

<b>Report to:</b>	Overview and Scrutiny Committee (Adult Social Care and Health)	<b>Date of Meeting:</b>	Tuesday 27 June 2017
<b>Subject:</b>	Review of Sefton Community Equipment Store		
<b>Report of:</b>	Director of Social Care and Health	<b>Wards Affected:</b>	All
<b>Portfolio:</b>	Cllr Paul Cummins Cabinet Member – Adult Social Care		
<b>Is this a Key Decision:</b>	Yes	<b>Included in Forward Plan:</b>	Yes
<b>Exempt / Confidential Report:</b>	No		

**Summary:**

In April 2017, the Council approved the recommendation to extend the Section 75 Partnership Agreement between Sefton Council and Liverpool Community Health Trust for the operation of the Sefton Community Equipment Store which was due to end on 31 March 2017, to enable the review on the operation of the equipment store to be concluded and the findings and recommendations to be reported to a future Cabinet meeting.

**Recommendation(s):**

- 1) Note and comment on the content of the report.

**Reasons for the Recommendation(s):**

Community Equipment is used by almost every person responsible for providing care and in a range of settings.

**Alternative Options Considered and Rejected: (including any Risk Implications)**

None

**What will it cost and how will it be financed?**

**(A) Revenue Costs**

There are no financial implications resulting directly from this report. As the review progresses any potential financial impact will be identified and included in future reports

**(B) Capital Costs**  
Not applicable

**Implications of the Proposals:**

<b>Resource Implications (Financial, IT, Staffing and Assets):</b>
<b>Legal Implications:</b>
<b>Equality Implications:</b>  There are no equality implications.  <b>(Please delete as appropriate and remove this text)</b>

**Contribution to the Council's Core Purpose:**

Protect the most vulnerable: yes
Facilitate confident and resilient communities: yes
Commission, broker and provide core services: yes
Place – leadership and influencer: yes
Drivers of change and reform: yes
Facilitate sustainable economic prosperity: yes
Greater income for social investment: yes
Cleaner Greener yes

**What consultations have taken place on the proposals and when?**

**(A) Internal Consultations**

The Head of Corporate Resources has been consulted and any comments have been included in the report. (FD.4706/17)

The Head of Regulation & Compliance has been consulted and has no comments on the report. (LD 3990/17)

## **(B) External Consultations**

Informal small scale consultations have been undertaken with external partners and Health Watch on the approach set out in the report. Further work will be done in the months to come.

### **Implementation Date for the Decision**

Following the expiry of the “call-in” period for the Minutes of the Cabinet Meeting.

**(Please delete as appropriate and remove this text)**

<b>Contact Officer:</b>	Sharon Lomax
<b>Telephone Number:</b>	Tel: 0151 934 4900
<b>Email Address:</b>	sharon.lomax@sefton.gov.uk

### **Appendices:**

There are no appendices to this report

### **Background Papers:**

There are no background papers available for inspection.

## **1. Introduction**

Community Equipment is vitally important in supporting care at home. In recent years the increased focus on prevention, rehabilitation and care closer to home, together with an ageing population and better survival rates for long term conditions has seen increasing demand for community equipment services. Community Equipment is used by almost every person responsible for providing care and in a range of settings.

## **2. Background**

In April 2017, the Council approved the recommendation to extend the Section 75 Partnership Agreement between Sefton Council and Liverpool Community Health Trust for the operation of the Sefton Community Equipment Store which was due to end on 31 March 2017, to enable the review on the operation of the equipment store to be concluded and the findings and recommendations to be reported to a future Cabinet meeting. The current Agreement ceased on 31 March 2017 and a maximum extension of one year was agreed to enable the review to conclude and to ensure that the “incoming Partner” is proportionately consulted. The incoming Partner is North West Boroughs Healthcare NHS Foundation Trust and the current agreement will be novated from Liverpool Community Trust. Meetings have taken place to brief across the Partnership the content of the review and seek to engage on the emerging recommendations.

### **3. National Policy Context**

There has been limited policy specifically focusing on Community Equipment. In June 2006 the Department of Health launched an initiative “Transforming Community Equipment” to transform the way Community Equipment and Wheel Chair services were provided. The corner stone of the Community Equipment Services model was by the use of accredited retailers as distributors for community equipment.

### **4. Local Policy Context**

The changes to funding and the policy agenda for Local Government continue to change significantly. This means that the Council must take a transformational approach to the delivery of our and partner services and as a result the role of the Council will inevitably change. This will include creating new revenue streams, new models of service delivery, new demand management methods and new operating models.

