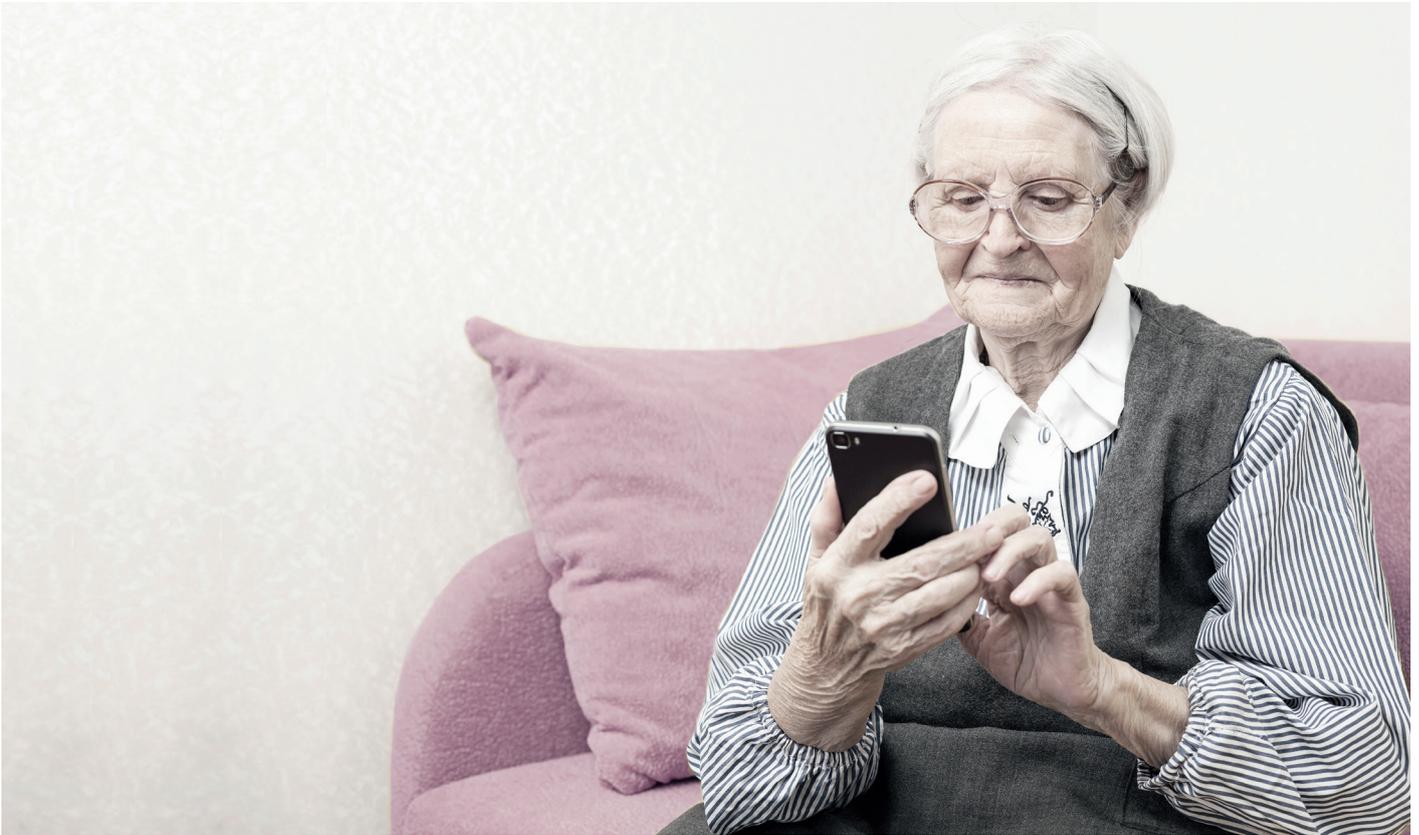




Assitive Technology  
Care Pathway

## Care Pathway

With over 30 years' experience in assistive technology, our team of engineers and product specialists are the largest in the industry. Whether it be environmental controls or communication devices, we have the expertise and knowledge to match the right products to each individual. Our dedicated team has the time and skills to be able to train and support each user so they are confident in controlling their devices, helping to restore independence and create turning points in our patients' lives.



Over the years, we have established a simple three step care pathway that helps our clients understand how they can benefit from assistive technology and what to expect at each stage.



