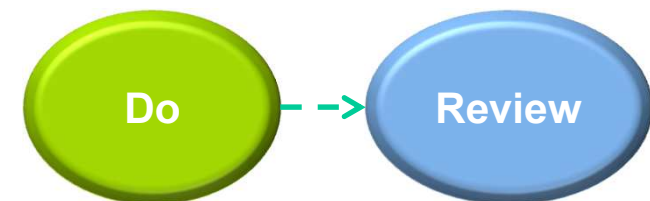


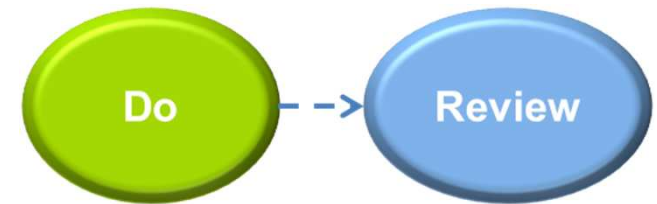
Integrated Community Equipment Services and Technology Enabled Care Services

Cabinet Committee



Anne Tidmarsh, Director Older People and Physical Disability
Mark Hogan, Independent Living Services Manager, Operational Support Unit
Tracy Veasey, Commissioning Officer, Strategic Commissioning, Community Support

Equipment and Technology



- Two new contracts – Lot 1 & Lot 2
- Awarded 5 years + 2 from 30 November 2015
- Integrated Community Equipment Services (ICES)

– NRS Healthcare



- Technology Enabled Care Services (TECs)

– Centra Pulse



The new ICES Service Model



KCC and 7 CCGs in partnership

s.75

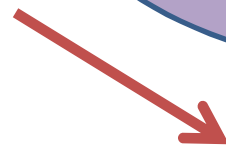
One KCC contract

Mix Pooled & Aligned budgets



Integrated Community Equipment Service Provider

Health and social care equipment prescribers



Technician Service
KCC / KCHFT



Citizens and patients



What is Community Equipment



Bath lift



Raised toilet seat



Children's walker



Profiling Bed



Stand aid



Walking frame



Text phone

Kent Operation in Aylesford



Contact Us
Kent ICES
NRS
Phone: 01622 235300
Email: enquiries@kent.nrs-uk.net



Kent Operation in Aylesford



Prescriber Access from NRS – iRIS4



The screenshot displays the iRIS4 web application interface. At the top, there is a navigation bar with the Kent County Council NHS logo and the NRS Healthcare logo. The main content area is divided into several sections:

- Navigation:** A vertical menu on the left contains links for Home, Browse Catalogue, Create Order, Peripheral Stores, Awaiting Authorisation, For me to Authorise, Tracking, Administration, My Levels, Documents, Reports, Site Map, Feedback, and Hide.
- User Information:** A sidebar on the right shows the user's name (Tracy Veasey), email (Tracy.Veasey@kent.gov.uk), telephone number (03000 415530), and last login time (26/10/2017 08:45:08).
- My Orders:** A summary table showing order status and values.
- My Calendar:** A calendar view for October 2017.
- My Clients:** A section for managing client information.
- My Products:** A section for managing product information.

The main content area features a 'Welcome' message and several updates from commissioners:

- Click here: Guide to Ordering Specials Effective 01/07/17**
- Edit your home page.**
- Please note that orders for Lomax 13952 need to be ordered from Sunrise Medial 13510 also orders for Sidhil 13686 need to be ordered from Drive Devilbiss Sidhil 14801.**
- Welcome**
Welcome to your NRS iRIS web site for the Kent Integrated Community Equipment Service. This page is used to inform you of any key events or information relating to the service provided. This page may be edited by NRS and/or key managers or commissioners of the service. We hope you find this site useful and easy to use. If you do experience problems, please click the Contact Us link above where you will find the contact details for your local service centre. The customer service team will be happy to listen and help.
- Updates from Commissioners**
 - Clinical Team Contact Information(18/09/17)**
Commissioners would like to advise prescribers that there is a new clinical team email address available for use: clinicalteam@kent.nrs-uk.net
Please can prescribers use this email for all general clinical enquiries. It will be monitored by all members of the clinical team who will respond as appropriate. The clinical teams personal emails are still available but should be used for more specific communications. Thank you
 - Clinical Reasoning(17/08/17)**
Commissioners would like to remind Prescribers when placing orders on iRIS4 to include the Clinical Reasoning Form when the item is above £300, or any NEW special order, including recycled items, to facilitate approval of an orders.