Our Citizens continue to expect public services to be delivered in a way that they recognise. This means new approaches are required in order for all councils to meet this agenda. In order to achieve the ambitions that are articulated through Imagine Sefton 2030, the Council, its partners and communities must work together. The impetus that the Vision brings will be a key factor in enabling the Community Equipment Service Review outcomes to be realised.

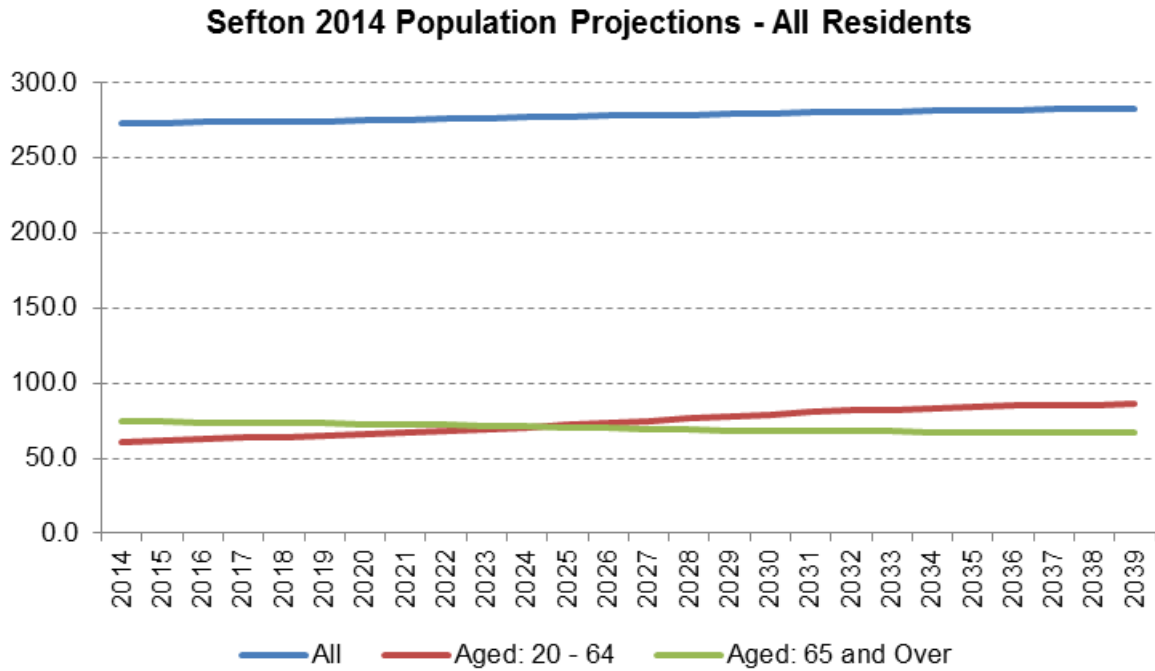
### **5. The Legal Framework for Equipment Provision**

In terms of the Community Equipment Store there are a number of Acts and regulations to be mindful of. These Acts and Regulations cover the span of duties across Health and Social Care. Others are more universal in application. Some of the Acts are more relevant to the assessment process. The assessment process and the interpretation of the legal framework influence the operation of the Store. The interpretation of the Legal Framework and the assessment processes need to be carefully considered when determining any recommendations.

### **6. Sefton Population Needs**

According to the 2015 mid-year population estimates the Sefton population currently stands at 273,700. 23% of residents are aged 65 and over, compared to England, the North West Liverpool City Region (LCR) and Merseyside where the 65 and over residents make up 18% of the total populations. The population of residents in Sefton aged 65 and over is projected to increase by 39% by 2039. This means that it is predicted that 65 and over residents will make up 30% of the Sefton population, which again is higher than the forecast for England (which is estimated to increase to 24% of all residents), the North West, the Liverpool City Region (LCR) and Merseyside (which are all estimated to increase to 25% of the total population).

