

## High Level Services Outcomes of the Integrated Community Equipment Service

### 1. Objectives of the Service

The Commissioners 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:

- 1.1 Commission an Integrated Community Service solution incorporating retail facilities.
- 1.2 Pool resources across NHS, Education and Social Care to secure efficiencies and value for money.
- 1.3 Develop an easy to understand marketplace for people to access community equipment, products and advice/information, whether subsidised through the public purse or privately funded purchases, which provide a trusted environment for individuals, enabling them to make informed choices.
- 1.4 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.
- 1.5 Promote prevention and early intervention agendas by:
  - Contributing towards a reduction in hospital admissions/re-admission 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.
- 1.6 Support end of life care to be delivered within the individual's chosen environment.
- 1.7 Support the delivery of the personalisation agenda in NHS, Education and Social Care through the use of personal budgets.
- 1.8 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.

- 1.9 Target resources at the right people at the right time through effective planning.
- 1.10 Reduce the impact on the environment through recycling of products and providing local access points to reduce the 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.
- 1.11 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.
- 1.12 Improve and maintain individuals' health and wellbeing through increased independence, choice, control, dignity and quality of life within their own home environment.
- 1.13 To provide a high quality, value for money, safe, evidence-based service for those who meet the Kent eligibility equipment 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 client's quality of life.
- 1.14 To offer a timely, flexible, prompt and responsive service that is co-ordinated through either a multi-agency or multi-disciplinary care plan.
- 1.15 To provide a single point of contact for clients and their carer/parent to track the progress of the procurement of the equipment.
- 1.16 To deliver quality improvement and innovation through actively promoting the participation of clients, their carer/parent and staff in the ongoing development of the service.
- 1.17 To reduce length of stay in hospitals through the provision of specialist equipment, regardless of the duration of need, and ensure that provision of necessary community equipment is a seamless part of hospital discharge.
- 1.18 To provide effective arrangements for the delivery and collection of equipment from clients' homes, ensuring that the appropriate staff are present to allow demonstration and hand-over of equipment where necessary.
- 1.19 To provide a quick and responsive pathway for providing equipment which does not require a clinical assessment.
- 1.20 To operate within budgetary constraints and with appropriate regard to the management of resources.

- 1.21 To provide a tailored programme of training, information and advice for staff that enables the client to maximise their independence, mobility and quality of life.
- 1.22 To 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.
- 1.23 To ensure equipment is safe, suitable and is covered by appropriate maintenance and breakdown arrangements.
- 1.24 To 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.
- 1.25 To 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.
- 1.26 To 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.