



Sefton Community Equipment Service

Community equipment helps to ensure the independence of people with disabilities of all ages. The Council, along with South Sefton and Southport and Formby's Clinical Commissioning Groups have recently undertaken a review of the Community Equipment Store. What was found was that there is an increasing demand for community equipment.

The aim of the consultation was to find out the experience of using the service and thoughts on:

1. The option of being able to collect some items of equipment from the store and/or other local places
2. The option of some smaller items of equipment being able to be collected and some items we might no longer collect when they are no longer needed

The Consultation

The Council has been consulting with the public on the Community Equipment Service.

The plans for consultation and the interim Equality Impact Assessment (Annex A) were considered by the Public Engagement and Consultation Panel on Friday 17th July. The consultation commenced on 21st August 2017 and ended on 29th November 2017. Members of the public were able to view a copy of the proposed scheme on the Council's website and then complete an on-line questionnaire giving their views (until 3rd November). There was also an Easy Read version of the questionnaire and the questionnaire could be completed over the telephone upon request and 1 survey was completed over the telephone with a member of the public who has a visual impairment. Information was also available on the website and shared via media releases and social media.

The questionnaire and background information was also sent to key stakeholders and partners:

- Healthwatch Sefton
- Sefton Pensioners Advocacy Centre
- People First
- Sefton CVS
- Southport & Formby Clinical Commissioning Group
- South Sefton Clinical Commissioning Group

The Sefton Pensioners Advocacy Centre also shared a report with the Health and Social Care Manager on a consultation undertaken on falls. The Health and Social Care Manager also responded to questions that had come in via Sefton Pensioners Advocacy Centre and a member of the public via the Clinical Commissioning Group.

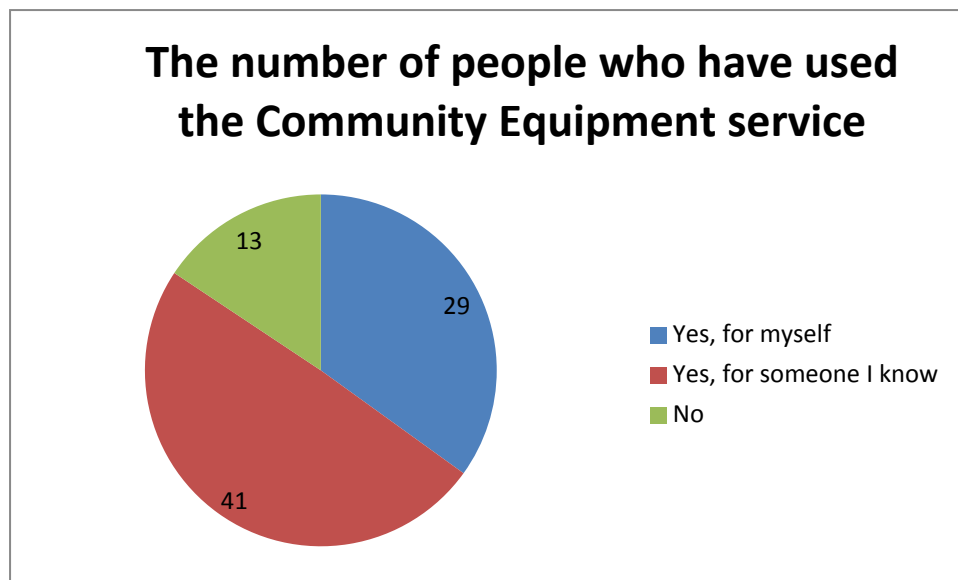
The Health and Social Care Manager also attended the South Sefton Healthwatch Champions meeting and information was forwarded to the Southport and Formby Healthwatch Champion meeting. At the South Sefton meeting, following an introduction, the following feedback was given:

- Whether there were enough collection points across the borough;
- Communications is important to support the service in the future;
- Supporting people to stay at home is important, but may need a larger budget in the future to support this;
- Preventative work is important around the area of falls prevention and falls prevention equipment; and
- Offer from a voluntary organization willing to support the service in the future

