

**JOINT CRITERIA FOR THE PROVISION OF  
EQUIPMENT  
IN THE HOMES OF PEOPLE WITH DISABILITIES  
WHO LIVE IN DUNDEE AND ANGUS**

DRAFT

Approved By:

Approval Date:

Next Review Date:

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## INTRODUCTON

### Purpose of the Criteria

Our aim is that you have the information, advice and support that enables you to live as independently as possible.

To achieve our aim we use a range of independent living interventions, which includes rehabilitation therapy, equipment, adaptations and technology enabled care to enable you to live independently, fulfilled lives.

Dundee and Angus Health and Social Care Partnerships have established this Joint Equipment Criteria to provide information and transparency about how decisions about provision of equipment are made.

Through the Criteria we aim you can be independent and have more control of your own health and wellbeing by using equipment which enables you to: -

- Wash
- Go to the toilet
- Rise and lower independently and/ or safely from a chair.
- Transfer independently and/ or safely.
- Rise and lower independently and/ or safely from a bed.
- Participate in daily living, attend to my personal care needs or improve my mobility.

### What is Equipment?

Equipment can be described as any item or product system that enables you to increase your functional capabilities and live independently.

Equipment can include, but is not limited to home nursing equipment such as pressure relief mattresses and commodes, equipment for daily living such as shower chairs and stools, bath lifts, raised toilet seats and children's equipment.

Prescribers of equipment are required to work within their professional codes of practice, health and social care standards and within the law when making an assessment and decision about whether to provide equipment.

## What is Our Standards?

We will lend you equipment, free of charge, for as long as you need it. The people who support you will be trained, competent and skilled.

We will ...

- Support you to live as independently as possible by working with you to develop your own abilities and build upon your own strengths as part of our equipment assessment process
- Recommend equipment which will help you live as independently as possible
- Consider with you whether any telecare or telehealthcare products would also help you to live independently
- Give you advice, based on evidence and experience
- Tell you about other sources of support such as social care, blue badges or access to specialist equipment such as wheelchairs.
- Advise you about any risks
- Listen carefully to you and treat you fairly and with dignity and respect.
- Take your concerns seriously
- Clearly explain any support, therapy or equipment we offer you
- Involve you fully in your assessment and making decisions

## Information about Living Independently and Equipment

You can find out more about living independently and equipment by viewing.

- Dundee and Angus Independent Living Centre, Charles Bowman Avenue, Dundee.
- Dundee and Angus Independent Living Centre website at [www.ILDA.scot](http://www.ILDA.scot).
- Information about the legislation and policy which applies to equipment at Appendix 1.
- Contact details of agencies which can provide support at Appendix 2.
- Community Equipment pathway at Appendix 3.

## How Can I Access an Assessment for Equipment?

You can directly access an assessment for provision of equipment using any of the following methods.

<b>By Phoning</b>	<u>Dundee Residents</u> - 01382 307645/ 307646 <u>Angus Residents</u> – 03452 777 778 and ask for First Contact OT.
<b>By Email</b>	<u>Dundee Residents</u> – <a href="mailto:otclerk@dundeecity.gov.uk">otclerk@dundeecity.gov.uk</a> <u>Angus Residents</u> – <a href="mailto:FirstContactOT@angus.gov.uk">FirstContactOT@angus.gov.uk</a>
<b>By Website</b>	<a href="https://ilda.scot/assessment/">https://ilda.scot/assessment/</a>
<b>By Letter</b>	<u>Dundee Residents</u> – Occupational Therapy, Unit T Charles Bowman Avenue, Dundee, DD4 9UB.  <u>Angus Residents</u> – First Contact/ Occupational Therapy, Bruce House, Wellgate, Arbroath, Angus. DD11 3TS
<b>By a Person Supporting You</b>	You can ask your Carer, family member or professional supporting you to make a referral on your behalf by phoning, emailing, website referral or letter.