### 1. Assessment

- The assessment is designed to enable our engineers to identify the ideal solution for your specific requirements and any issues that need to be addressed before proceeding to the installation process.
- The assessment is designed to guide you through a demonstration of the product and answer any questions you have.
- All assessments completed by Steeper are free, no obligation assessments and can be arranged by contacting our friendly customer services team.



### 2. Installation

- The installation will be managed by our qualified engineers. They will complete everything as explained and at a time that is convenient for you.
- Once set up and working correctly, our engineers will guide you through the technology and ensure that you are comfortable using the devices.
- All devices installed by Steeper come complete with a one year warranty, so you have total peace of mind that we are here should you need us.



### 3. Support

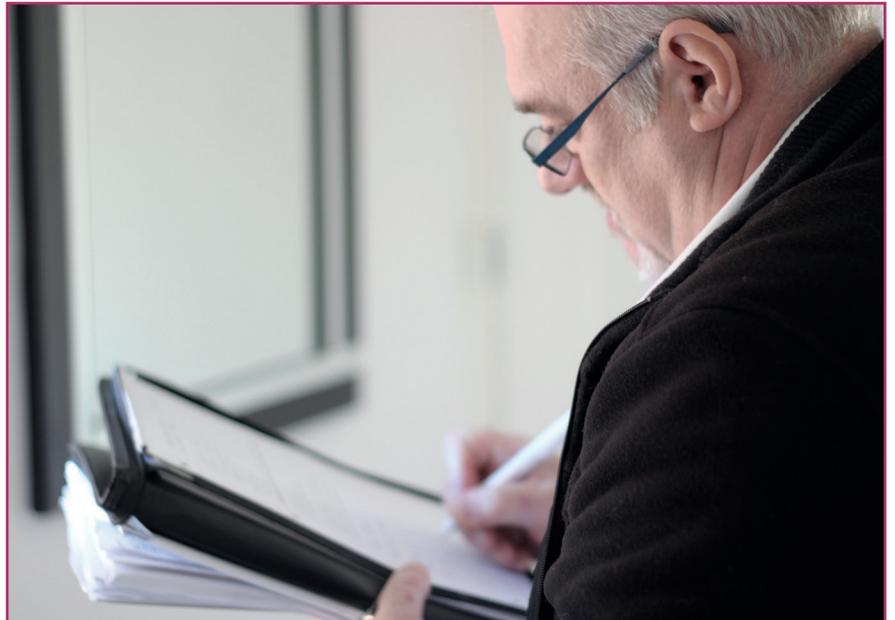
- Our customer service team are on hand to help with any query you may have and promise to get back to you within 48 hours.
- All our maintenance packages are tailored to you, helping you to look after your devices and avoid any costly call out charges.
- Our engineers are all certified to the latest standards, so you rest assured that any maintenance work completed is to the most recent specifications.

## Assessment

The assessment process is crucially the most important step within the Steeper care pathway. This is where the client will meet their Steeper engineer for the first time and discuss through the various options available to them.

If you or your client are unsure of what to expect at the assessment process, then this guide will talk through some of the most frequently asked questions and give a better understanding on what to expect.

Alternatively, please contact our friendly customer service team who will be happy to explain more about the assessment process.



Steeper Engineer, Lee conducting an assessment.

## Frequently Asked Questions

### Why do I need an assessment by Steeper?

An assessment is designed to ensure that our engineers have taken all your needs into consideration before recommending the right solution. Whilst you may have had an assessment previously by your Occupational Therapist, we would still recommend an assessment by Steeper.

### What does the engineer do at the assessment?

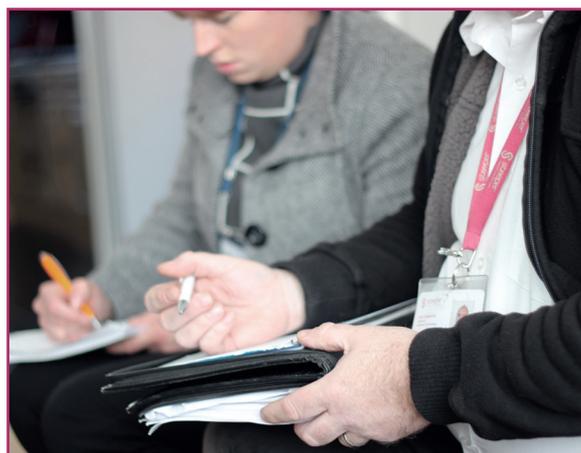
The engineer's job is to understand what your needs are, your capabilities and to assess the premises making note of any remedial work or access issues that need to be completed prior to the installation. This initial assessment takes about 20 minutes on average, and after this the engineer will formulate a plan of action that they think provides you with the best possible solution. After talking this through with you, the engineer will then explain more about how the device will sit within the property and any safety or legal issues that you, as the owner, would have to adhere to. If you are happy with this solution, the engineer will then talk to you about possible design options (if applicable) and additional service packages. On average, the full assessment takes an hour, however, in instances where there is a request for multiple products, this may take a little longer.