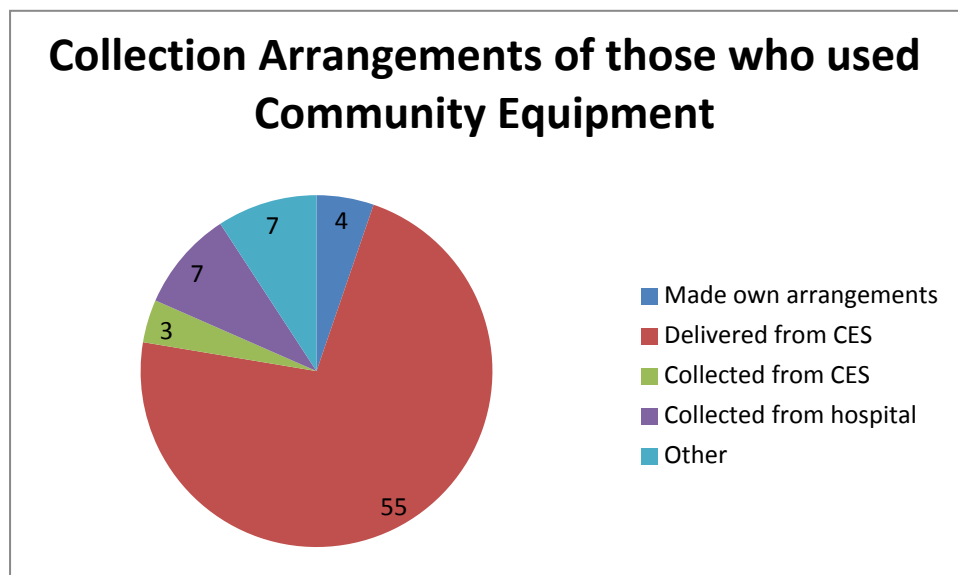
Consultation Responses

Questionnaire Results

Question 1 – have you used Community Equipment? (please tick one option only)



Question 2 – If you have used community equipment, who arranged this for you?

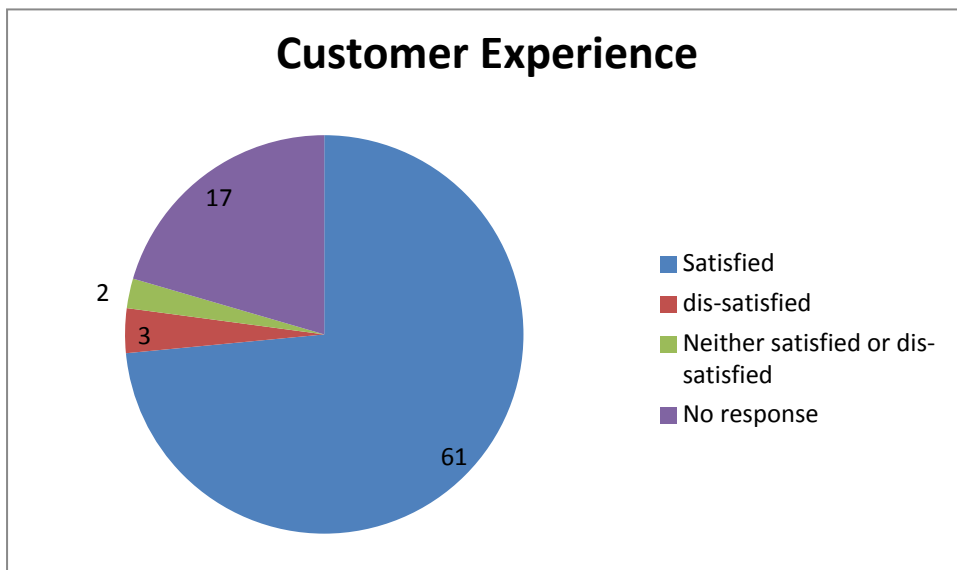


Other reasons listed:

- Plus also my GPs Dr Jolly and Dr Szczesnaik
- OT makes arrangements

- Plus also my GPs Dr Jolly and Dr Szczesnaik
- Going into Whiston Hospital and they arranged all equipment and was delivered to my home by Sefton CES.
- Physiotherapy/Occupational Therapy
- Hospital ordered item
- Occupational health arranged the procurement of the equipment.

