

EC Service Specification and Contract Summary

Summary

This document provides a summary of the NHS England Environmental Control Service Specification and the Electronic Assistive Technology Servicing Contract.

The document includes the [Key Performance Indicators that Environmental Control companies \(contractors\) are contracted to meet](#). A table illustrating the [timescales expected at different stages](#) of EC installation and support is provided at the end of this document. The document also summarises the process from the point at which the Barnsley AT Team receive a referral for a client who may benefit from an EC system, through to assessment, installation and follow up review.

Overview

Barnsley AT Team is commissioned by NHS England to provide a specialised Environmental Control (EC) service as defined in the [service specification](#) to the [Yorkshire and Humber region](#).

The EC service specification provides detail of inclusion and exclusion criteria regarding the provision of EC to children and adults. The AT Team can assess and provide EC for individuals where:

- The individual has a profound and potentially complex physical disability, such that they are unable to operate standard controls for functioning independently in the home.
- Are cognitively and physically able to operate EC equipment consistently.
- Able to demonstrate sustained motivation to use the EC equipment.
- Individuals requiring multiple control functions integrated into a single means of access and for whom multiple devices, each with separate function are inappropriate.
- Where individuals have a variable condition (e.g. a progressive neurological condition), the above criteria can be applied with regard to the person's anticipated needs and abilities within a clinically appropriate time period. Referrals can be accepted on this basis.

Following an assessment an EC system may be provided either from our in-house technical team or via a contractor. When an EC system is provided by a Contractor, the Contractor must work to a set of standards. These standards set out the quality of work expected and also the timescales that this work must be completed within.

Publication Date	11/03/19
Author	Marcus Friday
Audience	All
Document Review Due	01/04/20
Version	2.0
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Equipment Provision from Specialised EC Services

EC can enable access to electronic appliances or functions primarily within the home/residential environment. Typically this will include access to the following, subject to compatibility:

- Telephony: landline or mobile phone.
- Comfort/posture: profiling bed or rise and recline armchair.
- Comfort/temperature: control of fan and heating.
- Attention calling: pagers and intercoms.
- Lighting: control of lamps or ceiling lights.
- Computer access: desktop, laptop, smartphone access.
- Electronic leisure equipment, such as: TV; Stereo; DVD player, games console.

Multiple control functions can be integrated into a single means of access where the use of multiple devices is inappropriate (known as integration). This includes the potential for integrating functions for communication, computer access and/or powered wheelchair control.

Equipment and services not provided

Specialised EC services are **not** responsible for provision of:

- Openers: door openers, window openers, curtain openers.
- Building adaptations, electrical, joinery/carpentry or other minor adaptations. These can be requested via social services and a means tested Disabled Facilities Grant (DFG) or other routes.
- Page turners - although can assist with access to e-book devices or e-reader software alongside other EC and computer access provision.
- Telecare equipment - however EC systems can provide access to a community alarm system where this is alongside other EC provision and the client cannot operate the standard transmitter.
- Telehealth and Telerehabilitation services and not provided as part of a specialised EC service.
- Assessment and provision of computer access is not provided if solely for use at school/college/workplace or (as per all EC) if non specialised solutions are appropriate. [More detailed criteria related to computer access is available separately](#) .

Equipment Provision from Local Teams

It is suggested that local teams have access to resources to provide non specialised equipment, including the following:

- Simple/mainstream controllers for home entertainment, e.g. One4All, Doro, Flipper Remote.
- Simple/mainstream accessible phones, e.g. Doro PhoneEasy or Memory Plus Phone.
- Access to a small number of EC functions, e.g. one switch connected to an infrared controller to operate play and pause of a CD or to turn a TV on and off.
- Sensory room equipment.

We have [published a 'local services resource pack' that details a range of these devices](#).

Equipment Installation and Maintenance

We are providing a mixed model of installation and maintenance of Environmental Control equipment. All assessments and specification of requirements will be carried out by the AT Team or approved assessors across the Yorkshire and Humber region. EC installation and maintenance will be provided either directly from the AT Team or from an approved Contractor.

The process for deciding the appropriate route for installation and/or maintenance is based on a number of factors including: risk and required response time; complexity of installation; integration or other aspects of electronic AT; workflow demands and capacity.

Contracts

We have contracts with a number of approved Contractors, the contracts broadly cover the following:

- EC system installations, including provision of training and user guides for the equipment provided.
- Preventative maintenance visits.
- Fault calls - reactive maintenance visits.
- Replacement of faulty parts.
- EC system withdrawal and refurbishment of equipment.

Approved EC Contractors

The following EC companies are contracted to provide equipment and a support service are:

EC Contractor	Customer Service/Reporting of Faults
DH2 Solutions	0113 256 4572
Possum	01296 461000
Steeper	0113 207 0449

Standards of Equipment Installation and Maintenance

Standards of installation and maintenance are set out in the contract held between Barnsley Hospital and the EC Contractor. There is a national framework contract for provision of these services managed [by NHS Supply Chain](#) and where possible we use this contract and in all cases apply these terms. The information below is a summary of our contract terms, and in no way supersedes the contract terms.

