

DLF Training

Trusted Assessor

New thinking for a new era



What is a Trusted Assessor?

Developed in 2005 the Trusted Assessor role was created in response to a government objective to increase equipment provision in the community to encourage safe and independent living. This enabled ancillary staff such as delivery drivers and handypeople to make a simple assessment and provide minor adaptations at the point of need without the need for a referral to an Occupational Therapist (OT).

Since then Trusted Assessor training has been delivered to hundreds of people every year in a range of roles and environments.

Today Trusted Assessors work in a wide variety of environments such as care agencies, housing associations and social work teams.

The Trusted Assessor role is not designed to replace Occupational Therapists but to compliment them by giving time for them to complete more complex assessments.

Who are the DLF?

Since 1969 the DLF has been providing impartial advice, information and training on equipment for independent living. Healthcare professionals know us for our unique prescribing tool DLF-Data and many signpost the public to our Living Made Easy and AskSARA online advice services and national telephone helpline.

DLF was instrumental in the development of the original Trusted Assessor framework and we have been recently refreshing and extending the range of training options we offer in response to the broadening range of organisations and job-functions that are embracing the concept. Our courses are devised by Occupational Therapists to ensure they provide the practical and theoretical aspects needed to integrate with the role of the OT.

Budget pressures and innovative transformation plans are encouraging many organisations to consider Trusted Assessors as a component of their future strategies.



Trusted Assessor: New thinking for a new era



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Why train with the DLF?

When you choose one of DLF's range of Trusted Assessor training courses you can be assured that the information you receive is up to date and of the highest quality. As an impartial and independent charity you can trust that there will be no commercial bias and that the content is both fully accredited by OCN London and is CPD-accredited.

Our trainers are experts in their fields. Many are practitioners and all the courses have been designed to be fully interactive with an excellent balance of theory and practice. The DLF is renowned for its hands-on practical training.

Choose from booking one of our regular in-house courses located at venues around the UK – see the latest dates on our website – or consider a tailored course at a venue local to you. Typical courses cater for 12 students. Our tailored options also offer the benefit of adding specific operational procedures, focussing on equipment contracted to your area.

Who should consider trusted assessor training?

If you work in social care, health, housing, the voluntary sector or your job involves helping older and disabled people, you are likely to be dealing directly with residents who would benefit from using equipment for independent living.

Health and social care organisations have a duty to ensure that individuals have access to assessments and information that helps promote their independence. Confident Trusted Assessors can make a significant difference to the quality of life and independence of older and disabled people making early interventions and reducing the need for multiple visits.

The duties of a Trusted Assessor can often be combined with other services such as home visits and visits to fit adaptations. Trusted Assessor training from the DLF also ensures that accredited assessors fully understand when to refer a case for a further assessment by an Occupational Therapist, such as cases involving complex situations and conditions.

A range of options

There are currently four levels of Trusted Assessor training – ranging from basic to advanced knowledge. More are planned, so check with us for the latest courses.

training.dlf.org.uk



NEW!

UPDATED

NEW!

Level 1 Trusted Advisor: Advising and Referring for Independence at Home

Designed with retail and triage teams in mind. This course will enable confident customer service staff to provide advice on basic daily living aids and to fully understand the referral options.

- ▶ One-day course
- ▶ Accredited at Level One
- ▶ Covers kitchen, dressing and bathing aids

See [page 6](#) for more information.

Level 2 Trusted Assessor: Installing and Demonstrating Minor Adaptations

This redesigned version of the popular Trusted Assessor course is aimed at delivery staff and fitters. This enables them to demonstrate, risk assess and ensure that the minor adaptations meet the needs of clients.

- ▶ Two-day course
- ▶ Accredited at Level Two
- ▶ Covers minor adaptations such as grab rails and bath boards

See [page 7](#) for more information.