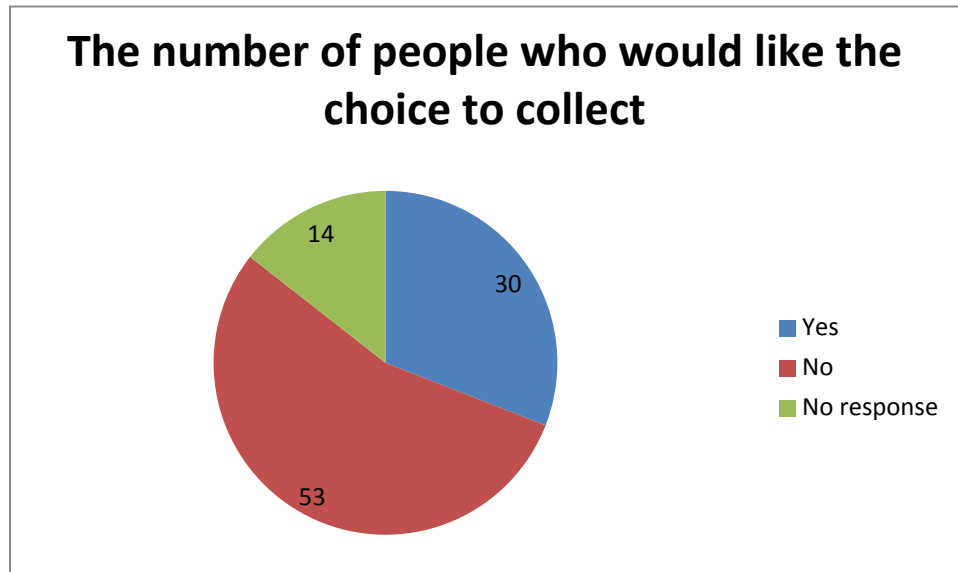
Question 3 – What was your experience of receiving equipment?



There were 25 comments given in relation to the experiences of using the Community Equipment Service. These are noted in Annex B, but the key themes are:

- In the main, customers were satisfied with the Service, praising the professional attitude of the staff who work for the Community Equipment Service and the service delivered.
- Some customers felt that the wait for equipment was too long
- Opportunities for the future could include the option of a delivery date and timeslots for customers

Question 4 – Would you like the choice to collect small items of equipment?



There were 48 comments given in relation to the choice of collecting small items of equipment. These are noted in Annex C, but the key themes are:

- Some people would be willing to pick up equipment as they believe it would be more convenient and would like the option to pick up from somewhere local to people who are unable to collect due to mobility issues and/or someone to collect on their behalf.
- Those who have shown an interest to collect, would like the option to collect, rather than it be compulsory.

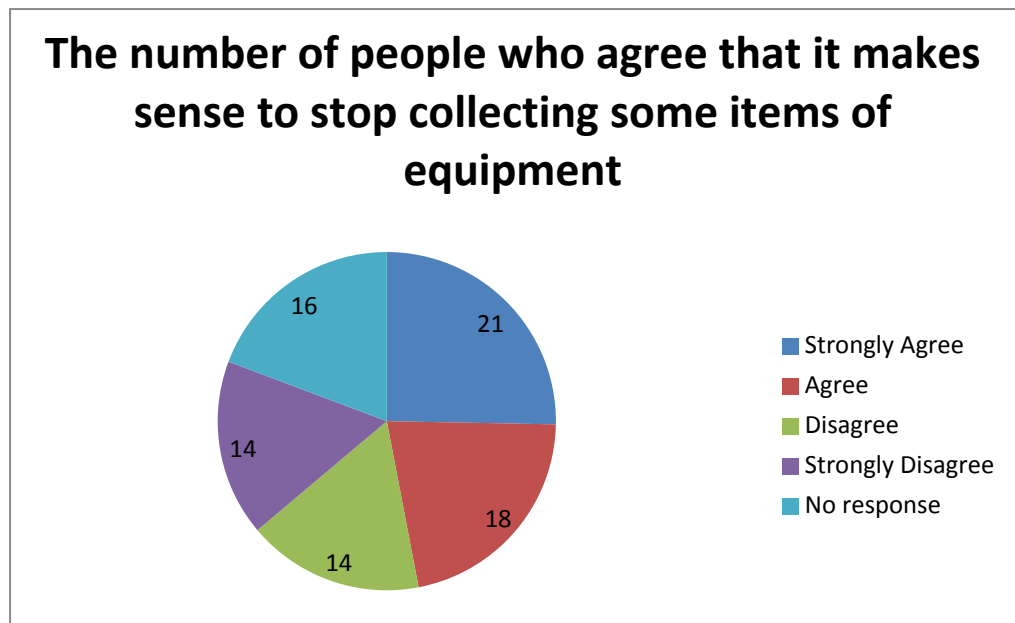
Question 5 – What could we do to make it easy for people to collect their own equipment?

