



Hull
City Council

Referral to Adult Social Care (ASC) Occupational Therapy Services or Hull City Council Technician's as a professional

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Why a new process for OT referrals?

- ▶ Feedback about the difficulty for professionals to make timely referrals through 300300
- ▶ Feedback that the referrals process is confusing
- ▶ Appropriate information not being received on the incoming referrals causing delays
- ▶ Duplication of assessments delaying a person getting what they need.



Why a new process for Technician referrals- minor adaptations? (Adults and Children)

- ▶ For Council properties we were legally required to bring in a new process of referral
- ▶ We took the opportunity to review and update the process for the technicians for private properties at the same time.



Who is it for?

- ▶ Professionals working with people who may need an assessment from an Adult Social Care OT, such as GP surgeries, 3rd Sector organisations, Tenancy Support Officers, Home Care Agencies, and Residential homes, Children's Social Care.
- ▶ Trusted Assessors including Occupational Therapists, Physiotherapists, Nurses and Therapy Assistants.
- ▶ It is not for use by individual people who wish to access the service or by family and friends, they should use the self referral form on the Hull City Council Website, ring 300300 or email see&solve@hullcc.gov.uk
- ▶ [Adult with Support Needs Assessment \(hullcc.gov.uk\)](https://www.hullcc.gov.uk/adult-with-support-needs-assessment)
- ▶ [Worried about an adult - raise a concern | Hull](https://www.hullcc.gov.uk/worried-about-an-adult-raise-a-concern)



What is the new process for OT referrals?

- ▶ The new referral process is for an online referral through a portal.
- ▶ This is the preferred option as this goes directly into our IT system decreasing delays in us receiving the referral.
- ▶ There is a word form version of this referral which can be sent by email if you cannot access the online portal. This process will delay us receiving the referral however is available if needed.
- ▶ The Portal Process is outlined on the next slide.
- ▶ The Word referral form can be downloaded from the Live Well Hull Website.

<https://www.livewellhull.org.uk/professional-zone/info-occupational-therapy>



Portal Process- Adult Social Care OT Assessment Requests

- ▶ Go to: [Live Well Hull](https://www.livewellhull.org.uk/professional-zone/info-occupational-therapy) <https://www.livewellhull.org.uk/professional-zone/info-occupational-therapy>
 - _NB- Professionals will need to register for an account
- ▶ Select 'Occupational Therapy Assessments'
- ▶ Select 'Submit your assessment here'
- ▶ Select the 'OT Referrals' button
- ▶ The relevant forms are on the Live Well link above
- ▶ You will be asked to confirm Consent or Best Interest decision on the first page
- ▶ You will be prompted to log in if you have not already done so. You will be emailed a single-use security passcode each time you log in.
- ▶ Complete the form
- ▶ On the final page there is an upload button so you can upload and provide any information you think will be relevant to us including copies of existing OT assessments or completed Specification forms



What is a Trusted Assessor

- ▶ A Trusted Assessor is someone external to the service who has the right skills and knowledge to make a recommendation. Lots of different organisations use this term.
- ▶ In relation to ASC OT Trusted Assessors may recommend some of the following
 - i. Minor Adaptations (grab rails/ banister rails etc)
 - ii. Major Adaptations (level access showers/ stair lifts etc)
 - iii. Specialist equipment
- ▶ How do you become a Trusted Assessor?
 - i. We will accept qualified registered professionals working within their professional skill set as Trusted Assessors, including those working in the private and 3rd sector organisations
 - ii. We will accept Professional Associates (TA/OTTI/ AP) working within their skill set as Trusted Assessors
 - iii. Someone who has an adaptations Trusted Assessor Qualification (Level 3 for minor adaptations and Level 4 for Major Adaptations)
- ▶ If a Trusted Assessor referral is received, we will make some checks on the assessor and the prescription to ensure this is the appropriate process. We may be able to do this from the referral, or may need to contact the referrer for further information.



Trusted Assessor Referral for Major Adaptations

- Adults *excluding adaptations through the community equipment service route

Go to <https://www.livewellhull.org.uk/professional-zone/info-occupational-therapy>

- ▶ Follow the process on Slide 4
- ▶ There is link to relevant forms and criteria information- including the Specs forms
- ▶ Complete the OT referral form and upload the relevant Specification forms stating what you are prescribing.
- ▶ An ASC OT will review your prescription to ensure this appears appropriate and to meet the relevant criteria. They will contact you if any concerns/ further information required.
- ▶ ASC OT will record Clinical details on their system and then pass the adaptation request to the relevant adaptations team.
- ▶ ASC OT will review and approve the plans at the point the works are to be completed.
- ▶ Please don't send referrals direct to adaptations teams, as ASC OT will not have any record of them making approving plans very difficult.



Trusted Assessor Referrals for Minor Adaptations

(can also be used for children)

Private properties (owner occupier, private rented, most housing associations)

- ▶ Go to Live Well Hull

<https://www.livewellhull.org.uk/professional-zone/info-occupational-therapy>

- ▶ Download the technician form
- ▶ Complete the form and email to ASC
disabilityteamadmin@hullcc.gov.uk
- ▶ There is a link to minor adaptations catalogue for the reference numbers
- ▶ Portal to follow (currently not available)

Council Properties *may have different options for what is available as a minor.

- ▶ Go to
https://account.hull.gov.uk/service/Minor_adaptations

Please note Temporary Ramp must now be requested on a separate form. The criteria and form are available on Live Well Hull. This is only available in very limited circumstances. A Portable ramp, modular ramp or major adaptation must be considered first.



