KM CAT Service Provision Only Service FAQs

**Who can use the Provision Only Service?**

Our Provision Only service is available to community therapists for adult patients who need a communication aid and who do not meet the NHSE eligibility criteria for specialised AAC assessment.

In order to refer, you must have completed an assessment with the patient, identified the appropriate equipment, and be able to provide ongoing support and training to the patient.

To access this service your patient must:

* be registered with a GP in East Kent or Swale. (This area includes: Ashford, Canterbury & Coastal, Thanet, South Kent Coast, Sittingbourne, Sheppey, Teynham, and Newington)
* have developed beyond cause and effect understanding
* understand the purpose of a communication aid
* have a clear discrepancy between person’s level of understanding and their ability to speak.

In addition to the above, evidence is required that you have trialled and considered low-tech AAC strategies.

**What if the patient is an inpatient or on a rehab ward?**

Double check they have a GP in East Kent & Swale.

Have you considered…

* If the timing is right to introduce AAC, or is it a bit too soon?
* It could take up to four weeks to get equipment. Is this enough time for you/them to become familiar with their AAC so they can use it functionally?
* Think about who will be following up to continue supporting them once they are discharged.

By accessing the Provision Only Service you are agreeing to train the patient and those supporting them on how to use the AAC equipment requested; and to ensuring there is ongoing support for their AAC.

**What equipment do you provide?**

The provision only service is focussed on providing low-cost, non-specialised, off-the-shelf AAC solutions.

The following are standard items that are normally held in stock:

* iPad standard or mini size
* AAC iOS text to speech apps
  + Speech Assistant
  + QuickType
  + ProloQuo4Text\*
  + Predictable\*
* AAC iOS symbol/image-based apps
  + GoTalk NOW
  + SnapScene
  + Grid for iPad\*
  + TD Snap\*
* 3rd Party keyboard iOS apps
  + Superkeys\*
  + Keedogo Plus\*
* Low-tech
  + E-Tran frame
  + Spelling boards e.g. Frenchay Alphabet Board
* Light tech
  + Go Talk 4, 9, 20
  + Megabee\*
  + Multi-message buttons
* Lightwriters\*
* Alloras\*
* Voice amplifiers
* Electrolarynxes

Based on experience the suggested standard equipment would meet most people’s needs.  Standard+ equipment is marked with an asterisk and is available on request with clinical reasoning outlining why this specific device/app is required when compared to a lower-cost similar option e.g. E-Tran Vs Megabee.

**Would you provide an iPad for rehabilitation e.g. tactus therapy apps?**

No. We only provide equipment for face-to-face communication, not for rehabilitation purposes.

**What accessories will you provide?**

Will you provide a stand? No. Options for self-funded items include: Pill-O-Pads (£20 approx), case with kick stand (see options online e.g. on Amazon).

Will you provide a mount?No.

Will you provide a specialist case? No, all iPads are provided with a basic, plastic case and screen protector, please discuss with us if you feel your patient requires a different type of case e.g. robust where there is high risk of damage.

Will you provide styluses? We can provide a standard stylus but not a specialist one.

**Will you provide an iPad for use with free apps?**

This will be considered on a case-by-case basis. If the free app meets their face-to-face communication needs and an iPad is required then it will be considered.

**Will you provide android apps?**

Not routinely. Please talk to us if you have this in mind for a patient.

**What’s the smallest screen device you can provide?**

iPad mini.

**Why are there only limited choices?**

The Provision Only Service has a limited budget and only standard equipment is kept in stock, this equipment will meet most people’s needs.

**Why do you need next of kin details?**

We require next of kin details in case we cannot get hold of the patient directly. We only contact the patient for safety testing of electronic devices.

**Where will I collect the equipment from?**

KM CAT, Kent & Canterbury Hospital. Monday to Friday 9-4 (excluding bank holidays). Please arrange with us in advance.

Please note that it is the referrer’s responsibility to collect. Do not send the patient or relative.

We cannot post equipment as we are not funded to do so, and there is a risk that equipment could be damaged in transit.

**If the patient has a query can they phone KMCAT?**

No, by referring for Provision Only, you are accepting that you will provide ongoing support for the patient.

**What happens if the device breaks or is not working?**

The referring service is the first point of call if there are any technical issues or breakages. If the device requires repair/replacement, you can contact KM CAT. Collection and delivery should be provided by the local therapist.

If we notice a pattern in repairs (>1 breakage), we might ask your team to reassess.

Please note we do not offer any helpline services for technical support.

## Kent and Medway Communication and Assistive Technology (KM CAT) Service

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