightbulb offer to facilitate a better customer journey and more efficient and cost effective service delivery.	Prevent	Ensure the Lightbulb Business Plan reflects the aims and objectives of the Equipment, Adaptations and AT Strategy.	Jul-16
		Assess the feasibility of incorporating key service areas in the Lightbulb Programme	Mar-17
		Review of Adaptations Team functions	
		Review of Red Cross Community Assessment Team Service	
		Review of Home Improvement Agency function.	Sep-16
		Align OT/adaptations processes within Lightbulb.	
		Integrate referral pathways with Lightbulb Programme.	Mar-17

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