Adaptation or Equipment? Processes through Community Equipment Service. (can also be used for children)

Some works could fall under the definition of both Major Adaptations or Equipment.

Whether these are provided through the Housing Adaptations Teams in Neighbourhoods and Housing, Social Care or the Community Equipment service can vary between authorities.

Adaptations currently provided through the Community Equipment Service Process in Hull.

- ▶ Stair Climbers,
- ▶ Ceiling Tracking Hoists
- ▶ Safe Spaces
- ▶ Modular Ramps
- ▶ Biobidets



Modular Ramping (can also be used for children)

- ▶ Modular Ramping is now available via Medequip for **private** properties within the Hull Boundary- See Live Well Hull for Criteria and Process.
 - This process is not available in Hull City Council owned properties or Housing Associations which have their own process.
- ▶ The process is available on the TCES (Medequip) system for clinical prescribers registered with the Local Community Equipment Service.
- ▶ Modular Ramping requires the trusted assessor to do a site visit with the contractor, who will provide a quote, and technical drawings. Landlord consent is required where applicable and will be requested by Adult Social Care.
- ▶ The request is submitted as a Special TCES, prescriber to be logged in on the DFG Team and request to be sent to the DFG Equipment Panel for authorisation.
- ▶ If you would like to be a Trusted Assessor for Ramps you need to request an upgrade to your PIN via Victoria.goldsbrough@hullcc.gov.uk
- ▶ There is a weekly Panel between the Community Equipment Service, Hull City Council Adult Social Care, Children's Social Care and Housing Adaptations Team to consider Modular Ramps, and other equipment funded by Hull City Council specifically.

Ceiling Tracking (can also be used for children)



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- ▶ Ceiling Tracking is now available via Medequip for all properties within the Hull Boundary- See Live Well Hull for Criteria and Process.
- ▶ The process is available on the TCES (Medequip) system for clinical prescribers registered with the Local Community Equipment Service.
- ▶ Ceiling Tracking requires the trusted assessor to do a site visit with the contractor, who will provide a quote, and technical drawings. Landlord consent is required where applicable and will be requested by Adult Social Care.
- ▶ The request is submitted as a Special TCES, prescriber to be logged in on the DFG Team and request to be sent to the DFG Equipment Panel for authorisation.
- ▶ If you would like to be a Trusted Assessor for Ceiling Tracking you need to request an upgrade to your PIN via Victoria.goldsbrough@hullcc.gov.uk
- ▶ There is a weekly Panel between the Community Equipment Service, Hull City Council Adult Social Care, Children's Social Care and Housing Adaptations Team to consider equipment funded by Hull City Council DFG funds specifically.



Stair Climbers (can also be used for children)

- ▶ Stair Climbers are now available via Medequip for all properties within the Hull Boundary- See Live Well Hull for Criteria and Process.
- ▶ The process is available on the TCES (Medequip) system for clinical prescribers registered with the Local Community Equipment Service.
- ▶ Stair Climbers require the trusted assessor to do a site visit with the contractor, who will provide a quote, and support the assessment. The contractor will additionally provide a training package.
- ▶ The request is submitted as a Special TCES, prescriber to be logged in on the DFG Team and request to be sent to the DFG Equipment Panel for authorisation.
- ▶ If you would like to be a Trusted Assessor for Stair Climbers you need to request an upgrade to your PIN via Victoria.goldsbrough@hullcc.gov.uk
- ▶ There is a weekly Panel between the Community Equipment Service, Hull City Council Adult Social Care, Children's Social Care and Housing Adaptations Team to consider equipment funded by Hull City Council DFG funds specifically.



Providing Rehousing Reports

- ▶ Trusted Assessors are able to provide a housing report for rehousing directly to Neighbours and Housing- Housing Access Team
- ▶ Housing Reports should be completed on the required form. This means all of the required information is prompted and the report provided is more likely to result in the person being offered an appropriate property.
- ▶ The Housing Report asks you to state whether the move is required on the grounds of the persons disability. If their need to move is related to other reasons such as social network support, overcrowding, escaping violence etc, it is important the correct reason is recorded and this is not defaulted to being a medical/ disability reason.
- ▶ It is important to consider a balance between essential adaptations, and those which could be added later, in order to maximise potential housing opportunities. For example could an additional reception room service as a bedroom? There are very few properties with wash dry toilets, could one be added later?
- ▶ Housing Reports need to be emailed to HousingAccess.Enquiries@hullcc.gov.uk
- ▶ If the “OT required for viewing” is selected then a request will be made to the Social Care OTs to support with this, and they will be provided access to the report to support this.



Additional Information

- ▶ Foundations is the National Body set up to manage the provision of adaptations through DFG in England and Wales. [Foundations - Supporting Home Improvement Agencies and Disabled Facilities Grants](#)
- ▶ Housing Adaptations are provided under the Housing Regeneration Act, not the Care Act, so has a different criteria.
- ▶ Foundations offer free training for Occupational Therapists which you can sign up for online. [Foundations Training](#)
- ▶ People living in council properties in Hull are not means tested for adaptations
- ▶ Hull City Council now offer a 'Practice Surgery' supervision forum which Trusted Assessors can access for case discussion prior to submitting a request.



Clinical supervision for Trusted Assessors

- ▶ Please contact one of the below emails to request an appointment on Practice Surgery.
- ▶ Victoria.goldsbrough@hullcc.gov.uk
- ▶ Megan.porteous@hullcc.gov.uk
- ▶ Carol.clarkson@hullcc.gov.uk

- ▶ There will be a form sent out to you to record your clinical reasoning. There will be the option of Teams or Face to face discussion.