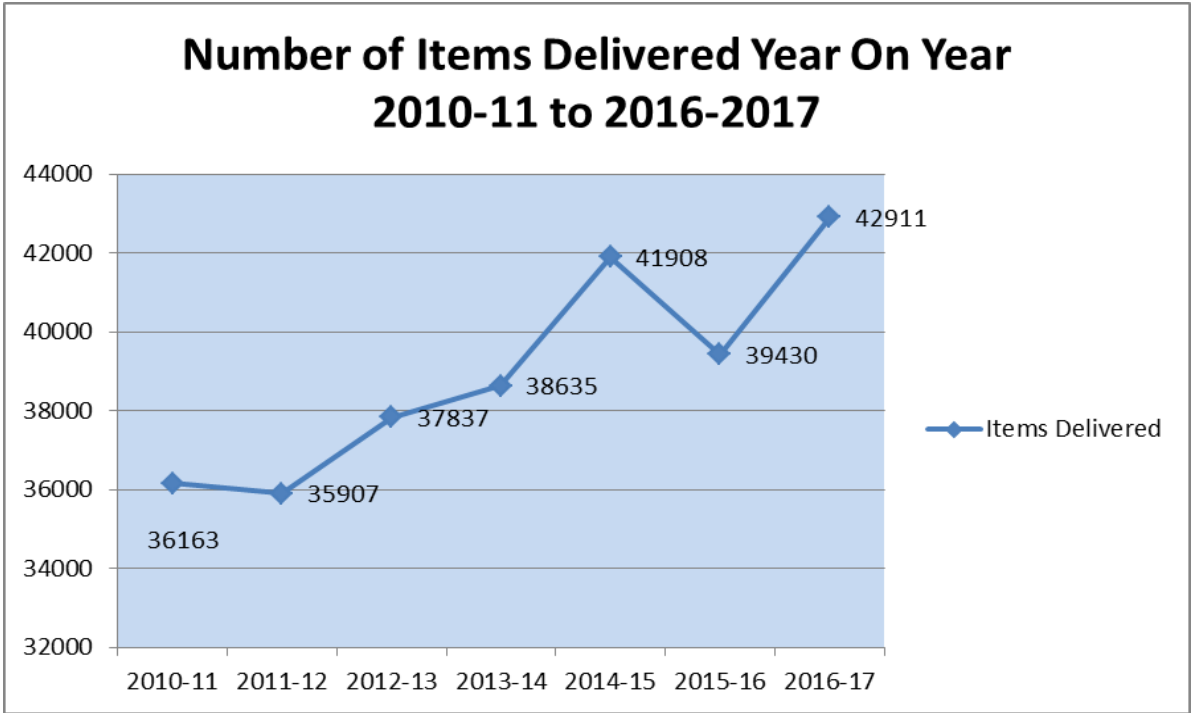
**Chart 1 Sefton 2014 Population Projections – All Residents**



**7. The Demand for Community Equipment (both Health and Social Care)**

**Number of Deliveries**

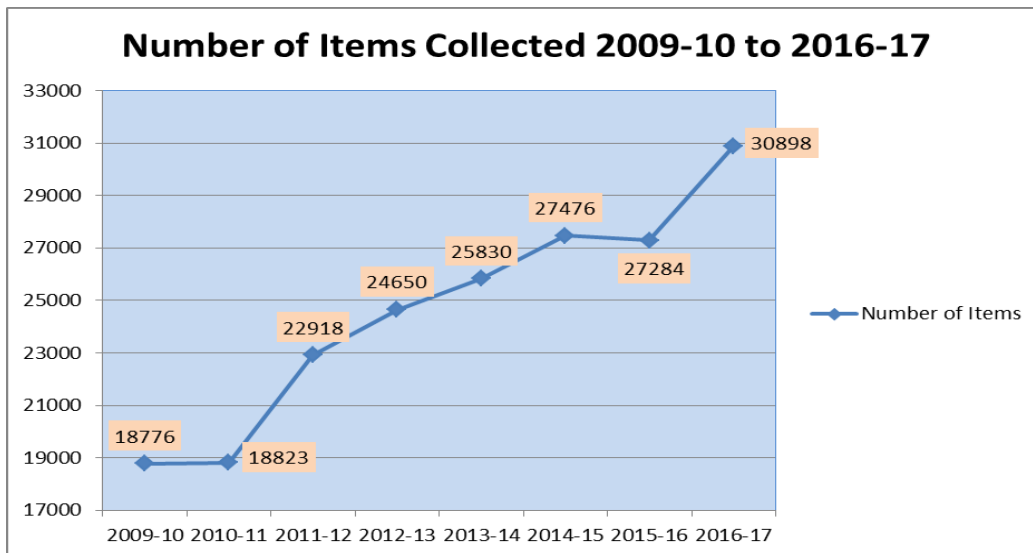
The chart below shows the increased demand for the number of deliveries from 2010 to 2016-17 demonstrating a 19% increase over the period. In 2010/11 the number of core stock items was reduced as small aids were removed from stock, which accounts for a drop in the number of items delivered at that time. The peak in 2014-15 is attributed by an increase in the number of requests followed by a number of interventions to control spend. One of which was to escalate the activity of collections.



