Overall Care Pathway for the AAC Hub service
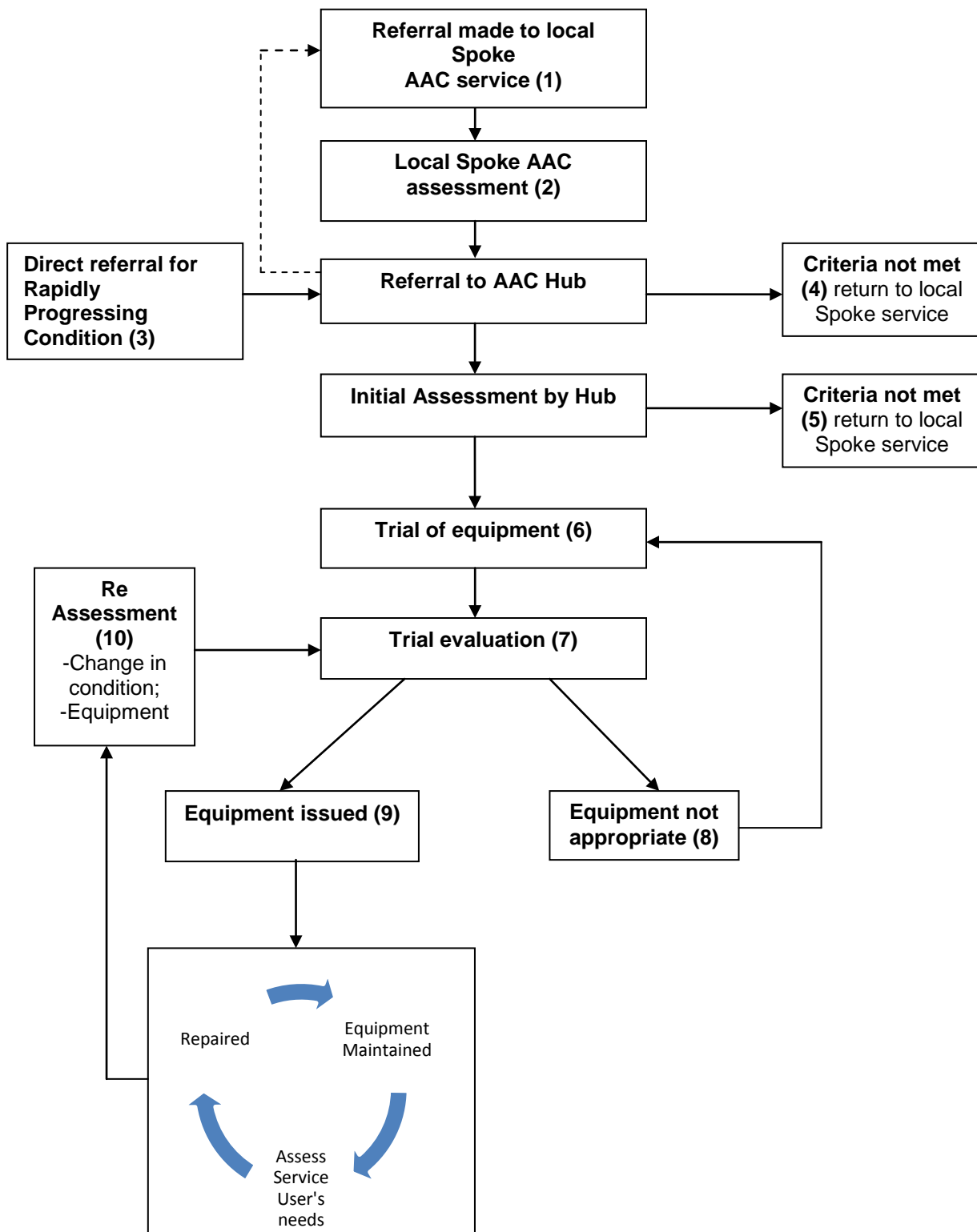**(extracted from Service Specification)**

2.2   Care Pathway

The overall care pathway detailed overleaf follows the flow chart. More detailed and individual care pathways will be developed for specific conditions, e.g. MND.

Direct referral to the Hub Service will be permitted in the following circumstances:

- Service User meets the eligibility criteria; and
- Service User has a recognised rapidly progressing condition; and
- Where referral via the local Spoke service would cause a delay detrimental to the Service User's care.

Care Pathway – Diagram

Referral made to local Spoke AAC service (1)

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Local Spoke AAC assessment (2)

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Direct referral for Rapidly Progressing Condition (3) → **Referral to AAC Hub** → **Criteria not met (4)** return to local Spoke service

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Initial Assessment by Hub → **Criteria not met (5)** return to local Spoke service

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Trial of equipment (6)

↓

Re Assessment (10)
-Change in condition;
-Equipment → **Trial evaluation (7)**

Equipment issued (9)   **Equipment not appropriate (8)**

Repaired   Equipment Maintained

Assess Service User's needs

Care Pathway Description.

1, 2   Undertaken by local Spoke services, where local Spoke services are not in place/are in development these stages of the pathway will usually be completed by the local SLT service. The referral is made on the EAT Service common single point referral form,.

3   Registered Healthcare professionals are permitted to make a direct referral to the Hub for Service Users with a rapidly progressing condition in cases where referral via the local Spoke service would result in a delay in assessment to the detriment of care. Where direct referrals are received by the Hub Service, the Hub will notify the relevant local Spoke service of the Service User's details.

4, 5   if an inappropriate referral (that can be identified at the time of referral) is made, the referral is returned to the referrer/local Spoke service with possible recommendations for therapy or low tech AAC.

6   Ideally the referrer should be present at the initial assessment. If the Service User is deemed unsuitable for high tech AAC at the initial assessment, the Service User will be discharged back to the local Spoke service, with possible recommendations for therapy or low tech AAC.

7, 8, 9   the circular trial and review process will be undertaken until the appropriate AAC system can be ascertained. Where appropriate, the last (successful) system trialled with the Service User will remain with the Service User as the 'issued' device. This ensures continuity of use and reduced waiting times for provision.

10   The EAT AAC system issue on loan to the Service User will be maintained within the EAT Equipment Management System, using an annual planned preventative maintenance (ppm) schedule. Additionally, where appropriate, individual devices will be maintained under an extended manufacturer's warranty.