## OUR ELIGIBILITY CRITERIA FOR EQUIPMENT

In order to qualify for provision of equipment in your accommodation you must:

- live in Dundee or Angus, and,
- have a disability which makes it harder to live independently, and
- have a home where it is suitable, safe and accessible for you, your family, paid and unpaid carers to use the equipment, and
- need, and be able to use, the item of equipment using

Please note:

- ✓ By suitable and accessible we mean that your home must be able to safely accommodate the equipment, which includes consideration of the safe working load (SWL) of the equipment. By safe we mean that you, your family, paid and unpaid carers will not be injured as a result of installation of equipment.
- ✓ Equipment can be provided on a holiday loan of up to 6 weeks for people on holiday/ respite in Dundee or Angus should they meet the other criteria outlined above. Equipment will only be issued if the item(s) are available in stock.
- ✓ There is separate criterion for equipment provision for people who live within a care setting to meet national guidance. The document "Protocol for the Provision of Equipment in Care Homes" can be found online at [www.cosla.gov.uk](http://www.cosla.gov.uk),
- ✓ Care providers have a responsibility to provide small manual handling equipment items if they assess them as being required.

## 1.0 EQUIPMENT CRITERIA – WASHING EQUIPMENT

**Outcome Statement - I can be independent and have more control of my own health and wellbeing by using equipment which enables me to wash.**

### 1.1 Basic Bathing

Basic bathing equipment such as bath boards, bath seats, shower seating may be recommended following assessment to enable you to:

- ✓ Bathe/ shower independently and safely with assistance of basic bathing/ showering equipment;

Or

- ✓ Bathe/ shower safely with assistance of carer.

### 1.2 Bath Lift

A bath lift will be recommended following assessment when you:

- ✓ Are unable to bathe independently with basic equipment, but would be safe and independent, on your own, or with assistance of a carer; **Or**
- ✓ Require to be bathed as part of a prescribed treatment and there is no alternative. This bath lift will be supplied by a Community Nurse where they can evidence the treatment; **Or**
- ✓ Have a terminal illness and you would be safe in its use, independently or with the assistance of carers.

A bath lift will not be considered where there:

- ✓ Is an over bath shower in the property. However, exceptions will be made for health reasons for people with breathing difficulties who are unable to tolerate the shower spray (people with Chronic Obstructive Pulmonary Disease, Emphysema, and Asthma etc.) or if a bath is not suitable for the provision of basic equipment provision (i.e. no ledge for safe fitting of a shower board.
- ✓ There are children and other household members who require baths and installing the bath lift will prevent them from having a bath.
- ✓ The bathlift is likely to be required for more than 5 years. In this circumstance, consideration could be given to the installation of an over bath shower.

### 1.3 HandiBathers

A handibather (bath aid) will be recommended following assessment when you: -

- ✓ Are unable to use a bathlift/ other bath aids due to your health needs, structure of the bath and family composition.

And

- ✓ Can be independent with self-care (i.e. no need for assistance/ carers) for the foreseeable future.
- ✓ Will allow all household members to attend to their self-care needs for the foreseeable future or you family/ carers are able to move the equipment in/ out of the bath to assist in maintaining it.

### 1.4 Wheeled Showering Equipment

Wheeled shower commode chairs can be provided following assessment when you:

- ✓ Are unable to shower independently with basic equipment, but would be safe and independent, on your own, or with assistance of a carer.

Or

- ✓ Require the equipment to use in a shower (level access/ wet floor).

Or

- ✓ Require the use of the equipment for showering and toileting (either as a commode or the seat over your toilet).

Or

- ✓ Require postural support whilst engaging with self-care activities. Other considerations include, review of the home environment and safe manual handling practices.



## 2.0 EQUIPMENT CRITERIA – TOILETING EQUIPMENT

**Outcome Statement - I can be independent and have more control of my own health and wellbeing by using equipment which enables me to use the toilet.**

### 2.1 Basic Toilet Equipment

Toileting Equipment will be recommended following assessment when you:

- ✓ Require the equipment to use the toilet more easily, safely and independently;

Or

- ✓ Require a standard commode when you are unable to access your existing toilet and a commode will be safe and independent in its use;

Or

- ✓ Require an adjustable height commode as the standard height commode will be unsuitable.