Integrated Community Equipment Service from NRS

The service includes:



- Equipment service, including overhead hoists, seating, bathing, toileting etc.
- Service and maintenance
- Technician service materials including rails, ramps, furniture raising
- Clinical advisory service – including OTs supporting recycling specials programme (£15-20K per month saving)
- New online ordering and management iRIS4 system – track order from point of authorisation
- “Safe and Well” information service, including online assessment tool, physical and online retail. Partnering with Kent retailers
- Trusted Assessors trained across internal and external agencies, Kent Fire & Rescue Service & Voluntary Organisations

Current challenges

- NRS have evidenced financial challenges from the original financial operational model and amendments are underway
- Recruiting the right staff and retaining those staff, has been a key focus. The sector does experience high staff turnover
- Initial focus has been on the delivery of equipment to manage the inherited backlog during mobilisation from previous suppliers. There is now capacity to improve collections and the recycling of equipment and to fine tune the service and consider new development opportunities. Commissioners are performance managing the provider to achieve improvements in this area
- Recovery of equipment from Care homes can be slow and delay recycling. Work is progressing in this regard with NRS and the care home sector



Improved Outcomes & Savings



Client diagnosed with MS and is non weight bearing and living at home with husband who is main carer. Husband requires operation following manual lifting of wife resulting in hernia from carrying out all transfers.

Following an OT assessment prescribed an overhead hoist, slings and slide sheets (total cost £2,666.37) via NRS

OT provided training to support husband to meet all care needs for his wife as requested.

- Avoidance of previous H&S concerns for client and husband re manual lifting wellbeing and choice requirement of Care Act met
- supports client to maintain functional ability for as long as possible as she actively participates in the transfers (operates hoist control and rolls to help with sling fitting), which also meets preventative requirement of Care Act and may delay / prevent requirement for Nursing care in a residential setting
- avoidance of any use of scarce resource of formal domiciliary carer agencies and also Case Manager in KCC
- cost avoidance of £779.14 per week (4 x DHC calls), £40,528.80 per year
- excellent job satisfaction for OT following her effective intervention

Future Developments



- Development of regular prescriber & user surveys to help shape the service
- Further development of the iRIS4 online system to manage spend
- Countywide Lead CCG Commissioner in place to work with KCC Commissioners to deliver joint development planning
- Strategic partnerships between home care providers, Kent Fire & Rescue Service residential care home providers and Centra
- Introduction of rental agreements between equipment provider and residential care homes
- Better information for commissioners and for operational managers – understand behaviours of prescribing staff
- Further understanding of market to shape business

Current performance - NRS

April – September 2017



Deliveries Performance

	Target 1	Target 2	March	April	May	June	July	August	September
Overall Delivery Performance	96%	80%	81%	88%	82%	84%	92%	86%	85%
Performance of same day deliveries	98%	95%	98%	99%	100%	97%	99%	98%	98%
Performance of next day deliveries	98%	95%	73%	81%	75%	97%	97%	98%	96%
Performance of deliveries within 5 working days	92%	85%	69%	84%	74%	74%	88%	79%	77%

Collections Performance

	Target 1	Target 2	March	April	May	June	July	August	September
Number of collections within 10 working days	95%	85%	75%	76%	78%	80%	81%	84%	88%
Collections Requested (By Item)			12,641	8,523	9,544	11,399	10,286	10,336	10,890

Recycling Performance

Contract Items	Target 1	Target 2	March	April	May	June	July	August	September
Recycled Qty			7914	5076	5755	6605	5288	4811	6246
Value			£853,485	£469,858	£617,389	£682,487	£556,104	£542,389	£524,514
Contract Item, recycle rate by qty	75%		82.43%	72.78%	82.36%	71.60%	72.86%	80.20%	86.21%
Contract Item, recycle rate by Value	95%	90%	94.76%	82.63%	91.98%	84.78%	88.62%	93.34%	94.26%

What is Technology Enabled Care Services?