Level 3 Trusted Assessor: Assessing for Minor Adaptations

This course enables staff to conduct assessments with service users and measure for – and then prescribe – suitable minor equipment and adaptations.

- ▶ Two-day course
- ▶ Accredited at Level Three
- ▶ Covers minor adaptations such as grab rails and bath boards

See [page 8](#) for more information.

Level 4 Trusted Assessor: Assessing and Adapting the Home

Designed in collaboration with Foundations*, this course enables the more experienced Trusted Assessor to identify a need, assess, measure for and prescribe major adaptations and to apply for funding such as Disabled Facilities Grants.

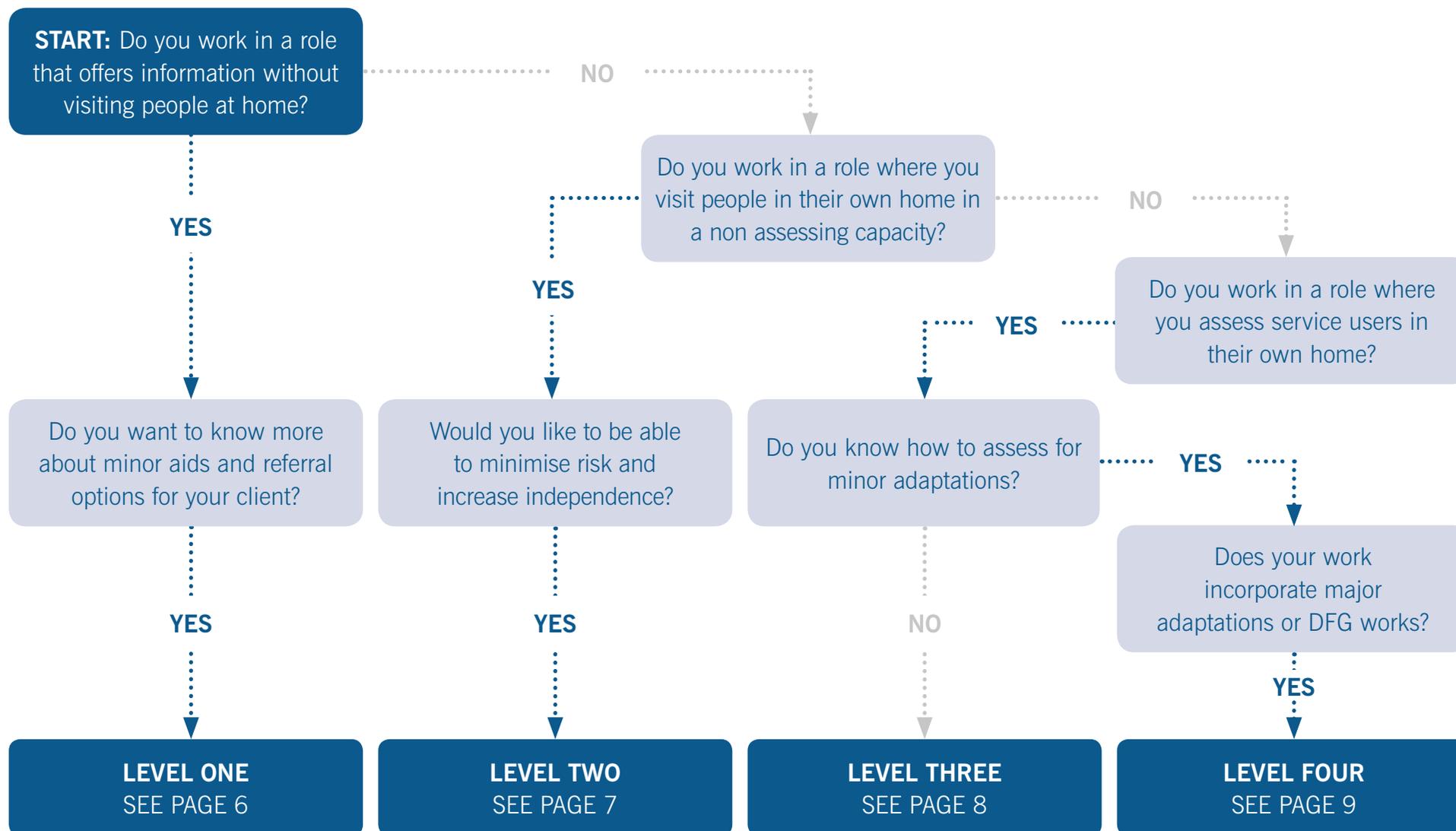
- ▶ Two-day course
- ▶ Accredited at Level Four
- ▶ Covers stairlifts, level access showers and ramps