Wheeled commodes may be considered where there is a need for transportation between areas such as bed and toilet with a commode facility, and/ or where turning space is restricted.

### 2.2 Chemical Toilets

Chemical toilets will be supplied on a temporary basis when your disability prevents you accessing the existing toilet and you have no means of emptying a commode. The chemicals required for use with these are a matter of private purchase. The chemicals can be purchased locally.

### 3.0 EQUIPMENT CRITERIA – CHAIR ACCESSORIES AND CHAIRS

**Outcome Statement - I can be independent and have more control of my own health and wellbeing by using equipment which enables me to rise and lower independently and/ or safely from a chair.**

#### 3.1 Chair accessories

Chair accessories will be recommended following assessment when:

- ✓ You are unable to transfer on/ off an existing chair due to it being too low and it is technically feasible to fit basic chair raising units and/ or foam cushions to enable you to transfer on/ off independently and safely.

Or

- ✓ Require chair raising units to enable mobile hoist access;

Or

- ✓ Have no suitable chair and it is technically possible to raise a settee safely.

Please note:

- ✓ Rise Recliner chairs will not be raised.
- ✓ Where a chair is not technically suitable for raising, advice will be given regarding the specific requirements for purchasing a new chair.
- ✓ Advice and information can be provided on suitable seating if you are considering replacing your existing furniture.
- ✓ If you have been provided with information on your specific seating needs and purchased new furniture of unsuitable dimensions, chair raising units will not be supplied.

#### 3.2 Orthopaedic Chairs

An orthopaedic chair will be supplied for six weeks to support your recovery where you have returned from hospital following a hip replacement and where your chair at home is unsuitable for raising.

#### 3.3 Rise Recliner Chairs

A rise recliner chair, which is vinyl, will be recommended following an assessment by a physiotherapist or where you have a palliative condition.

### 3.4 Specialist seating - Children

Specialist seating for children will be recommended following assessment when a child:

- ✓ Requires specialist seating to provide postural support whilst engaging with activities of daily living. Other considerations include, review of the home environment and safe manual handling practices.

Or

- ✓ Has had a paediatric Occupational Therapy assessment which identifies the requirement for specialist multi-adjustable support seating.

### 3.5 Specialist seating - Adults

Specialist seating for adults will be recommended following assessment when either or the conditions are met. You

- ✓ Have a chair that cannot meet your seating needs and additional support is required.
- ✓ Have difficulty altering or maintaining a correct seating posture and require functions of a chair to support you.
- ✓ Require specialist seating to provide postural support to enable you to safely engage with activities of daily living as well as promoting social inclusion and dignity.
- ✓ Will be confined to a bed or wheelchair if a multi-adjustable seating system is not provided.
- ✓ Have had a nursing assessment which identifies the requirement for specialist seating due to the risk of pressure issues and the criteria for a rise recliner chair is fulfilled.

Please note:

- ✓ Consideration should be given to the home environment and the safe use of manual handling equipment when rise recliner and specialist chairs are being recommended.
- ✓ Not all mobile hoists and stand aids are compatible for use with rise recliner or specialist chairs.
- ✓ Provision of a chair should meet the changing needs of the person.
- ✓ It may be necessary to involve other professionals to support an assessment in relation to seating.

