



Equipment Consultations

Frequently Asked Questions

How do you provide equipment consultations?

Equipment consultations are provided through a secure video call service, for up to 6 parties, during which our experienced advisors work alongside the person, their support team or family and their therapist to recommend the most effective equipment. The clinician and individual make the final decision on what will be needed but our team are there to provide support throughout.

But the person I need you to see is very complex...

As a specialist provider we work primarily with complex people. Our Advisor team have many years of experience and have met thousands of individuals, the majority of whom would be described as having complex needs. If, during the online consultation, we feel that our equipment is not suitable for an individual we will communicate this in a clear, considerate manner.

Can I trial the equipment?

If your local therapy team has an assessment kit they may choose to offer trials. There is no evidence in the literature that trialling night time positioning for a short period of time is effective. The Mansfield Project found that it takes an average of three months for an individual to adopt a new, supported sleeping position. In light of this a short trial is not likely to yield useful information and may potentially exclude people from experiencing the benefits of night time positioning. For this reason we do not offer trials ourselves but will support individuals with their equipment when they receive it to make sure they get the most out of it.

What support do Simple Stuff Works provide?

At Simple Stuff Works we know that the equipment is only a small part of a successful postural care plan. For this reason, even before an equipment consultation, our support kicks in. We can offer:

- Information and training sessions for both therapists and individuals looking to use our equipment
- Equipment demonstrations so you can see the kit for yourself
- Assessment kits for therapy teams looking to manage their own postural care provision
- Online set ups planned to coincide with equipment delivery to minimise potential delay in using the equipment
- Unlimited reviews and advice sessions
- All of this is accessed at the touch of a button. Simply book your sessions using this [link](#).

Does the person need to be on their bed for the consultation?

Ideally yes, or at least lying down. We need to be able to see the person's preferred sleeping posture and how we might support them in a less destructive position. It is also helpful to see the orientation of their bed so that we can advise on how best to set up and adjust the kit when it is in place. If we

are unable to see the person on their bed we can assess their lying position whilst lying on a different supporting surface, such as a plinth.

What if the equipment doesn't work?

The key to ensuring that night time positioning works for the person and their first circle of support is a comprehensive clinical assessment prior to considering any equipment solution. Therapists are highly skilled in terms of understanding a person's body shape and in working with them and their team to establish what it is they hope to achieve. The equipment will not provide support in terms of behavioural change, motivation or aspiration - whether the strategy works or not will depend on many factors, many of which are unrelated to the equipment.

If you need additional support, we are on hand 5 days a week to help you to problem solve, tweak and adjust your equipment and strategy to ensure long term success.

How can I recommend your kit to a panel without trying it with the person?

The majority of Simple Stuff Works equipment is ordered as standard with no input from our Advisor team. Most therapy teams have their own assessment kits so they are able to try the equipment if that is what is required by local funding panels.

Responsibility for clinical assessment of need, measurement of body symmetry, identification of goals and consideration of which standard equipment will meet these rests with the clinician. Once we have this information we are able to provide a clear rationale for the products we recommend; we also provide a clinical justification template on our website. A Simple Stuff Works positioning system is highly adjustable, meaning that once we have established the appropriate size, we know that it will fit.

How often should we review the system?

This depends on the person you are supporting. A growing child will need more frequent reviews than an adult for example. Once the review cycle has been agreed it is important that the person and those supporting them know that should they have concerns or their needs change how to make contact with the relevant clinician. Simple Stuff Works provide a comprehensive support service and are happy to provide input as frequently as you need us to.

Is the mesh base necessary?

The equipment recommendations we make are based on the information provided to us by the prescribing clinician. If the mesh base is necessary we will recommend it and if it isn't we won't. Simple Stuff Works are committed to the BHTA Code of Practice, the only standard in the industry to be approved by The Chartered Trading Standards Institute.

What if the person I am supporting uses an air flow mattress?

We incorporate our non-slip mesh into our products in order to support individuals using alternating or dynamic air flow mattresses. During our consultation we will work to understand the postural and pressure care needs of the person and work to find a solution.

We only need something for the person's legs, do we need a full system?

During our consultation we will consider the person's body symmetry from head to toe. If it becomes apparent that support for the torso is also required we will recommend that support, if it is not we won't. Simple Stuff Works are committed to the BHTA Code of Practice, the only standard in the industry to be approved by The Chartered Trading Standards Institute.

We aren't sure if this person needs night time positioning, can you help?

Simple Stuff Works are leading training providers in relation to the use of night time positioning. Our Advisor team are happy to arrange short information sharing sessions with families, care teams and

therapists in order to support everyone's understanding of why a positioning system might be needed. This allows everyone to consider how to proceed and to make informed decisions about whether or not to explore night time positioning.

What if the equipment turns out to be the wrong size?

We will know this as soon as we support you to set it up. If, during set up with our Advisor, it becomes clear it is the wrong size we will simply swap it for the right size at no additional cost. Please note that any issues regarding sizing of the equipment need to be identified at the set up – if the equipment has been used we will not be able to replace it.

How long will it take?

This assessment will take no longer than one hour.

What do I need to do to participate?

Make sure you have a smart phone, laptop or tablet with a camera and microphone. You also need a good internet connection. It is a good idea, particularly if you have teenagers at home, to make sure that you are the only person using your WiFi at the time of the call. Simply click on the link you will be sent in your confirmatory email at the time of your appointment (we find Google Chrome works best for most video call platforms to maximise call quality) and one of our advisors will be waiting for you. If on the day you have any problems simply call the office on 01827 307870 and we will be able to help you.

How do I make an appointment for an assessment?

It couldn't be simpler! Click on this link [here](#) and book a time to suit you and the individual we are assessing. You will be sent a link to click on at the time of your appointment which will bring you to our virtual waiting room. Our experienced advisor will be waiting for you!

We use Microsoft Teams, can we still access the service?

Yes. We are happy to use whichever video call you prefer. The reason we offer our assessments through Doxy.me is that we know it is GDPR and HIPAA compliant (for our overseas customers). If your service prefers us to use a different system that's no problem at all. When you make an appointment simply add this in the information with a link for our Advisor to use at the time of the assessment.