See [page 9](#) for more information.

*<http://www.foundations.uk.com/>

Which course is for me?

If you are unsure which course to book, the flow chart below will help you to **identify the course more relevant to your needs**. Please then look at the full information on each course on the following pages.



Trusted Advisor: Advising and Referring for Independence at Home

DLF are proud to announce our latest addition to the Trusted Assessor suite; *Trusted Advisor: Advising and Referring for Independence at Home*. As with all DLF courses this Trusted Advisor course is an interactive and practical course that aims to increase confidence and knowledge in the area of equipment for independent living. This course has some pre-course work for the learner to complete before attending the course.

Purpose of the course

To enable confident customer service staff to provide advice and explain the referral options for basic daily living aids. To understand common conditions and the health and social care services available.

The range of equipment includes:

- ▶ Kitchen aids
- ▶ Dressing aids
- ▶ Basic telecare
- ▶ Mobility aids

**NEW
COURSE!**

Aimed at:

- ▶ Helpline staff
- ▶ Shop assistants
- ▶ Triage teams
- ▶ Customer service staff

Learning Outcomes

1. Understand conditions and the impact on the ability to function
2. Understand different roles within Health and Social Care
3. Understand referral pathways for equipment and adaptations
4. Know the range of disability equipment available and their purpose
5. Know how to provide a quality customer experience
6. Understand the role of the Trusted Advisor

On completion of the course, students will receive an accredited award at Level One, this is accredited by OCN London.

The course lasts one day and there will be some preparation required before training begins.

Trusted Assessor: Installing and Demonstrating Minor Adaptations

In response to the needs of the industry, the DLF has recently re-designed and updated our Level Two Course. The course is ideal for staff needing to adjust, fit and demonstrate equipment or minor adaptations that have been issued, or review and adjust equipment already being used.

Purpose of the course

To enable the learner to review, measure for, adjust and fit a minor adaptation or piece of equipment, to assist an individual to live more independently.

The range of equipment includes:

- ▶ Chair and bed raisers
- ▶ Bath boards, seats,
- ▶ Stair rails, rails for toileting, raised toilet seats and frames
- ▶ Grab rails
- ▶ Perching stools

**UPDATED
COURSE!**

Aimed at:

- ▶ Handypeople
- ▶ Delivery drivers
- ▶ Technicians
- ▶ Surveyors

Learning Outcomes

1. Understand how daily living equipment can assist people with functional difficulties to live independently.
2. Understand safety and risk factors with the prescription of basic equipment.
3. To be able to measure for basic daily living equipment.
4. Understand how to review equipment and adjust it as required.
5. Understand how to demonstrate the use of basic equipment to the service user.
6. Understand when to refer service users to other services.
7. Understand the role of the Trusted Assessor at level 2.

This course is assessed within the classroom, but dependent on the level of participants the learners may need to complete an assignment and submit this after the course as finished.

Trusted Assessor: Assessing for Minor Adaptations

Designed to replace the previous Level Three course, *Trusted Assessor: Assessing for Minor Adaptations* now includes more clinical reasoning and assessment skills.

Purpose of the course

To enable staff to conduct assessments with clients, measure for and prescribe minor equipment and adaptations, using clinical reasoning and best practice and be able to reflect and adapt future practice.