#### 4.0 EQUIPMENT CRITERIA – MANUAL HANDLING EQUIPMENT

**Outcome Statement - I can be independent and have more control of my own health and wellbeing by using equipment which enables me to transfer independently and/ or safely.**

##### 4.1 Small manual handling items

Transfer boards, glide sheets, handling belts and other small manual handling equipment items will be recommended following assessment to facilitate safe transfers when either of the conditions are met. You:

- ✓ Will be independent in using the transfer board; Or
- ✓ The provision of glide sheets will help you or family member assist you safely

##### 4.2 Stand Aids

This is any piece of equipment which enables you to stand which may or may not have a sling. Stand aids will be recommended following assessment to facilitate safe transfers when you:

- ✓ Have adequate weight bearing ability but require additional support;

*And*

- ✓ Have the cognitive ability to be able to follow instructions;

*And*

- ✓ A stand aid would enable your transfers to take place

##### 4.3 Mobile Hoists

Mobile hoists will be recommended following assessment to facilitate safe transfers when you:

- ✓ Are unsafe transferring with a stand aid and/ or a stand aid would put the person's carer at risk of injury;

*Or*

- ✓ Have fluctuating ability to weight bear or are non-weight bearing and have sufficient activity space to manoeuvre a mobile hoist.

#### 4.4 Bed Hoists

Bed hoists (e.g. Doherty) will be recommended following assessment to facilitate safe transfers where you:

- ✓ Are unsafe transferring with a mobile hoist, will put your carer at risk of injury, due to space restrictions.

#### 4.5 Portable Tracking Hoists

Portable tracking hoists will be recommended following assessment to facilitate safe transfers where you:

- ✓ Are unsafe transferring with a mobile hoist, will put your carer at risk of injury, due to space restrictions, weight restrictions.

Please note:

- ✓ It may be necessary to involve other professionals to determine your need in relation to support an assessment in relation to manual handling equipment.
- ✓ Consideration may be given to other manual handling aids, however, including who will be using it and their ability to use the aids safely.
- ✓ Consideration will be given to your need for other equipment items i.e. Chairs if your needs change and you require manual handling equipment.

#### 4.6 Slings

Slings are used with stand aids and hoists. Slings will be recommended following assessment where you:

- ✓ Have been individually assessed for a sling which fulfils your functional needs.

Please note:

- ✓ Slings will only be provided which are compatible with the equipment they are being used with. We will try and avoid the use of different slings and equipment.
- ✓ 2 of each type of sling will be issued to support with washing. A care instruction which includes washing information is provided.

## 5.0 EQUIPMENT CRITERIA – BED AND BED ACCESSORIES

**Outcome Statement - I can be independent and have more control of my own health and wellbeing by using equipment which enables me to rise and lower independently and/ or safely from a bed.**

### 5.1 Bed accessories

Bed accessories will be recommended following assessment where either or the conditions apply. You require:

- ✓ A basic back rest to be elevated in bed in a static position;  
Or
- ✓ Mattress inclinators/ pillow lifters to be able to move you from lying down to sitting and where bed rails or a back rest would not be appropriate;  
Or
- ✓ Bed raising units to enable stand aid/ hoist access or to allow you to transfer safely and independently from a more appropriate height;  
Or
- ✓ Bed safety rails (cot sides) to prevent you from falling / rolling out of bed and it is technically possible to adapt your bed. Where you are at risk of climbing out of the bed or being trapped in the bed the bed safety rails will not be considered. Bumpers will be supplied for the bed safety rails if required to prevent injury;  
Or
- ✓ Bed rails to assist you to transfer in and out of bed where it is technically possible to adapt your bed.

## 5.2 Beds

A hospital profiling bed will be recommended following assessment when:

- ✓ Your own bed cannot be adapted to enable you safe transfers

Or

- ✓ There are manual handling issues and there is appropriate space available in the room for the bed and carers (if applicable).

Please note:

- ✓ Provision of hospital profiling beds and mattresses is in line with NHS Tayside Guidance.
- ✓ You will be individually assessed for an appropriate mattress which is compatible with your pressure needs by a district nurse.
- ✓ Minimum standards have been set to support the safe provision, installation and use of hospital style beds.
- ✓ Different sizes of hospital profiling beds are available.
- ✓ If you require a bed rail and you have purchased your own profiling bed, you will be responsible for purchasing the required rail privately.