After all your questions have been answered the engineer will then take a few pictures and formulate a quote for approval.

### Do I need to prepare anything?

The simple answer is no, the engineer will talk through everything with you when they arrive. If for any instance furniture needs to be moved, then they will do this for you and return it back to its original place before they leave. All we do ask is that you are prepared to answer a few questions about what you would like to be able to do with your new assistive technology.

### Who attends the assessment?



Talking through the recommended solution.

This is entirely up to you and makes no difference to the way in which the assessment is carried out. Some clients like to have family members or friends present to make them feel more at ease, whereas others would like their OT to be at the appointment. Whoever you choose to be there, the assessment process will remain the same.

### I am not eligible for funding on the NHS or the Local Authority, can I still use Steeper for my Assistive Technology needs?

Yes, we help a wide variety of private and NHS clients. We can also help with additional assistive technology devices where funding is unavailable, to go alongside your funded equipment. Every Steeper assessment is free of charge and there is no obligation to buy. Assessments can be arranged through our customer service team by calling 0113 207 0449 or e-mailing [assist@steepergroup.com](mailto:assist@steepergroup.com)

## Installation

The installation process is the second step in the Steeper care pathway and is, put simply, when your devices are installed.

With over 30 years' experience installing Assistive Technology products and devices in both commercial and residential settings, our team of highly skilled engineers understand that a 'one size fits all' approach does not work. Therefore, prior to any installation, we will advise you on the plan of action for the installation day. We understand that having Assistive Technology, whilst necessary, can be disruptive but by keeping you informed at every stage, we hope to make the installation as easy and as manageable for you as possible.

Whilst each installation is different, this guide will inform you of some of the most frequently asked questions and give you an insight into what to expect from your Steeper installation.