Monitoring Box



Centra

Key Safe

GPS Tracker - watch



Amie Accessories



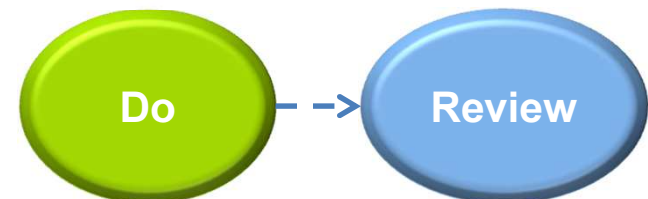
Easy Press Adaptor

Belt Clip

Neck Cord

Wrist Strap

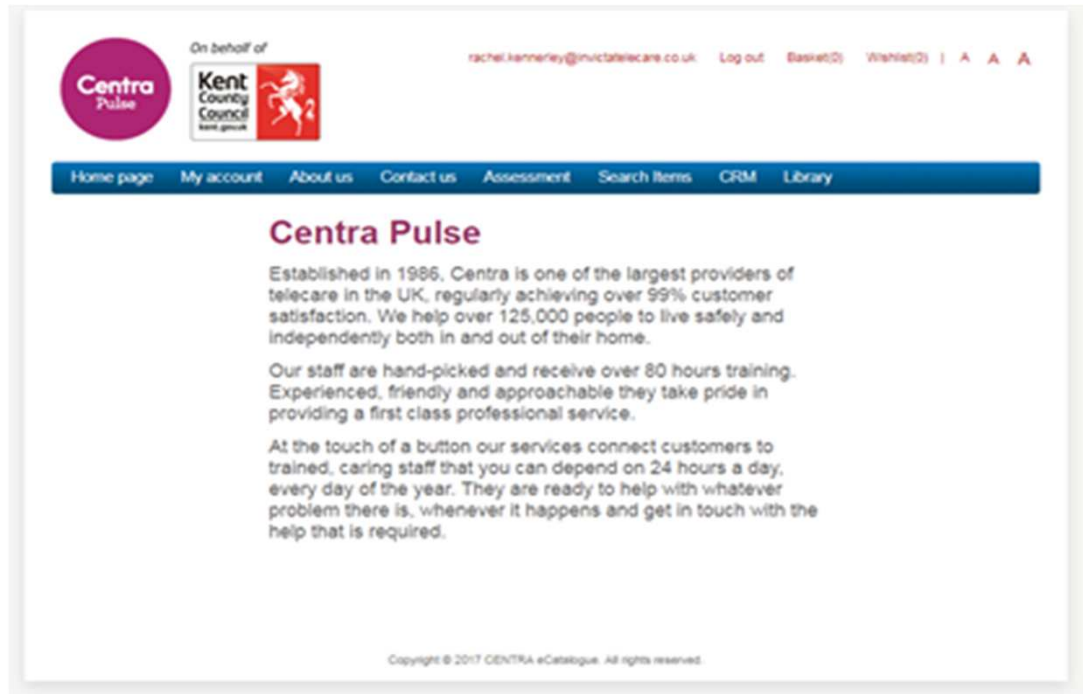
Lifeline Pendant



Who & Where – Installation Team Based Kingshill



Prescriber Access - What is TECs



Contact Us

TECs

Centra

Email: pulse@centragroup.org.uk

Telephone: 0300 456 3785

Technology Enabled Care Service from Centra Pulse



The service includes 3 service components:

1. Telecare and Digital Care

1. Installation, de-installation, maintenance and repair (includes online DATS ordering system)
2. 24 hour monitoring
3. Service user support

2. Training – for KCC staff & Trusted Assessors, Voluntary Orgs

1. Classroom training/ELearning
2. Advice and support for assessors

3. Service Development and project support

1. Horizon scanning – new products & services
2. Project support

Current Challenges and Practice examples



- Data quality continues to be an issue with keeping pace with service users change in circumstances – move to residential services or passed away
- Changing face of technology and connectivity
- Digital Switchover – 2025
- Increasing efficiency of contract/ ensuring best value gained for Service User and KCC
- GPS tracker increased usage : example of person with dementia found in harbour

Good News Story -Dramatic Rescue Operation



An elderly man diagnosed with dementia but wearing his GPS tracking device strayed outside of his regular walking route

An alarm was raised by Centra to family and emergency services and they were able to quickly locate the gentleman who had wandered into a local creek and found himself sinking into the mud and sludge.

He was quickly reunited with his family and did not need any medical attention.

Future Developments

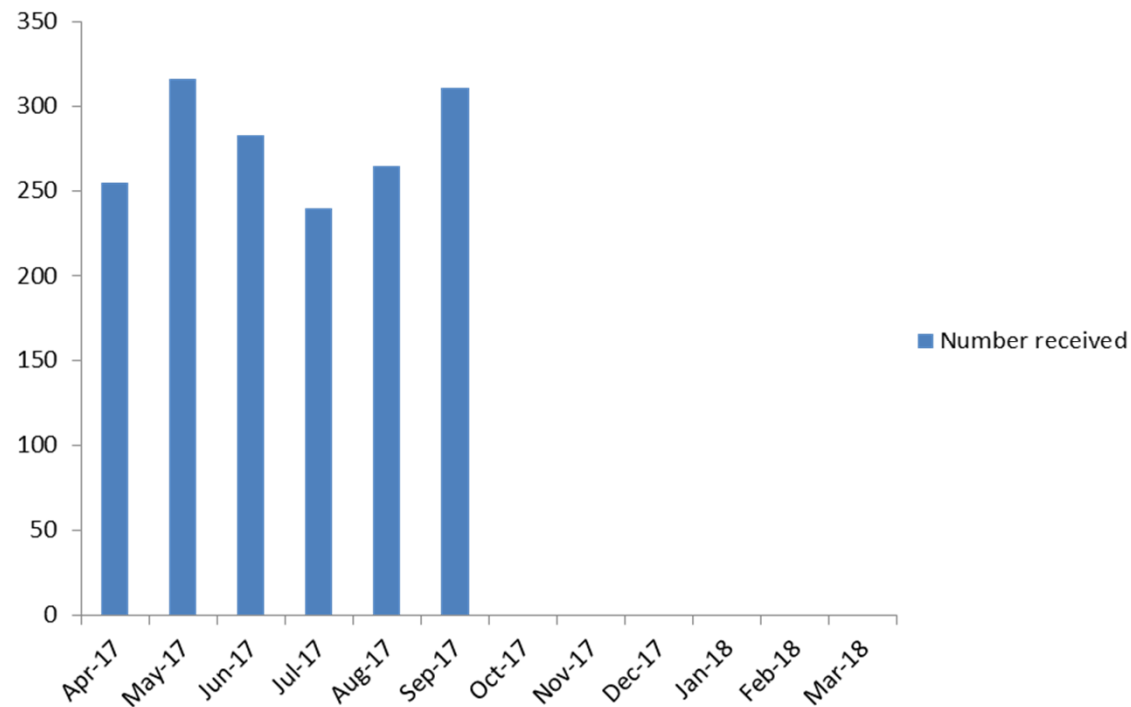


- Strategic partnerships between home care providers, Kent Fire & Rescue Service and NRS
- Continued horizon scanning of new technology available in the market place
- Better information for commissioners and for operational managers – understand behaviours of prescribing staff
- Telecare only cases to be managed by Centra
- Development of DATs system following prescriber review
- Empowering people to use own devices/Apps and technology