Key Performance Indicators

Order and Installation

*Contractor to provide a quote within **2 days** of receiving AT Team report.*

*Installation of all or part of the system to be within **15 days** of receipt of an order.*

*If a client with a rapidly degenerating condition requires an EC system, the Contractor can be requested to install this within **5 days** of receiving an order.*

Faults and Maintenance

*In the event of receiving notification of a fault, the Contractor is expected to visit and repair within **48 hours**.*

The AT Team provide a list of client installations (or part of an EC installation) which will be agreed for prioritisation.

*The Contractor worksheet/service report should be provided within **2 working days** of the visit.*

Equipment

*Spare parts should be available for **3 years**.*

Problems/Complaints and Compliments

Problems with installations, Contractors or quality of work should be reported to the Contractor and AT Team. Compliments can also be reported to the Contractor and AT Team.

Key Process Steps and Indicators

The following section describes the elements of the entire AT Team process related to contractors. The full process (from referral through to assessment, provision and follow up review) is documented and provides a reference for the responsibilities of the referrer, AT Team, EC Contractor, Social Services and local teams. We can provide a flow chart of this process on request.

Following **referral and assessment**, usually with the referring therapist, the AT Team will provide a report including detail of the assessment and EC requirements.

Contractor to provide a **quote** within **2 days** of receiving the report from the AT Team.

AT Team to place order with EC Contractor.

Installation of all or part of the system to be within **15 days** of receipt of an order.

Installation engineers will have received and read the AT team report.

Installation engineers will contact the AT team clinician responsible prior to the appointment to clarify any queries.

At the **first visit** the Contractor will collect additional information required to complete the installation.

This information may include bed and chair interface details, preparatory work such as required joinery, additional mains sockets and wiring for light switches.

Following the first visit, the Contractor will provide building adaptation specification to the appropriate body e.g. Social Services or Housing Association, who will appoint a joiner and electrician as required.

The controller must be programmed as detailed in the EC report, unless alterations have been agreed with the AT Team.

Training must be provided for the client to ensure that they can use their EC system effectively.

A user guide, with relevant risk information included, must be provided and contact details of the EC Contractor, including a phone number to report faults outside of normal office hours.

The AT Team to be provided with confirmation of the installation and detail of the equipment installed including part numbers.

Installation of Trial EC Systems

Trials of equipment can form part of the assessment process – these trials are likely to be ‘part installations’ of the system. The AT Team can request that the Contractor or in-house engineers install a trial system. In these cases the AT team clinician will be reasonably confident that the trial will result in full installation of a system.

Quick Installations

Where appropriate, equipment can be provided on the day of assessment, or within a short timescale following this visit, typically within a week. AT team clinicians will be able to setup and provide basic ‘quick

kit' installs including standard controllers, telephone and IR device control. Quick kit installs can be followed up with a more extensive installation. Where AT Team stock equipment has been used, the Contractor will adopt and maintain this equipment, subject to agreement, or a suitable replacement will be provided.

If a client with a rapidly degenerating condition requires an EC system, the Contractor can be requested to install this within **5 days** of receiving an order.

Choice of Contractor

The choice of contractor to carry out the installation is on a case by case basis. An EC system may be installed either by in-house technologists or via Contractors. If using a Contractor, there is a choice of which Contractor to appoint. Factors considered include:

- Risk of client situation and the required response time for maintenance.
- Complexity of installation and whether it can be best supported by the in-house team or a Contractor.
- Distance from AT Team base and clustering of installations.
- Workflow and demands – to balance demands on the in-house and Contractor teams.
- Cost effectiveness and efficiency. Preference is for a Contractor or the in-house team to maintain the entire installation (main controller, peripherals, mounting), rather than maintenance being split.
- Client preference.

Reporting

The Contractor should provide:

- Details of work undertaken.
- User guides with risk information documented and training provided.
- Details of any equipment issued or withdrawn.
- Any outstanding work remaining at the end of the visit and issues identified for the client with recommendations.
- If a fault is found in the domestic electrical system, the Contractor should provide the client and the person or organisation responsible for the property a written notice of the issue. This should be copied to the AT Team.
- PAT and visual and functional testing confirmation.

The service report should be provided within **2 working days** of the visit.

Fault Calls and Resolution

The AT Team and Contractor will agree on what constitutes a priority client for part(s) of their installation and when the client may be particularly vulnerable should their EC system fail. **If operation of an EC system or part of an EC system is a priority, then the Contractor is expected to schedule their response accordingly once a fault call has been received.**

The EAT contract states that any fault should be resolved **within 48 hours**, with no distinction between priority or standard faults and the expected time to fault resolution. However, for those identified as a priority, endeavours will be made to respond and resolve the fault ahead of other reported faults. This will typically include:

- Where the client will be in physical or emotional distress should they be unable call for attention.
- An intercom/door entry system where the client is on their own and would have no other independent means of leaving the house or allowing someone else to gain entry.
- Bed or chair control where the client is left on their own for long enough to be vulnerable to developing a pressure sore should they be unable to make adjustments to their position.