## 6.0 EQUIPMENT CRITERIA – DAILY LIVING AND ACCESS EQUIPMENT

**Outcome Statement - I can be independent and have more control of my own health and wellbeing by using equipment which enables me participate in daily living, attend to my personal care needs or improve my mobility.**

### 6.1 Daily Living or Personal Care Equipment

Basic household equipment such as perch stools, trolleys and workstations may be recommended following assessment to enable you to:

- ✓ Participate in activities of daily living i.e. – washing dishes, meal preparation, and transportation, ironing safely and independently with assistance of basic equipment.

Or

- ✓ Attend to personal care needs i.e. Perch stool when other basic bathing equipment does not meet your needs.

Please note:

- ✓ Trolleys should not be used as an alternative to a walking aid.
- ✓ Advice and information can be provided on trolleys if you want to purchase one privately.
- ✓ Advice and information can be provided on a range of aids to assist with meal provision tasks – cutting, opening jars etc.

### 6.2 Feeding Equipment

Feeding and drinking equipment items may be recommended following assessment to enable you to meet critical fluid/ nutritional levels when other basic items are not suitable.

Please note this may require support from other professionals involved in your care.

### 6.3 Walking Aids

Walking aids may be recommended following assessment to enable you to mobilise independently and safely (indoors and outdoors). Please note: -

- ✓ Provision of walking aids is in line with NHS Tayside Guidance – Walking Aid Resource Booklet and Tinetti Assessment.
- ✓ A range of walking aids are available and you will be assessed to consider what is more appropriate for you. For example, you may be recommended a walking stick, crutches or wheeled walker.



#### 6.4 Portable Ramps

Portable ramps will be recommended following assessment where due to your disability you:

- ✓ Will require use of a ramp for a short term or occasional use only;

And

- ✓ Have a property in which a portable ramp can be safely fitted i.e. suitable gradient

Please note:

- ✓ You must have someone who is able to lift and position the portable ramp safely as they are not recommended to be left in position when not in use.
- ✓ You must have suitable space to enter/ exit the portable ramp.
- ✓ There are various designs of portable ramps available.

#### 6.5 Visual Equipment (Angus Residents)

If you are an Angus Resident and have a visual impairment, North East Sensory Service will provide you with an assessment and can make recommendations about the equipment you need.

North East Sensory Services can be contacted at:

21 John Street  
Aberdeen  
AB25 1BT  
SMS: 07593 102004  
Tel: 0345 271 2345  
Email: [info@nesensoryservices.org](mailto:info@nesensoryservices.org)  
<https://www.nesensoryservices.org/>

#### 6.6 Visual Equipment (Dundee Residents)

If you are a Dundee resident and have a visual impairment, Dundee Society for the Blind and Partially Sighted will provide you with the equipment you need.

Dundee Society for the Blind and Partially Sighted can be contacted at:

Thomas Herd House  
10-12 Wards Road  
Dundee  
DD1 1LX  
Tel: 01382 227101  
<http://www.dundeeblindsociety.org.uk>

## 6.7 Hearing Equipment

If you have a hearing impairment, the North East Sensory Service will provide you with an assessment and can make recommendations about the equipment you need.

North East Sensory Service can be contacted at:

SMS: 07593 102004

Tel: 0345 271 2345

Email: [info@nesensoryservices.org](mailto:info@nesensoryservices.org)

<https://www.nesensoryservices.org/>

North East Sensory Service  
10 Constitution Road  
Dundee  
DD1 1LL

North East Sensory Service  
21 John Street  
Aberdeen  
AB25 1BT  
SMS: 07593 102004

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## APPENDIX 1 – LEGISLATION, POLICY AND CODES OF PRACTICE

Our outcomes, criteria and provision and maintenance of equipment are based on a number of legislative duties and powers which Local Authorities and NHS Boards must adhere to.