Current performance - Centra



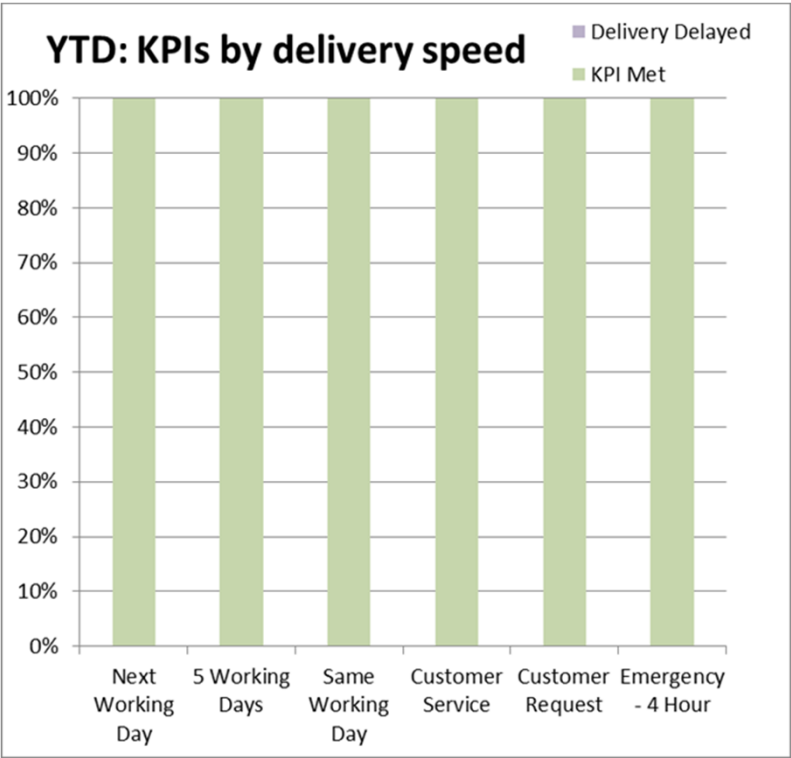
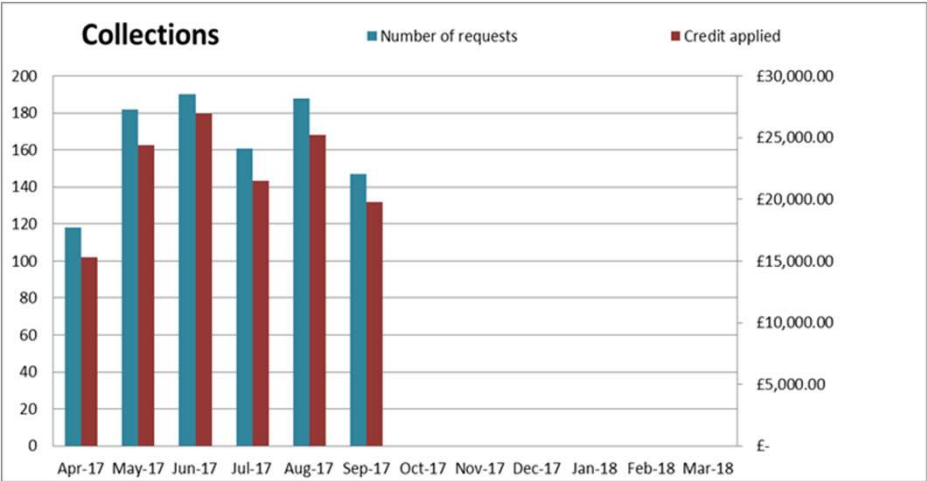
Number of Orders Received April – September 2017



Current performance - Centra



April – September 2017



Questions, Comments or Thoughts.....



Thank you

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Manager, Operational Support Unit

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Commissioning, Community Support

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