

# Fair Treatment Assessment (FTA) Form



<b>Area for Assessment:</b>	
<b>Name of service or function etc</b>	Community Equipment and Wheelchair Service
<b>Which Service does this affect?</b>	Community Equipment and Wheelchair Service
<b>Is this a new, existing or revised function?</b>	Existing

## **Summary of findings:**

### **Main conclusions on the likely impact of the function on different equality groups (protected characteristics):**

Community equipment services are essential for promoting the independence of people with disabilities of all ages. The provision of equipment will often result in an individual being able to cope independently without the need for other services. In other cases the provision of equipment will enable the safe and effective delivery of other services involving support with personal care. These include home care, re-ablement services, intermediate and End of Life care.

The services are key in prevention of hospital admissions, reducing care home admissions, reducing delayed transfers of care / length of stay, reducing demand for home care and have more immediate benefits such as enabling people to remain independently mobile in their own home, reducing the development of pressure ulcers or enabling people to recover more quickly following surgery.

There are a number of factors influencing the Service's need to develop:

- An increase in Prevention, Rehabilitation and Independence agendas
- A greater proportion of the population living to old age
- Technological advances in equipment

People have increased aspirations, expectations and want greater control. They want access to support when they need it and they expect it to be available to them quickly. They also want dignity and respect to be at the heart of any service.

They also need quick and easy access to information and advice irrespective of their eligibility for public funding. This will provide them with greater choice and enable self-directed support.

The Service needs to ensure that not only does it develop care, information and support pathways that are easy to access and responsive, but that they are widely available to all people.

The Service also needs to ensure that it keeps at the forefront of Equalities Legislation and that access, information and eligibility criteria are compliant.

The Service recently undertook a Lean Review of its systems and working practices. The review enabled stakeholders and service staff to identify areas for improvement. A key outcome of the review was the integration of staffing and other operational resources (e.g. vehicles and warehousing). These changes have enabled the service to become more efficient in its use of resources leading to more responsive provision of equipment. Prior to the review the service performed at an average of 82% for the number of items delivered within seven working days. Since the review performance has improved to an average of 94%.

The Fair Treatment assessment was carried out to find out if there are any real or potential equality impacts on various clients of the service, that are a result of the proposed changes to the way the Community Equipment and Wheelchair Service works in the future. Where there were potential or real adverse impacts, the Fair Treatment Assessment recommended actions to address the impacts or minimise them so that all clients of the Service received a fair service.

The Fair Treatment Assessment was conducted by consulting widely with a variety of stakeholders affected directly or indirectly by the service. These included client groups.

The largest percentage of users are women aged over 70 (48%). Men aged over 70 form 25% of the total number of users. There has been no noticeable shift in the Age-Ranges of service users for a number of years. The Fair Treatment Assessment did not find any evidence of potential adverse impact of the new way of working on different age and gender groups .

The primary purpose of the Service is to provide equipment for people with disabilities. There are fully accessible facilities and purpose built assessment clinics and reserved car-parking on site for people with disabilities. The new ways of working will not adversely affect any user with a disability as the service is geared to them and will continuously adapt to meet their needs. There has been an improvement in the lead times for the provision of equipment to support End Of Life Care and Hospital Discharges. Service information is currently only provided in written format for specialist equipment by the referring officer meaning that the Service cannot analyse relevant data to inform planning (stock planning, response times, etc). Lack of information in different formats may lead to differential take-up, outcomes or satisfaction levels although this has not been identified in previous satisfaction surveys. There may be low expectations of what the service can provide. The new way of working will develop robust methods of providing service information in different formats to ensure that potential service users are able to make informed choices . The new way of working will also consider introducing an 'Information Needs' indicator to service referrals (on-line and manual) that will need to be completed by the referring officer. This will enable the Service to provide user instructions / information in a format that is appropriate to the needs of the individual client and/or carer.

Culturally-sensitive arrangements in place for the delivery, maintenance, repair of equipment on loan to clients (e.g. female engineers responding to breakdown of profiling beds for female recipients of certain ethnicities, and/or where requested by the client / family. Ethnicity information is not currently provided at the point of referral, possibly causing a differential take up of the service by different ethnic groups and/or providing a service that does not meet the cultural needs of individual clients. Similarly Service information is only provided in English language. This may mean that potential users are not properly informed about the different services available to them, leading to differential take up, poor outcomes or low satisfaction levels. The new way of working will need to enforce the requirement to provide Ethnicity information as part of the minimum data set as well as develop robust methods of providing service information in different languages where appropriate.

Although this has not been an issue in the current service provision, the service realises that there are situations, where the service opening times may potentially cause inequality of access to service for people of particular faiths due to religious holidays, festivals, etc In the new way of working, service management need to increase awareness of religious commitments to ensure equity of opening hours / access to services. Liaise with colleagues in other services to

discover what arrangements they have in place.