There were 35 comments given in relation to the choice of collecting small items of equipment. These are noted in Annex D, but the key themes are:

- Local collection points across the Borough, making use of existing local venues/amenities, for example, day centres, council buildings, children’s centres and hospitals

- Flexibility for collection/returns – earlier/later times to collect and drop off and weekend collections for convenience would be welcomed, along with the option of timed slots
- Communication – emailing/texting the customers when equipment is ready to collect and creating awareness of collection points and opening times and having clear instructions

Question 6 – Do you think it makes sense to stop collecting some items?



There were 53 comments given in relation to the choice of collecting small items of equipment. These are noted in Annex E, but the key themes are:

- Recognition that collecting some items of equipment incurs a cost to the Council and also that if equipment is not collected it is disposed of and goes to the landfill
- Many people suggested that the equipment could be re-used/recycled and/or donated to charity
- If there is an expectation for people to dispose of equipment, clear information would be required as to what can be disposed of and the options available for disposal

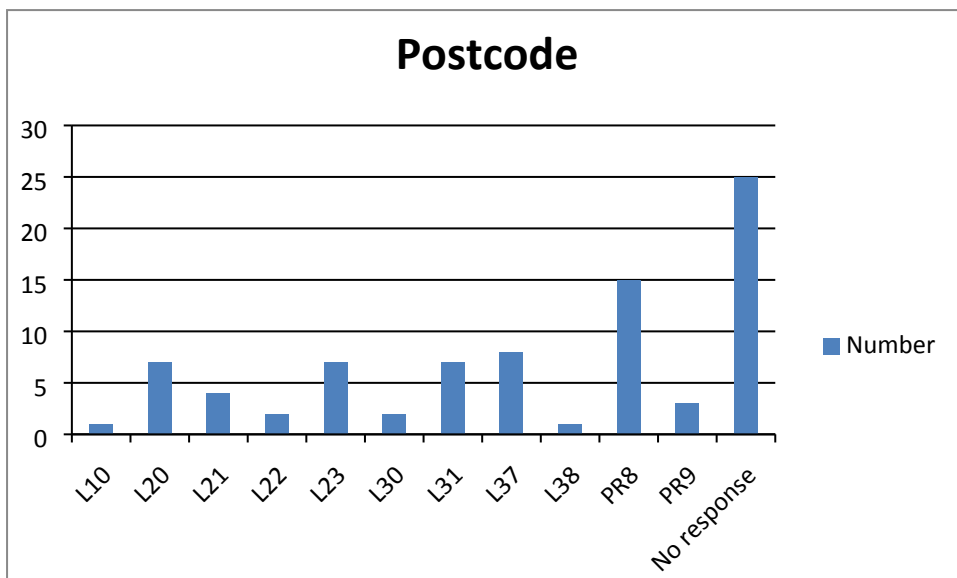
- Some concern over not being able to dispose of equipment as not mobile or no access to transport

Respondents were also given the opportunity to tell us anything else about their experience of using equipment. There were 24 comments received. These are noted in Annex F, but the key themes are:

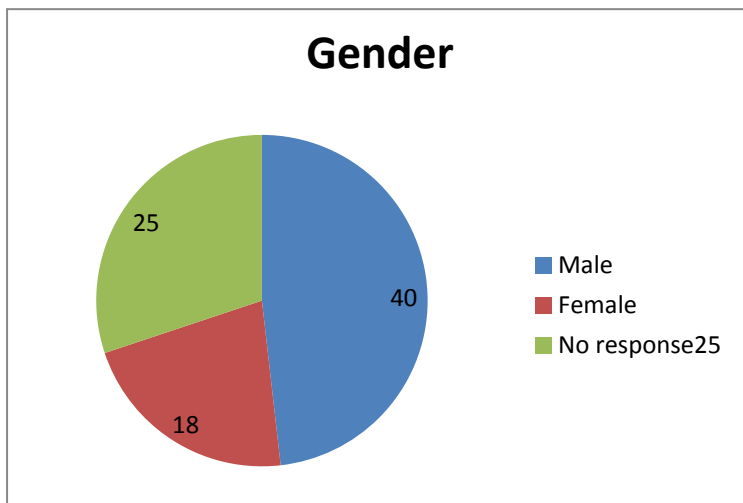
- Most people had a positive experience and felt the equipment was of help to maintain independence
- Some people felt that the equipment was not collected fast enough and some of the equipment that people received was faulty
- Some suggestions were given on how the service could be improved:
 - Physical and/or online catalogue
 - Emergency collection service
 - Small admin charge
 - Stickers/labels on equipment advertising which charities might be interested in the equipment

About You

Postcode data



Gender



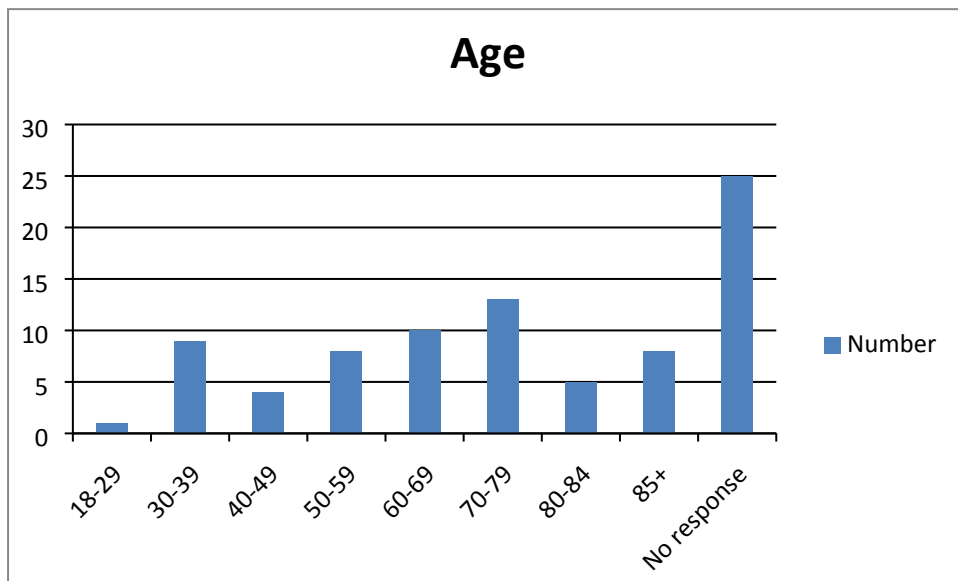
Experience of service and gender (based on the number of people who completed the equality question)

| | Male# | Female# |
|------------------------------------|-------|---------|
| Satisfied | 16 | 29 |
| Dis-satisfied | 0 | 3 |
| Neither satisfied or dis-satisfied | 1 | 0 |
| TOTALS | 17 | 32 |

Choice and gender (based on the number of people who completed the equality question)

| | Male# | Female# |
|--------|-------|---------|
| Yes | 9 | 14 |
| No | 11 | 21 |
| TOTALS | 20 | 35 |