#### Collections by number of items

This chart shows the increased number of items collected over the period 2009-2016/17, a rise of 65% over the eight years.

N.B Figures in the Chart are slightly different as Table is year-end figure and chart is a mid point figure.



\*Collections were unaffected by the withdrawal of small aids from stock as they were single-issue items (not recyclable) and were never collected.

Table 1 Number of items ordered and delivered 2011-2016

Year	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
<b>Total</b>	<b>35,907</b>	<b>37,839</b>	<b>38,635</b>	<b>41,908</b>	<b>39,432</b>	<b>42,781</b>

Deliveries are either by two persons for the larger items and one person where equipment is smaller.

### Two Person Deliveries/Collections

#### 2015-16

There were 1804 2 person deliveries during the day time delivery period.

There were a further 843 2 person deliveries during the on-call session

**Total 2647**

#### 2016-17

There were 2039 2 man deliveries during the day time delivery period

There were a further 700 2 person deliveries during the on-call session.

**Total 2739**

This equates to a 3.5% increase in 2 person deliveries from one year to the next.

## 8. Monitoring and Service Performance Targets

The Community Equipment Service produces a monthly report. Key reporting areas include performance against KPIs, along with updates on a shared risk register, compliments, complaints, any MHRA issues and clinical audit updates.

Service performance targets are set at 85% for Priority 1 and Priority 2 deliveries. There are no performance targets for “non-core” stock and collections; these are carried out as swiftly as possible following customer contact to assist in maintaining adequate stock levels, and to provide an efficient collection service.

Table 2 Community Equipment Store Performance 2015-16

% delivered within timeframe	Q1 %	Q2 %	Q3 %	Q4 %
Adult Priority 1	85	90	90	80
Adult Priority 2	90	96	95	92
Children Priority 1	88	100	71	92
Children Priority 2	79	95	94	83

Number of Deliveries “out of hours”	Q1	Q2	Q3	Q4
not “end of life”	132	95	130	87
“end of life”	98	67	91	81

Running total of all	Q1	Q2	Q3	Q4
Deliveries	11,231	22,067	32,489	<b>43,102</b>
Collections	6,262	15,023	19,342	<b>26,006</b>

Table 3 Community Equipment Store Performance 2016-17

<b>% delivered within timeframe</b>	<b>Q1 %</b>	<b>Q2 %</b>	<b>Q3 %</b>	<b>Q4 %</b>
Adult Priority 1	86	92	91	90
Adult Priority 2	91	98	98	97
Children Priority 1	88	100	100	83
Children Priority 2	82	87	93	87

<b>Number of deliveries “out of hours”</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>not “end of life”</b>	114	122	117	129
<b>“end of life”</b>	118	164	173	136

<b>Running total of all</b>	<b>Q1 %</b>	<b>Q2 %</b>	<b>Q3 %</b>	<b>Q4 %</b>
Deliveries	10,764	21,552	32,102	<b>43,761</b>
Collections	7,516	14,862	21,749	<b>29,582</b>

## 9. The Budget Arrangements for the Provision of Equipment

The Section 75 Agreement does not include the budget for Equipment. The Equipment Budget is held as three separate budgets reflecting the current budget holders.

- Adult Social Care, Equipment, Adaptations, Servicing and Maintenance Budget
- Children’s Social Care and Education Budget
- Health Budget

Over a number of years the demand for equipment has been in excess of the Allocated Budget and has required virements from other areas to enable the provision of Equipment for health and social care needs including to enable children to access education.

## 10. What Equipment we provide

Over a number of years the types of equipment that has been provided has been shaped by the referrers experience of what meets client need, what is available by suppliers and what is found to be cost effective and fit for purpose. The price that equipment can be purchased for is determined by the volume of orders expected at year beginning. Predicting spend is hugely important along with sound procurement processes and decisions.