The range of equipment includes:

- ▶ Chair and bed raisers
- ▶ Bath boards, seats,
- ▶ Stair rails, rails for toileting, raised toilet seats and frames
- ▶ Grab rails
- ▶ Perching stools and small household items

Aimed at:

- ▶ Nurses
- ▶ OTAs
- ▶ Rehabilitation assistants
- ▶ Physiotherapists
- ▶ Care managers
- ▶ Mental health OTs
- ▶ Social workers
- ▶ Experienced handy people

Learning Outcomes

1. Be able to assess a client with a need to enable independent living
2. Have knowledge of the equipment and techniques available to assist with purposeful occupation
3. Understand safety and reduce the risk factors through prescription and use of suitable equipment
4. Be able to prescribe, measure for and fit equipment
5. Be able to demonstrate the use of basic equipment and conduct a review to ensure suitability for the client
6. Know when to refer clients onto another service
7. Understand the role of the Trusted Assessor
8. Be able understand the importance of reviewing and when and how this should take place
9. Be able to reflect and learn to promote best practice

On completing the Trusted Assessor training students will have an accredited award at Level Three, from OCN London.

This course will have an assignment that the learners will need to complete and submit after the course.

Trusted Assessor: Assessing and Adapting the Home

DLF are proud to announce the latest course in the Trusted Assessor suite; *Trusted Assessor: Assessing and Adapting the Home*. Designed in collaboration with Foundations, this course represents the next stage in Trusted Assessment.

Purpose of the course

To enable the Trusted Assessor to identify a need for major adaptations, assess, measure for and prescribe major adaptations and apply for DFG or equivalent funding for the adaptations.

The range of equipment includes:

- ▶ Ramps and access
- ▶ Level access showers
- ▶ Stairlifts

**NEW
COURSE!**

Aimed at:

- ▶ Home Improvement Agency staff
- ▶ Surveyors
- ▶ OTs
- ▶ Experienced trusted assessors
- ▶ Housing association staff

Learning Outcomes

1. To understand the purpose of Disabled Facilities Grants (DFG) relating to accessing the home
2. To be able to complete a robust risk assessment
3. Know when to prescribe a daily living equipment adaptation
4. Understand the environmental factors that may impact on the ability to install adaptations
5. To be able to measure an individual for major adaptations
6. Know the range of daily living equipment adaptations available
7. Understand the role of the Trusted Assessor and when to refer clients back to Occupational Therapy services

On completing the Trusted Assessor training students will have an accredited award at Level Four, from OCN London.

▶ Continued over

Trusted Assessor: Assessing and Adapting the Home

It is recommended that you complete the Trusted Assessor Level 2 or level 3 training before booking onto this course. This will give you knowledge around medical conditions and their impact on daily living tasks along with the ability to assess for minor adaptations. These minor adaptations can be an essential part of any major home adaptation and the learner will be expected to have knowledge of this before attending the course.

This Level four course requires the learner to complete a reading and questions assignment prior to the course, as well as completing a case study based assignment following the two day classroom sessions. Both have strict deadlines and must be uploaded onto our web based system. These form part of the accreditation and must be completed to pass. The level four course is not designed to replace Occupational Therapists but to enable services to make clearer referrals and free OT staff to complete the more complex assessments. It is recommended that services using the Trusted Assessor concept have clear support and referral pathways before implementing.



How do I book?

ATTEND A
COURSE

There are a range of options for booking:

- ▶ **You can opt to attend one of our open courses**
– we publish dates and venues across the UK.
To check the latest dates go to training.dlf.org.uk
- ▶ **If you would like to commission a full course at your own venue** or a venue local to you, please email training@dlf.org.uk or call **020 7289 6111** to request a no obligation quotation.

DLF Training

T: 020 7289 6111 | E: training@dlf.org.uk | W: training.dlf.org.uk

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