Planned Preventative Maintenance – PPM

Planned preventative maintenance is important in ensuring that an EC system is functional and safe. Some EC systems are classified as Medical Devices. [Detailed guidance on managing medical devices](#) is available from the MHRA.

Where a Contractor is responsible for annual maintenance visits they must be carried out within **3 months** of the due date. The Contractor must confirm on the maintenance worksheet provided to the AT Team that (as a minimum) the following has been carried out:

- Visual and functional check of the controller and peripheral devices being controlled.
- Change of batteries.
- Visual and functional check of the controller power supply or any other power supplies forming part of the EC system, including a PAT test and recording that this has been completed.
- Inform the AT Team if the client requires reassessment, e.g. if the controller and/or access method is no longer appropriate. Note: the AT Team review and encourage contact from the client to ensure that provision is still meeting the client's needs.

The period of PPM will normally be one year, however the period will be determined for each installation according to the risk of the installation and type of equipment provided.

Equipment Specifications

In the event of a loss of power e.g. mains or flat battery, the electronic assistive technology equipment should revert to safe mode of operation and restore to its previous state of operation automatically when power is restored i.e. equipment configuration must not be lost, the system must not crash and require a re-set.

An appropriate audible and/or visual 'low battery' indication should be given for electronic assistive technology equipment powered by batteries.

Spare parts should be available for **3 years**.

EC equipment is appropriate for [CE marking](#), which is regulated by the MHRA and other bodies depending on the product, to ensure that appropriate standards have been adhered to. This indicates conformity to required standards including those for design, manufacture, testing, a statement of intended use, device classification, provision of instruction manuals and device labelling.

Problems and Complaints with Installations

Complaints to the EC Contractor

If there is a **problem** with the EC system this is reported to the appropriate [EC Contractor](#) (unless the system is being maintained by the AT Team), who will also notify the AT Team and provide information to indicate the nature of the issue, the response and the time taken to resolve the problem. This is managed by regular Contractor meetings and review of activity information.

If a client or their representative has a **complaint** regarding the Contractor, this should be reported to the Contractor, who will have their own complaints procedure. The Contractor must log all complaints and must keep the AT Team informed of progress to resolve the issue and record this so that it can be reviewed.

If a client is unwilling to report the complaint to the Contractor, they can report this to the AT Team directly.

The AT team log complaints and contract exceptions which are raised with the Contractor as the issue occurs and is being dealt with and this is also reviewed at quarterly Contractor meetings.

Complaints to the AT Team

Should a client wish to make a complaint regarding the AT Team, they should contact the team first to discuss the issue and explore if it can be resolved. If the response is not satisfactory the Barnsley Hospital Patient and Liaison Service (PALS) can be contacted - <http://www.barnsleyhospital.nhs.uk/feedback/how-to-make-a-complaint/>.

MHRA Adverse Incident Reporting

If there is a problem where someone is injured (or almost injured) by a medical device then this should be [reported via the 'Yellow Card Scheme' managed by the Medicines and Healthcare Products Regulatory Authority \(MHRA\)](#). This is known as an adverse incident.

Timescales Summary

Process	Timescale in EAT Supply Chain Contract
Assessment to Installation	
Installation Quote	2 working days
Installation date informed	2 working days of Purchase Order (PO)
Installation (urgent)	5 days from PO
Installation (of complete system)	15 working days from PO
Installation worksheet	2 working days of install
Customer care call	5 working days of install
Additional Equipment Required	
Additional equipment quote	2 days
Equipment Delivery (standard)	10 working days
Equipment Delivery (urgent)	5 working days
Fault Call and Amendment Response	
First Line Product Support Line Response	Available Mon-Fri (excluding Bank Holidays). Response within 2 working days from receipt of request.
Priority repairs	48 hours (scheduled to account for priority)
Other repairs	48 hours
Warranty inspection	2 working days
Warranty replacement	5 working days (if not returned in 5 days)
Amendments target	5 working days
Routine Maintenance	
PPM visit window	2 months (+/-1month) either side of due date – default of annual PPM visit
Service Worksheets	
Service Worksheets	2 working days
Equipment Recall/Changes/Support	
Recall/ Safety notices	24hrs
Advisory notices	48hrs
Feature changes	5 working days in advance or 2 working days after issue
Product incident investigation report	2 working days
Notification of withdrawal of product supply	1 year
Withdrawal of maintenance for product	3 years
Maintain stock of parts for supported product	3 years (after notification of withdrawal)