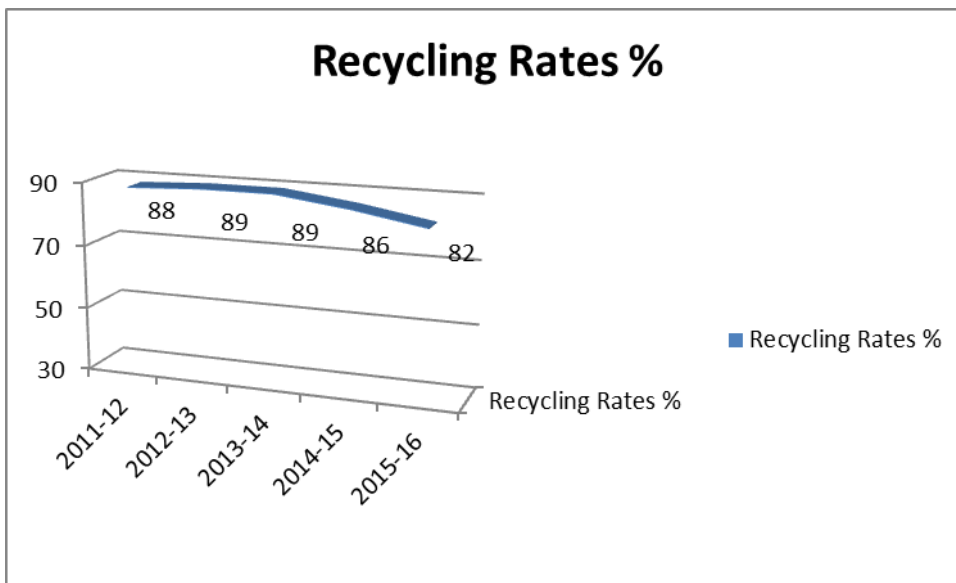
Appendix A shows the items each partner funds, who can order and a comparison of another Community Equipment Store as a benchmark.

## 11. “Core Stock” and Recycling

Core Stock is mostly equipment funded by Social Care. Statistics show that Core Stock in some circumstances are issued less than twice in their useful life before return and decommission. With some items it is a question of length of time they are in use and the purpose for which they are designed.



The least expensive Stock item is £1.10 and the most costly Stock item is £900. On the whole the equipment supplied by social care is less expensive, needs no maintenance and when returned has been out a long period.



## 12. The Store Workforce

There are 27 permanent staff all employed by Sefton Council. All Staff work to the policies of Sefton Council.

## 13. Some of the Issues and Opportunities

The review approach has been to engage with the workforce, our referrers and Citizens via Healthwatch and other key stakeholders at the very early stages. This has helped us to focus on the issues, work beyond what works ok and understand better about what good would look like from a citizen perspective. However further work is required to triangulate this data before we undertake consultation. This then would assist the review to inform commissioners, other key Stakeholders and provide the necessary assurance and feedback to Cabinet when decisions of such level are required.

Some of the areas we are exploring are;

### a) The Legislation, Policy Context and Vision

The legislation and Sefton`s Vision provides us with the opportunities to expand our offer in terms of choice and control, access to advice information, pooled budget for equipment and personal budgets and work within our neighbourhoods and with our communities (third and voluntary sector as well as citizens themselves).

### b) The increase in our older population and the increased demand for Equipment

Although our performance is excellent in terms of the delivery timescales against the performance expected. We do think that our citizens expectation is different e.g. to wait for a shower aid for potentially a week is a long time if you are that person. This gives us the reason to work through how we can continue to serve people well, help people live at home/be independent and when required support

people by the provision of equipment in their own home at end of life. But we can't do this without citizens taking an active part when it is possible. The store needs to help by exploring how it can offer more people access equipment quickly. Few people collect their own equipment as a preference. We will work with our citizens and representative groups in the next few months to explore and offer this to more people and will report the findings to Cabinet in due course.

**c) Same Day requests for Equipment**

Nearly all of the requests we receive for equipment to be delivered on the same day are calls that are made around 12-3 pm. However with the high demand and no change to staffing it is a problem to deliver the equipment at a "reasonable" hour. (Some end of life beds are delivered after 8pm). We are now working through with the Commissioners and the staff and will be seeking views and possibly undertaking formal consultation should we conclude that we need to extend the normal working day to enable the vital equipment to be delivered at a "reasonable" hour. To do this will require us to consult, engage and formulate recommendations subject to the nature of the feedback.

**d) Some of the Improvement are operationally possible now**

The Service has put in place an operational level improvement plan. This will help progress some on the changes that can be done by working with partners better and using the combined resources and facilities better. The entire workforce is involved and we will join with Citizens to seek their views in due course as the work we do on the bigger issues are progressed.

**14. Next Steps**

- To continue to make progress with the operational improvement plan.
- To seek comments from this Committee along with other key stakeholders and the Health and Wellbeing Board. (presentation on 14 June)
- Engage with Healthwatch and other participation groups to ascertain views on review findings and a potential extension of the opportunities to collect and a extension of the "normal working day" for deliveries.
- Work with Commissioners and if required, consult formally with the workforce.

