

High Level Service Outcomes of the Integrated Community Equipment Service Objectives of the Service

The Commissioner's aim is to build upon the Integrated Community Equipment Service (ICES) arrangements which have been in place across the county for many years, and further enhance this configuration to develop a more singular integrated service for community services, thus providing prescribers and clients with a single point of contact and, wherever possible and appropriate, a more singular service solution.

The key aims of the new service arrangement will be to:

Commission an integrated community equipment service solution incorporating retail facilities

Pool resources across NHS, Education and Social Care to secure efficiencies and value for money

Develop an easy to understand market place for people to access community equipment, products and advice/information, whether subsidised through the public purse or private funded purchases, which provide a trusted environment for individuals, enabling them to make informed choice

Increase performance and efficiencies through economies of scale, timely service delivery and faster end to end times, whilst at the same time reducing the number of interventions for clients

Promote a prevention and early intervention agenda by:

- Contributing towards a reduction in hospital admission /readmission to acute or urgent care
- Assisting in the facilitation of early supported hospital discharge
- Supporting care closer to home
- Contributing towards a reduction of admissions into long term care
- Supporting access to the curriculum in Education, reducing the need for additional care and support
- Supporting the reduction in the need for extensive care packages

Support end of life care to be delivered within the individual's chosen environment

Support the delivery of the personalisation agenda in NHS, Education and Social Care through the use of personal budgets

Meet the requirements of the Children and Families Act 2014 to include equipment provision in the Education, Health and Care plans for eligible children and young people aged 0-25 years

Target resources at the right people, at the right time through effective planning
Reduce the impact on the environment through recycling of products and providing local access points to reduce carbon footprint. As part of future development, self-

assessment is a form of assessment that is completed by the individual or their carer without the immediate involvement of professionals. This will enable people with disabilities to access simple pieces of equipment by completing questionnaires supported by diagrams

Meet the requirements of the Care Act 2014 to include equipment provision to include eligible children and adults, with the inclusion of prisoners across Kent, from April 2015

Improve and maintain individual's health and wellbeing through increased independence, choice, control, dignity and quality of life within their own home environment

Provide a high quality value for money, safe, evidenced-based service for those who meet Kent's eligibility criteria, that optimises mobility and safety in meeting their overall aim of achieving independence and optimal function related to activities of daily living, and improving the clients quality of life.

Offer timely, flexible, prompt and responsive service that is co-ordinated through either a multi-agency or multi-disciplinary care plan

Provide a single point of contact for clients and their carer/parent to track the progress of the procurement of equipment

Deliver quality improvement and innovation through actively promoting the participation of clients, their carer/parent and staff in the ongoing development of the service

Reduce length of stay in hospitals through the provision of special equipment, regardless of the duration of need, and ensure that provision of necessary community equipment is a seamless part of hospital discharge

Provide effective arrangements for the delivery and collection of equipment from clients homes ensuring that the appropriate staff are present to allow demonstration and handover of equipment where necessary

Provide a quick and responsive pathway for providing equipment which does not require clinical assessment

Operate within budgetary constraints and with appropriate regard to the management of resources

Provide a tailored programme of training, information and advice for staff that enables the client to maximise their independence, mobility and quality of life

Ensure the service will be compatible in the roll out of Personal Health Budgets/ Individual Budgets for clients or their carers/parents, in line with government policy and any national pathfinder programme

Ensure equipment is safe, suitable and is covered by appropriate maintenance and breakdown arrangements.

Ensure there is clarity around the roles, responsibilities, obligations and legal requirements where community equipment is provided to a care home, service users own home or prison

Enhance and maintain the quality of life for clients registered in Kent through achieving a greater degree of independence and safety within their own home environment, thereby maintaining the individual within their community.

Meet the assessed needs of the client and their carer/parent and ensure the service safely and effectively meets the needs of, and is responsive to, clients and carers/parents.