

Appendix 2

Kent Community Equipment Service – Outcomes

Kent County Council (KCC) and NHS Kent and Medway Integrated Care Board (ICB) will work in partnership with the new community equipment provider to deliver a Community Equipment Service that is focused on delivering the following outcomes.

Outcomes for People Who Draw on Care and Support	
1.	People have Equipment provided to them which takes account of their strengths and capabilities and helps them to feel safe by either enabling them to carry out everyday activities, whilst maximising their independence or supporting them to be cared for at home.
2.	People understand the type of Equipment available to them, what is recommended, when it is arriving and who to contact to arrange maintenance and/or collection when it is no longer needed.
3.	The Equipment that people receive is delivered on time, clean, installed, tested correctly, demonstrated, repaired quickly, and is regularly maintained.
4.	People know what to do if they have concerns about the Equipment safety or the standard of the service.
5.	People who use the service have their views regularly sought and these are used to drive continuous improvement.
7.	People are always treated with courtesy, respect and dignity, and people's diverse needs are recognised and supported
8.	People are aware of the different ways to return Equipment when it is no longer required and are actively encouraged to do so
9.	People have greater choice in how to access a range of Equipment that meets their needs, and they are supported by the Provider to do this safely.
Outcomes for Prescribers	
1.	Prescribers have confidence in the Provider to access the most cost-effective Equipment, that best meets assessed need, industry standards, is the most cost effective.
2.	Prescribers have confidence in the Provider to install Equipment to the expected standard and in accordance with agreed timelines.
3.	Prescribers' views are regularly sought and used to drive continuous improvement in service delivery.
4.	Support for prescribers such as for clinical and order queries is accessible via a range of media, including telephone, online resources, literature and documentation.
5.	Prescribers have access to a user-friendly on-line catalogue with tracking functionality.
6.	Prescribers are confident in the availability of stock and if this is compromised, they will be offered close technical equivalents.

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Outcomes for Kent County Council and NHS Kent and Medway Integrated Care Board	
1.	The Provider delivers a high-quality value for money service that is environmentally and financially sustainable for the future.
2.	Confidence in the accuracy of the management information data received and able to easily scrutinise management data as and when required.
3.	The service continues to innovate and improve throughout the lifespan of the contract
4.	Added value is demonstrated through the social value programme throughout the lifespan of the contract