Currently, some equipment is provided to assist carers in caring for partner / family member, particularly through Risk Assessment. Also, a number of items are provided for use by carers under the Provision and Use of Work Equipment Regulations (Health & Safety requirement). This will continue under the new way of working. Occasionally parents of disabled children attending a wheelchair / special seating assessment clinic are required to take time off work and some may be disadvantaged by this, for example, in cases where they no longer have any annual leave days left. Under the new way of working, the service will monitor such cases and investigate the feasibility of securing data relating to Carer (formal & informal) support. The service will consider operating a late night wheelchair assessment clinic for children to enable parent(s) / guardian(s) to attend without losing time from work.

The Fair Treatment Assessment did not find any evidence of adverse impacts on different client groups because of their sexual orientation, marriage, civil partnership or economic status,

In the new way of working, the Service staff will continue to have access to relevant equalities training and be encouraged to demonstrate relevant values and behaviours.

The actions identified in this assessment will be documented, progressed, monitored and reported as part of the Service's overarching Continual Improvement Programme.

The Service will audit and review this Fair Treatment Assessment on at least an annual basis

## **Actions:**

### **Actions required to address negative impacts identified or to better promote equality, human rights, cohesive and sustainable communities and safeguarding issues**

<b>Action</b>	<b>Outcome</b>	<b>Timescale</b>
To continue to support the work of health and social care practitioners	Provide relevant and responsive support to key clinical services (SPA, EOLC, Mgt of LTC, Reablement, Virtual Wards, etc)	March 2013
To establish a Wheelchair User Group	User involvement in service planning and development	March 2013
Consult with service users (practitioners and clients) to identify what information is required	Service users receive, or have access to, a range of information which is useful and relevant and enables them to make informed choices	December 2012
Undertake Satisfaction Survey for Community Equipment Service (CES)	User feedback on service provision to inform planning and development	March 2013
Undertake Satisfaction Survey for Wheelchair Service	User feedback on service provision to inform planning and development	March 2013
Review and publish service priorities within eligibility criteria	100% response rate for Critical & Substantial needs (e.g. high risk)	September 2012
Establish a clear policy for provision of equipment to Care Homes	Clear understanding of responsible provider and a reduction in equipment delays	April 2013

Review and extend Service Opening Hours	Improved accessibility for service users, and availability of late night wheelchair assessment clinics	September 2012
Consider operating a late night wheelchair assessment clinic	Parents / Carers are not required to take time off work to attend appointments	December 2012
Investigate practicality of introducing an 'Information Needs' indicator to referrals	Enable the Service to provide user information in an appropriate format / language	January 2013
Check adequacy of instructions / information provided to client / carer at the point of delivery	Ensure recipient of equipment has received information in an appropriate format and understands the content	September 2012
Provide information to parents / carers of wheelchair users relating to the manual handling of wheelchairs	Ensure that parents / carers are aware of the associated handling risks during pregnancy	September 2012
Source availability of user instructions in different languages	Enable the Service to provide user information in an appropriate language	September 2012
Undertake a review of Procurement practices	Improved lead time for receipt of one-off stock items. Improved availability of standard stocks	January 2013
Promote the Service in Solihull	Enable people to become aware of equipment available to help them, regardless of eligibility and acquisition preference.	March 2013
Work with commercial partners	Public have option to 'self fund' equipment, Options for direct delivery, Sponsorship arrangement	April 2013
Work with voluntary agencies / Charities to maximise access for all client groups	Public have personal choice on how equipment is provided / maintained	April 2013
Expand criteria of external service provider contracts to include a variety of contact methods	Clients / carers have a choice of available methods of contact	April 2013
Investigate the viability of establishing routine wheelchair assessment clinics in special schools	Specialist Clinic established	December 2012
Clinical staff's CPD programme includes maintaining an appropriate level of knowledge of clinical	Staff are able to identify appropriate equipment solutions and plan future interventions (e.g. review of needs)	September 2012

conditions and their effects		
Investigate the viability of developing Trusted Assessors for wheelchair provision	Improved access to assessment and a reduction in waiting times	April 2013
Information to be provided to parents of wheelchair users	Avoid risks associated with handling a wheelchair when pregnant	September 2012
Analysis of waiting lists	Ensure waiting times are reduced as far as is reasonably practicable, and are fair	September 2012
Plan regular audit and review of CEWS FTA	Ensure compliance with Equalities legislation at all stages of Service Planning, Provision and Development	March 2013
Review Management Information requirements	Relevant data available to inform planning and development and to ensure equity of services	September 2012
Lobby for strategic collection of information relating to equipment provision (e.g. Public Health)	Information available to inform planning and development	March 2013
Information relating to disabilities to be included in the minimum data set for referrals	Information available to inform planning and development	January 2013
Enforce the need for referrers to provide Ethnicity information as part of the minimum data set for referrals	Relevant data available to inform planning and development and to ensure equity of services	January 2013
Investigate feasibility of securing data relating to Carer Support (formal / informal)	Information available to inform planning and to provide evidence of meeting responsibilities towards carers	January 2013
Regular analysis of waiting lists data	Ensure that waiting lists are reasonable and fair	September 2013
<b>Date Assessment Signed Off</b>	29 August 2012	