

# Specialist Wheelchair Service (SWS), Stanmore, London

Dr Kyaw Nyein, Consultant in Rehabilitation Medicine<sup>1</sup> Dr Linda Marks, Consultant in Rehabilitation Medicine<sup>1</sup> Mrs. Margaret Hannan, Clinical Scientist<sup>2</sup>

1. Stanmore SWS, NWLHT 2. Rehab Engineering Division, King's College Hospital Foundation Trust

### Introduction

Stanmore Regional Specialist Wheelchair Service is a tertiary specialist wheelchair service for clients with complex wheelchair and seating needs beyond the scope of the district wheelchair services. It forms part of a network of specialist rehabilitation services in North West London, which includes brain and spinal injury inpatient rehabilitation services, prosthetics, environmental control equipment and intrathecal phenol services.

The Stanmore Special Seating Service was commenced in 1987 and was joined by the new EPIOC (Electric Powered Indoor Outdoor Wheelchair) service in 1997. In 2000, the services were renamed the Specialist Wheelchair Service (SWS) to reflect the increasing numbers of users requiring both services.

**Location and Catchment:** The SWS is based at the Royal National Orthopaedic Hospital in North West London, and serves a catchment population of ~3 million, drawn from PCT's in Hertfordshire, and North West London. There are currently 1600 active users on the database, who span an age range from a few months to people in their eighties. People who access the service either require an EPIOC for increased independence and/or have severe complex physical disability with postural +/- cognitive and communicative problems beyond the scope of the district wheelchair services.

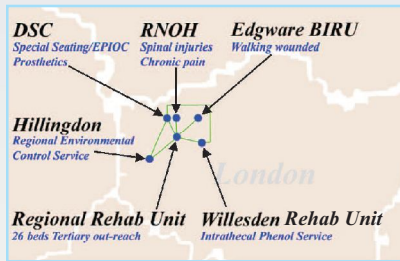
**Services Provided:** The services are outpatient based with flexibility to provide community visits and assessments in a variety of settings. Users are referred via their district wheelchair service and undergo multidisciplinary assessments to determine their postural, functional and environmental needs. Equipment may be bespoke or purchased from commercial firms. More recently mobility systems are required to interface with communication aids, environmental control systems and have smart controllers, as well as being capable of transporting additional equipment such as ventilators, oxygen cylinders, enteral feeding pumps, etc. Regular reviews are undertaken to ensure continuing suitability of equipment.

**Components of the team:** Interdisciplinary teams consisting of doctors, therapists, engineers and administrative staff.

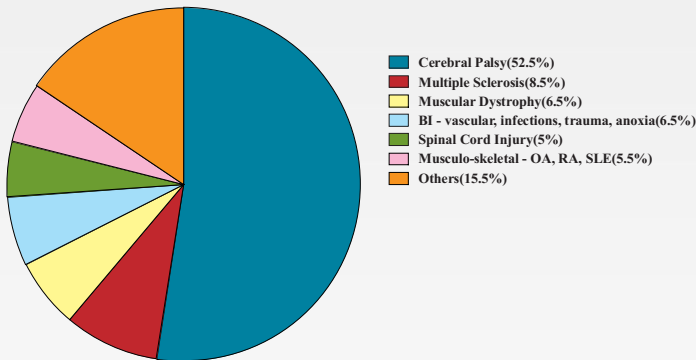
**Outcome measures:** Individual goals/objectives are determined with the user and/or the carers. These are categorised under the headings of postural (impairment), functional (ability) & environmental (participation)

**Outcome/Audit:** A sample of 14 audits that have been presented over the past five years at the local, regional and national meetings are shown.

### North West London Network of Specialist Rehabilitation Services



### Diagnoses in sample patient population (n=200)



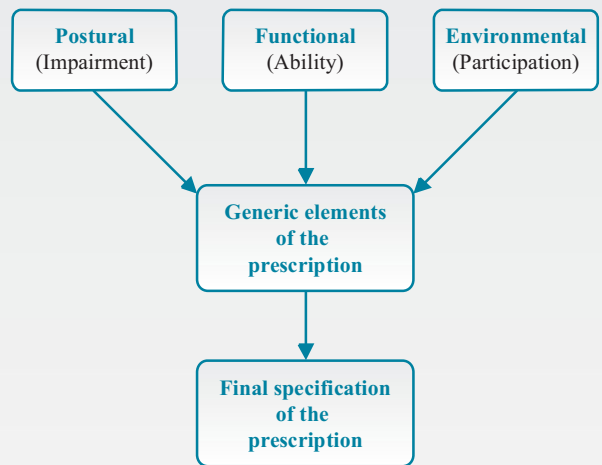
### Activity 2005/06

Referrals received	413
Total no. of assessments	524
No. of delivery of completed systems	450

### Outcome/Audit:

- Achieving compliance with the BSRM guidelines for referral to assessment times – the challenge, Hannan M et al, 2007
- Older adults use of and satisfaction with EPIOCs, Evans S et al, 2006
- Re-audit of problems at EPIOC deliveries, Pugh M et al, 2006
- Young people's experiences using EPIOCs, Evans S, 2006
- SWS User Satisfaction survey Ellis K et al, 2005
- Seating issues for those with neuro-muscular disorders, Richardson M et al, 2005
- Wheelchair seating needs of disabled children following spinal or hip surgery, Goodman C, 2005
- Audit on process mapping of EPIOCs, Dixon L, 2004; & re-audit 2005
- Audit on usefulness of information leaflets sent out with an appointment letter, Goodman C, 2004
- A tool to assist pre-purchase selection process of bespoke contoured seating, Long D, 2004
- Inactive client audit, Walker L, 2004
- Waiting time for assessments, Yates M, 2003
- Audit of the first 298 EPIOC deliveries, Frank A O, 2003
- 3 months and counting, When will I get my chair?, Tully J et al, 2003

### Objective setting



### Sample objective setting for a client with complex seating needs

#### Postural

- Discourage excessive anterior pelvic tilt
- Discourage further tightening of hip flexors
- Discourage lumbar hyperlordosis
- Redistribute anterior trunk pressure
- Encourage mid-line symmetry
- Discourage cervical hyperlordosis

#### Functional

- Maintain lifted and hoisted transfers
- Maintain independent powered mobility
- Improve functional line of vision
- Maintain independent eating and drinking
- Maintain ability to read

#### Environmental

- Minimise risks of transport

### Sample seating systems

#### Orthogonal seating systems



#### Bespoke contoured seating systems

