

Reopening of Clinics for Wheelchair Services 22nd June 2020

After discussion and agreement with NHS Vale of York & North Yorkshire Clinical Commissioning Groups (CCG's), NRS Healthcare are reopening clinics at their wheelchair centres based in York, Northallerton and Scarborough from 22nd June 2020. This will be for adult service users only.

NRS is a COVID-19 Secure business. This means that it has carried out the 5 steps as outlined by government guidelines:

- We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- We have **cleaning, handwashing and hygiene procedures** in line with guidance
- We have taken all reasonable steps to **help people work from home**
- We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**.

NRS Healthcare has carried out a full risk assessment of our clinics and office spaces in line with the relevant government guidelines. (a copy of this can be made available for anyone who wishes to see it). Full PPE is readily available (face masks, gloves, aprons and eye protection) and will be worn by staff as appropriate. This is particularly the case in clinics and other area where they may need to getting closer than 2m to service users.

All Service Users attending a clinic will be contacted by telephone prior to their appointment to discuss any special requirements they may have and be talked through what to expect when they attend. They will be encouraged to ask any questions which may be of concern to them before leaving their homes, perhaps for the first time in several months. We will also send them a letter or email, and user information leaflet, outlining in writing what to expect when they attend.

Due to social distancing requirements the service will keep the number of people within the building to a minimum, so until restrictions are further eased there will be less people seen each day face to face. To support this, the team will continue with home visits and virtual clinic assessments where and when appropriate.

Referrals for non- urgent and urgent assessment for and provision of wheelchairs will be accepted through the usual channels from prescribers and community referrers and a full delivery, repair and maintenance service will continue.

Children and Young People's Wheelchair Service.

Children and Young People (CYP) will continued to be seen as per NHS guidance. This advises that CYP should be seen if urgent via safely carried out home visits or, if appropriate, virtual assessments. We are not yet able to bring CYP into clinic settings.

We will continue to carry out an individual risk assessment and prioritise all new wheelchair referrals and review assessments. We will also ensure essential repairs for wheelchairs currently in use continue in a safe and COVID-19 Secure way. This will be essential where CYP's safety and ability to be cared for at home would be impacted.

How to contact us

By **telephone** on 01904 654 042

By **email** at cabsl.nyowheelchairs@nhs.net

By **post** at Blue Beck House, Bluebeck Drive, Shipton Road, York, YO30 5SF