**Appendix A**

Table 4 Core Stock

ITEM	Who funded by	Who can order	Sefton Store	"Another place" as a comparison to Sefton
<b>Bathing</b>		H=Health S=Social care		
Bath Board	Council	H/SC	Yes	Yes
Shower Stool	Council	H/SC	Yes	Yes
Corner Shower Stool	Council	H/SC	Yes	Yes
Static Shower Chair	Council	H/SC	Yes	Yes
Swivel Bather	Council	H/SC	Yes	Yes
Bath Step	Council	H/SC	Yes	Yes
Bath Lift	Council	H/SC	Yes	Yes

<b>Household</b>				
Perching Stool	Council	H/SC	Yes	Yes
Kitchen Trolley	Council	H/SC	Yes	Yes
Trolley With Brakes	Council	H/SC	Yes	Yes
Chair Raiser	Council	H/SC	Yes	Yes
Furniture Raisers	Council	H/SC	Yes	Yes
Clip on Bases MPR	Council	H/SC	Yes	Yes
Long Spreader Bar	Council	H/SC	Yes	Yes
Short Spreader Bar	Council	H/SC	Yes	Yes
Bed Raisers	Council	H/SC	Yes	Yes
High Back Chair	Council		Yes	No
Bed Lever	Council	H/SC	Yes	No
2 in 1 Bed Lever	Council	H/SC	Yes	Yes
Mattress Elevator		H/SC		
<b>Beds &amp; Pressure Care</b>				
Back rests	Health	H	Yes	Yes
Feet protectors	Health	H	Yes	Yes
Flexi gel pads	Health	H	Yes	Yes
Beds	Health	H	Yes	Yes
Grab handles	Health	H	Yes	Yes
Lifting poles	Health	H	Yes	Yes
Static Mattress	Health	H	Yes	Yes
Double Mattress	Health	H	Yes	Yes
Air Mattress	Health	H	Yes	Yes
Pressure Cushion	Health	H	Yes	Yes
Active Cushion	Health	H	Yes	Yes
Cot Sides	Health	H	Yes	Yes
Cot Bumpers	Health	H	Yes	Yes
<b>Suction/Respiratory</b>				
Suction Machines	Health		Yes	Yes
Oximeter	Health		Yes	Yes
Nebulisers (AC2000)	Health		Yes	Yes
<b>Walking Aids</b>				
Zimmer Frames	Council	H/SC	Yes	Yes
Zimmer Wheels	Council	H/SC	Yes	Yes
Delta Walker	Council	H/SC	Yes	Yes
Lightweight Walker	Council	H/SC	Yes	Yes
Walking Stick	Council	H/SC	Yes	Yes
<b>Wheelchairs Loans &amp; Cushions</b>				
Cushions	Health		Yes	Yes
Wheelchair loan	Health	H/SC	Yes	Yes
Wheelchair loan	Health	H/SC	Yes	Yes
<b>Transfer M&amp;H Aids</b>				
Glide/slide sheets	Joint	H/SC	Yes	Yes
Stand Aids	Joint	H/SC	Yes	Yes
Turners	Joint	H/SC	Yes	Yes
Transfer Board	Joint	H/SC	Yes	Yes
<b>Hoists Stand Aids &amp; Slings</b>				

Hoist	Joint	H/SC	Yes	Yes
Hoist Slings	Joint	H/SC	Yes	Yes
Stand Aid	Joint	H/SC	Yes	Yes
Stand Aid Slings	Joint	H/SC	Yes	Yes
<b>Toileting and Commodes</b>				
Raised Toilet Seat	Council	H/SC	Yes	Yes
Toilet Frame	Council	H/SC	Yes	Yes
Combi with sleeve	Council	H/SC	Yes	Yes
Glide Commode/ footrest	Health	H/SC	Yes	Yes
Commode	Health	H/SC	Yes	Yes
Male Urinal	Health	H/SC	Yes	Yes
Bed Pan	Health	H/SC	Yes	Yes
Female Urinal	Health	H/SC	Yes	Yes
<b>Bariatric</b>				
Shower Chair/Stool	Council	H/SC	Yes	Yes
Perching Stool	Council	H/SC	Yes	Yes
Glide Commode	Health	H/SC	Yes	Yes
Bariatric Commode	Health	H/SC	Yes	Yes