### Provision of Equipment:

- Public Bodies (Joint Working) (Scotland) Act 2014
- Social Work (Scotland) Act (1968)
- Chronically Sick and Disabled Persons (Scotland) Act (1970), as amended by Chronically Sick and Disabled Persons (Scotland) Act (1972)
- Social Care (Self Directed Support) (Scotland) Act (2013)

Other legislation to consider includes:

- Adult Support and Protection (Scotland) Act (2007)
- Adults with Incapacity (Scotland) Act 2000
- Carers (Scotland) Act (2016)
- Children (Scotland) Act (1995) (Sections 22 & 29)
- Community Care and Health (Scotland) Act (2002)
- Disability Discrimination Act (1995) and (2005)
- Education (Additional Support for Learning) (Scotland) Act (2004)
- Freedom of Information (Scotland) Act (2002)
- General Data Protection Regulations (2018)
- Human Rights Act (1998) Section 6, Schedule 1, Part 1 – All relevant articles
- Mental Health Act (Care and Treatment) (Scotland) Act 2003
- National Health Service (Scotland) Act (1978)
- Race Relations (Amendment) Act (2000)

### Employee Safety:

- Health and Safety at Work Act (1974)
- Manual Handling Operations Regulations (1992) (as amended)

### Equipment Safety:

- The Provision and Use of Equipment Regulations (1998) (PUWER)
- Electricity at Work Regulations (1989) (Portable Appliance Testing (PAT)
- Lifting Operations and Lifting Equipment Regulations (1998) (LOLER)
- Managing Medical Devices: Guidance for Healthcare and Social Services Organisations (2014)

### Scottish Government Guidance:

- Equipment and Adaptation Guidance (2009)
- Aids, Adaptations and Equipment (2015)
- Guidance on the provision of Equipment and Adaptations
- Good Practice Guide and Self-Evaluation Tool for the Provision of Community Equipment
- Guidance and Good Practice Guide for the Provision of Children's Equipment
- Provision of Equipment in Care Homes (COSLA)
- Health and Social Care Standards
- National Health and wellbeing Outcomes

### Codes of Practice:

- Occupational Therapists: College of Occupational Therapy (COT); Health Care Professionals Council (HCPC)
- Nurses: (Nursing and Midwifery Council)
- Social Services: Scottish Social Services Council (SSSC)
- Physiotherapy: Chartered Society of Physiotherapists; Health Care Professionals Council (HCPC)

## APPENDIX 2 – USEFUL CONTACTS

### Access to Equipment Advice

<b>Dundee</b>	
Occupational Therapy (Dundee)	Charles Bowman Avenue, Dundee 01382 307645/ 307646
Community Care and Response Service (Community Alarm)	01382 432260

<b>Angus</b>	
Occupational Therapy (Angus)	Tel: 03452 777 778 and ask for First Contact OT <a href="mailto:FirstContactOT@angus.gov.uk">FirstContactOT@angus.gov.uk</a>
Independent Living Angus-online self-assessment service (Angus)	<a href="http://www.independentlivingangus.org.uk">www.independentlivingangus.org.uk</a>
Community Alarm Response (control room)	01307 462670

<b>Independent Living</b>	
Dundee and Angus Equipment Store	Charles Bowan Avenue, Dundee 01382 307630/ 307631
Tayside Orthopaedic Rehabilitation Technology Centre (TORT) (Wheelchair provision)	Ninewells Hospital, Dundee 01382 660111
Dundee and Angus Independent Living Centre website	<a href="http://www.ilda.scot">www.ilda.scot</a>

## Housing Advice and Support

Dundee	
Special Needs Unit Housing	Dundee House 01382 434135
East District Housing Office	169 Pitkerro Road, Dundee DD4 8ES 01382 307401
West District Housing Office	3 Sinclair Street, Lochee DD2 3DA 01382 307301

