

## Patient information

### North West Assistive Technology (NWAT) “Changing Lives Through Technology”

Therapies - Aintree site

#### Introduction:

- North West Assistive Technology (NWAT) is a regional service, that provides specialist equipment for adults and children with complex, physical disabilities and long-term conditions.
- NWAT’s main aim is to enhance the quality of life for patients, using equipment, that can help them to live more independently.

#### Support we can provide includes:

##### Access:

- You may have difficulty with accessing your devices such as your TV remote, mobile phone, etc. NWAT can support with this through a variety of access methods.
- Access methods are the ways in which people control equipment.
- This could include making your own mobile phone, tablet, laptop or PC easier to use through accessibility settings on these devices or with specialist equipment.

##### Environmental Control (EC):

- Providing equipment to support your independence at home. This could include controlling your TV, landline phone, lamps and fans.

##### NWAT Service:

- The NWAT Service is free and is **not means tested**.
- We are a community-based team, and all visits are carried out at your home.
- All equipment is on loan and is for **home use only**.
- NWAT provide a life-long service to eligible patients.
- If your needs change at any point, you can contact NWAT and request a review.

## **Assessment Process:**

- Assessments are often carried out by a multi-disciplinary team, including an Occupational Therapist and Rehabilitation Engineer.
- The aim of the assessment is to identify:
- Your goals/needs relating to environmental control and computer access
- If you feel that assistive technology is the appropriate solution and is motivated to use it
- Any potential risks for you.

## **Installation of equipment and ongoing support:**

### **If assistive technology is to be provided, we will agree:**

- The best way to install the technology, including any training required
- The programming/customisation of the equipment provided
- The follow-up required
- The timescale for installation. Factors include:
  - Progressive conditions
  - Urgent social or medical needs
  - Ongoing building work
  - A patient's request to postpone

## **Ongoing maintenance and support:**

To ensure that the equipment continues to meet your needs, the team will:

- Complete an annual service visit including a visual and functional inspection, battery replacement and PAT testing.
- The annual service visit will be completed at a mutually convenient time and date.
- Respond to fault calls received via the helpline: **0151 529 2022** or e-mail: [nwat@liverpoolft.nhs.uk](mailto:nwat@liverpoolft.nhs.uk)
- Re-programme equipment as required. For example, if you have purchased a new television or have requested additional functions to the equipment.
- Review your needs and provide alternative solutions as needed.

## **Referral information:**

- Referral to NWAT should be made by Health and Social Care professionals (such as a Doctor, Occupational Therapist, Speech and Language Therapist, Physiotherapist, etc.), Charity Workers and Support Workers.

- NWAT will also accept self-referrals, provided that a named Health and Social Care professional is included within the referral, should further clinical information be required.
- NWAT can also provide advice or signpost to other organisations.
- Patients with fast-progressing conditions will be prioritised.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following input from our team, you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further information**

### **North West Assistive Technology (NWAT)**

**Address: Ground Floor Aintree House, Lower Lane, Fazakerley,  
Liverpool,  
L9 7AL**

**Telephone: 0151 529 2022**

**Email: [nwat@liverpoolft.nhs.uk](mailto:nwat@liverpoolft.nhs.uk)**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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