

## Additional Notes

## Our mission

Providing the excellent care we would expect  
for our own families.

The Royal Bournemouth Hospital,  
Castle Lane East, Bournemouth, Dorset, BH7 7DW

The Bournemouth Hospital Charity raises funds for the Bournemouth and Christchurch Hospitals to enhance patient care and purchase items which directly benefit patients and staff above and beyond that which can be funded by the NHS alone.

If you would like to contribute to the Bournemouth Hospital Charity please contact them on **01202 704060**, email **charity@rbch.nhs.uk** or visit **www.bournemouthhospitalcharity.org**.

If you have any queries or concerns about your care at the Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust, the Patient Advice and Liaison Service (PALS) would be happy to help you and can be contacted on **01202 704886/704301** or **pals@rbch.nhs.uk**.

If you would like this leaflet printed in a larger font, please contact the Communications Team on **01202 704905** during the office hours of 8.30am-5pm Monday - Friday.



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Website: [www.rbch.nhs.uk](http://www.rbch.nhs.uk) ■ Tel: 01202 303626



The Royal Bournemouth  
and Christchurch Hospitals  
NHS Foundation Trust

# Dorset, Hampshire and Isle of Wight Environmental Control Service

Website: [www.rbch.nhs.uk](http://www.rbch.nhs.uk) ■ Tel: 01202 303626

The aim of this leaflet is to provide you with some information about what an Environmental Control System (ECS) is and how it might help you gain more independence.

## Referral to the service

You will have been referred to the service by social services/adult social care, or by your occupational therapist, physiotherapist, speech and language therapist, specialist nurse, GP, or consultant.

## What is an Environmental Control System?

An Environmental Control System (ECS) is for people with physical disabilities who can't use conventional equipment, e.g. TV remote controls or telephones. It allows you to maintain independence by giving you access to such equipment via one piece of equipment - the ECS.

The ECS can be used to control everyday equipment such as:

- TVs, DVDs and other media devices
- telephones - make and receive telephone calls
- fans or lamps
- door entry intercoms
- any other compatible remote controlled equipment.

## How will my equipment be maintained?

You will be given the contact number to call in case of a breakdown or fault.

The equipment will also be subject to an annual inspection to ensure it is safe for use. Where appropriate we will also check the equipment for electrical safety.

## What will happen after my ECS is installed?

We will contact you approximately one month after the installation to make sure the equipment is meeting your needs and to check whether further training is required.

If there is a change in your circumstances which leads to difficulty using the system, please contact the service. We will arrange to visit you and review your needs.

We will also contact you every year for a general review.

**The Dorset, Hampshire and Isle of Wight Environmental Control Service will remain available for on-going help and support. If you require any further advice, please contact us on 01202 705278.**

## Who is eligible for the service?

The NHS England ECS specification defines what our service should do, what it should provide, and how it should interact with other services.

[www.england.nhs.uk/wp-content/uploads/2013/06/d01-com-dis-equ-env-con.pdf](http://www.england.nhs.uk/wp-content/uploads/2013/06/d01-com-dis-equ-env-con.pdf)

ECS equipment is provided to people of any age who have a limiting physical disability. It is provided for people with very limited hand and arm function, such as those who are unable to operate the standard controls that allow them to function independently in the home.

You will need to be cognitively and physically able to operate the ECS equipment consistently and be motivated to do so.

These criteria are guidelines and each case will be assessed and prioritised on an individual basis. Those with a rapidly deteriorating condition and those living or left alone for substantial periods are often considered high priority.

## What is the service not able to provide?

Certain aspects of provision are outside the funding remit of the ECS service and require referral for funding and provision by other services, or third sector services. This will be discussed with you when the team visit. The ECS service is not commissioned to fund the following:

- electrical, joinery/carpentry, or minor adaptations, such as additional phone lines and electrical sockets
- building adaptations
- door locks or openers, window and curtain openers.

Permissions may be required for integration to other services i.e. door intercoms in rented or Housing Association property.

## What happens after referral?

Assessment - a member of our multidisciplinary team will make contact with you to arrange an assessment at your home. The assessment will take approximately 1 and a half to 2 hours. They will ask questions about your medical condition, your functional ability, your home environment, and your aims and expectations of the ECS equipment.

During the assessment you will be given the opportunity to try different pieces of equipment and switch systems. A report will be completed following the assessment and forwarded to you and any agreed professionals.

A second visit with an engineer may be required to identify any work that needs to be done before the system is installed.

## Who will install the equipment?

The installation may be undertaken by NHS staff, or by a company that is subcontracted by the service.

You will be given the details of who will be installing your system. The installation can take up to a day to complete (depending on its complexity).

The system will be fully explained and demonstrated on the date of installation by the engineer.

The ECS can also help you call for assistance or emergency help.

The ECS is portable and uses wireless signals to communicate with remote appliances. Depending on the appliance you want to control, the ECS will send out either radio or infrared signals to operate the appliance remotely. There are a number of mounting solutions dependent on your needs, for example on a floor stand, or mounted to your wheelchair.

A variety of control switches can be used to operate the system, including switches activated by hand, foot, or head.

The ECS can be very simple, enabling you to carry out a few functions, or more complex, operating multiple appliances and functions - this is dependent on what your individual needs are.

## How is the ECS funded?

The NHS funds the ECS, its servicing and maintenance. There is no charge to you and the equipment is provided on a long term loan basis.

Individuals will need to abide by the locally determined conditions of borrowing the equipment.