### Installation made simple

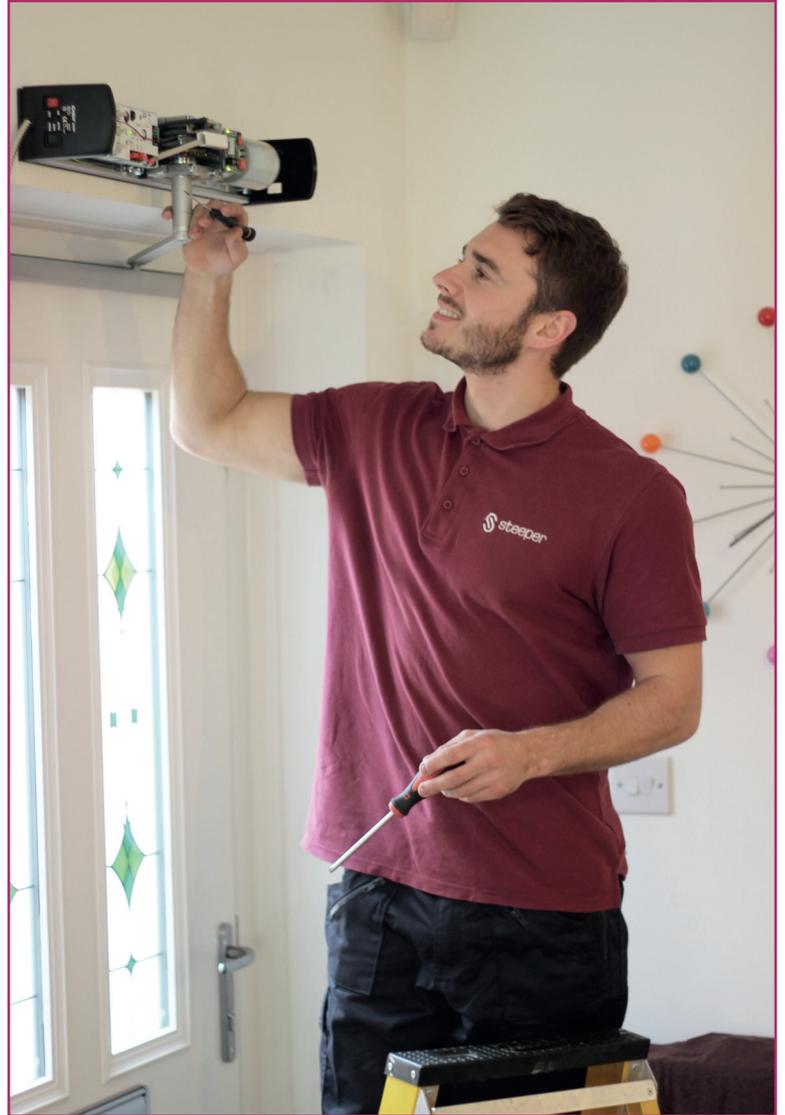
#### Before the installation

After your initial assessment you will have been informed about any remedial or preparation work that needs to be completed. Once this has been completed and at a time that is convenient for you, an appointment will be made for your Steeper engineer to return and complete the install. It is important to understand that the installation cannot go ahead unless the preparation work has been finished. If for any reason you are unsure of what needs to be completed or want to cancel or change an appointment then you can do so by contacting the Steeper Customer Services team, who will be happy to advise you further.

#### On the installation day

On the day of the install, your Steeper engineer will arrive and talk you through the process of the day. They will also talk you through what they are installing, and where it will be located. This is to make sure that everything has been communicated correctly and you are fully aware on what to expect. Again, if you have any questions or are unsure on any aspect of the install then please ask your engineer to explain again. At Steeper we pride ourselves on being able to give each client our dedicated time and attention to make sure everything is perfect, so if you are in doubt or have a question, then please ask.

After everything has been discussed, our engineers will then begin the install, they will move any necessary furniture and once completed will tidy up and reinstate anything that has been moved.



Steeper Engineer, Jon installing an automatic swing door opener.

Before the engineer leaves you will be guided through a demonstration of its use and be given the necessary training to be able to operate your new device confidently. Some clients find it useful to have an additional family member or friend present, as they can also be trained on how to operate the device and can help with any minor usage problems that may arise in the first few days.

#### After the installation

All products installed by Steeper come with a one year warranty, so in the rare instance that there is a fault, you can be safe in the knowledge that we will be there to fix the problem, at no additional cost\*. If you are having problems with your new products then please contact customer services who will be happy to assist in any way they can.

\*T&C's apply, please speak to customer services for exclusions.

## Support

The final stage of the Steeper care pathway is supporting you with your assistive technology. At Steeper, we understand that you may have some technical difficulties over the years and we are with you at every stage to ensure that any problems are quickly resolved.

There are a variety of support packages available to you and at your assessment your engineer will discuss these with you. However, as the owner of your new assistive technology, regular maintenance is an important part of the aftercare. With stringent rules and regulations, it is important that all devices are regularly inspected by fully certified engineers. At Steeper, our engineers are all certified to the latest standards, so you can rest assured that any maintenance work completed adheres to the most recent specifications.

### Support tailored to you

With a wide variety of packages available, creating the right aftercare solution tailored to you is easy with our bespoke service. All products installed by Steeper have a one year warranty, after this, service packages can be obtained or maintenance plans secured with the NHS. With a variety of different options available, our product specialist team will be able to advise you on the most suitable care package however, this guide will aim to provide answers to some of the frequently asked questions.

### Why take out a service plan?

All of our service plans will give you peace of mind knowing that our team of engineers and product specialists are at the end of the phone if you need extra support. You will also be informed when your product or device needs a maintenance check-up and crucially, should anything go wrong then you will not have to pay for costly call out charges and repairs. On average, environmental devices can have a lifespan of up to 10 years, with communication devices having a lifespan of up to 15 years (dependent on software updates) therefore long term cover is recommended.

### What will the service plan cover?

Again this is dependent on what plan you opt for, but on average this will cover all maintenance and breakdown issues, complete with our 48 hour breakdown response call back promise.

### What do I do if I am having problems with my assistive technology?

Whatever your problem you will need to contact our customer service team, we can deal with most enquiries over the phone quickly and easily. However, in the instance that the problem is more complex we have the tools in place to deal with your enquiry quickly and efficiently. The customer service team are contactable via phone on 0113 207 0449 or by e-mailing [assist@steepergroup.com](mailto:assist@steepergroup.com)



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