General

Home equipment delivery (tcs 35)

Description
The percentage of completed referrals for home equipment within seven days.
For wheelchairs:
• 95% of chairs should be provided within eight weeks of referral to service.
• The remaining 5% should be delivered within 18 weeks.
• Simple chairs (no modifications or adaptations) should be delivered on the day of assessment or within five working days.
• Exceptions must be reported with performance data.

For wheelchair repairs:
• Urgently required repairs (where the chair is unusable) should be provided on the same day at the location of the wheelchair user.
• Non-urgent repairs (where the chair is damaged but still safely usable) should be repaired within a maximum of 72 hours.

Rationale
The timely provision of equipment is important to help people to improve their mobility or perform tasks in their daily living environment. This ensures ongoing independence and wellbeing, so reducing dependence on other health and social care services.

Services may want to consider a shorter standard for patients with urgent needs, for example those on an End of Life care pathway or those with rapidly progressive conditions.

The Transforming Community Equipment Services programme is developing a new model of provision that anticipates a shift to delivery by the voluntary sector and private retailers for many of the commonly required aids.

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