Angus	
Common Housing Register (CHR) Processing Team	Angus House, Orchardbank Business Park, Forfar DD8 1AN 01307 474772 <a href="mailto:housingchr@angus.gov.uk">housingchr@angus.gov.uk</a>
Community Housing Teams	<p><b>Forfar &amp; Kirriemuir</b> Montrose Road Centre, Montrose Road, Forfar 01307 473208/ 474776 <a href="mailto:ForfarCHT@angus.gov.uk">ForfarCHT@angus.gov.uk</a></p> <p><b>Montrose &amp; Brechin</b> Town House, High Street, Montrose 01674 662665/ 664116 <a href="mailto:HouOptionsMontrose@angus.gov.uk">HouOptionsMontrose@angus.gov.uk</a></p> <p><b>Arbroath, Carnoustie &amp; Monifieth</b> Dewar House, Hill Terrace, Arbroath 01241 435223/ 435637 <a href="mailto:HouOptionsArbroath@angus.gov.uk">HouOptionsArbroath@angus.gov.uk</a> <a href="mailto:HouArbroathCHT@angus.gov.uk">HouArbroathCHT@angus.gov.uk</a></p>
Housing Strategy	Angus House, Orchardbank Business Park, Forfar DD8 1AN 01307 476074

### Independent Advocacy Advice and Support

Dundee	
Dundee Independent Advocacy Support (DIAS)	West Henderson Wynd, Dundee DD1 5BY 01382 205515 <a href="http://www.diasdundee.org">http://www.diasdundee.org</a>
Angus	
Angus Independent Advocacy	60 High Street, Arbroath DD11 1AW 01241 434413 <a href="mailto:enquiries@angusindadvocacy.org">enquiries@angusindadvocacy.org</a>
General	
Scottish Independent Advocacy Alliance (promotes, supports and defends the principles and practice of Independent Advocacy across Scotland)	<a href="http://siaa.org.uk">http://siaa.org.uk</a> 0131 260 5380

### Support for Carers

Dundee	
Carers Centre	Seagate House, 132-134 Seagate Dundee DD1 2HB 01382 200422 <a href="mailto:centre@dundecarercentre.org.uk">centre@dundecarercentre.org.uk</a>
Angus	
Carers Centre	3 Fisheracre, Arbroath DD11 1LE 01241 439157 <a href="mailto:enquiries@anguscarers.org.uk">enquiries@anguscarers.org.uk</a>
General	
Carers UK (provides information, advice and support to carers)	0808 7777 (Advice Line) <a href="http://www.carersuk.org">http://www.carersuk.org</a>

### Support in a Crisis

General	
NHS 24	08454 242424 <a href="http://www.nhs24.com">www.nhs24.com</a>
Social Work Out of Hours	01382 307964

<p>Police Scotland</p>	<p>In an emergency you should always dial 999 if:</p> <ul style="list-style-type: none"> <li>• There is a risk of personal injury or loss of life</li> <li>• A crime is in progress</li> <li>• Someone suspected of a crime is nearby</li> </ul> <p>Deaf, deafened, hard of hearing or speech impaired callers using a Textphone (minicom) should dial 18000 in an emergency.</p> <p>For all non-emergencies and general enquiries call 101 if you need to contact your local police.</p> <p>You can call 101 to report a crime that has already happened, seek crime prevention advice or make Police Scotland aware of any policing issues in your local area.</p>
<p>Scottish Fire and Rescue Service</p>	<p>In an emergency you should always dial 999.</p>

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### **APPENDIX 3 – COMMUNITY EQUIPMENT PATHWAY**

Request made for an assessment of equipment to support independent living



Assessment made by an Occupational Therapist or Assistant, District Nurse, Physiotherapist following equipment request. This includes need for telecare, support and if a referral should be made for specialist equipment such as a wheelchair.



Prescription of equipment based on assessment and Joint Access to Equipment Criteria. Referral made for any other supports agreed with the person/ carer.



Equipment ordered through ELMS. Manual Handling Requirements notified to relevant staff.



Equipment delivered by the Equipment Loan Service to the person within agreed timescales.



Equipment received required health and safety checks until equipment is no longer required. Infection control polices followed.



Equipment collected within agreed timescales when no longer required by the person.