Age

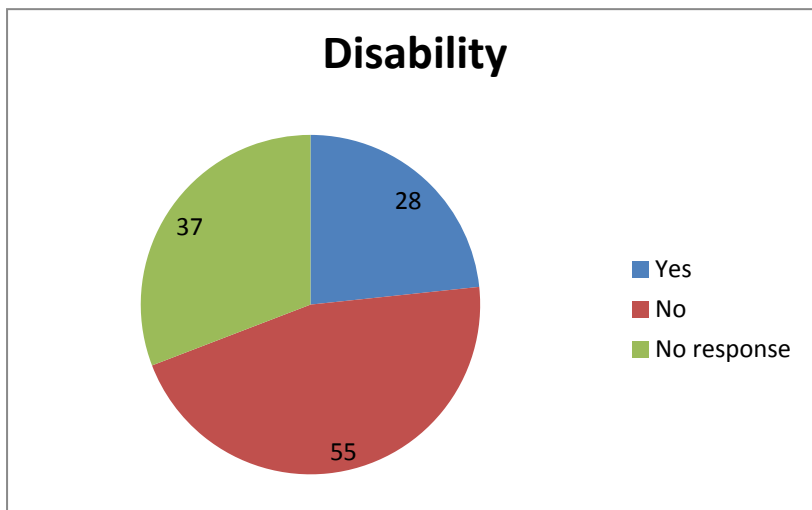


Collect and age

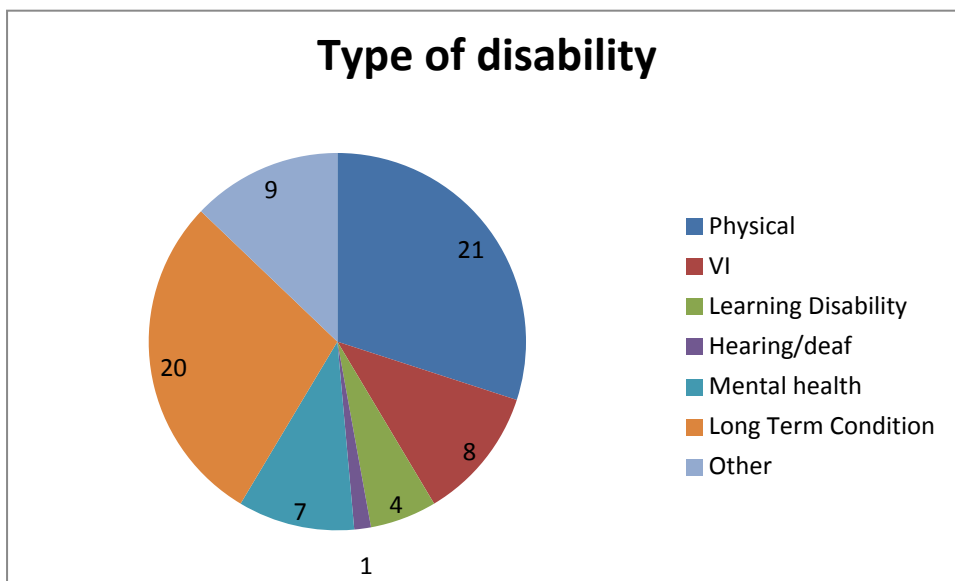
| | Yes# | No# |
|-------|------|-----|
| 16-17 | 0 | 0 |
| 18-29 | 1 | 0 |
| 30-39 | 6 | 3 |
| 40-49 | 3 | 1 |
| 50-59 | 5 | 3 |
| 60-69 | 4 | 6 |
| 70-79 | 2 | 10 |
| 80-84 | 1 | 4 |
| 85+ | 1 | 7 |

The younger the customer the more likely they are to collect equipment. The interest declines from the age of 60 years and older.

Disability



Type of disability



OTHER

- Total knee replacement
- Hope not long term
- I don't but my son does and the equipment is for him
- Diabetic
- Moto neuro disease
- I have clonus which affects my head and neck, both arms and legs, also I have a problem with my left foot, bulging disc and

spasms in the lower back, right hip neck from C1 to C7, have to wear a black walking boot all the time.

- My mum had diabetes, heart failure, arthritis, high blood pressure, thyroid problem-
- Rheumatoid arthritis
- Parkinsons

Choice to collect and disability (based on the number of people who completed the equality question)

- 28/69 people said they had a disability
- 20 don't want to collect the equipment

Main reasons why:

- Can't travel - no transport
- Inform/lack of mobility
- No-one else to help to collect

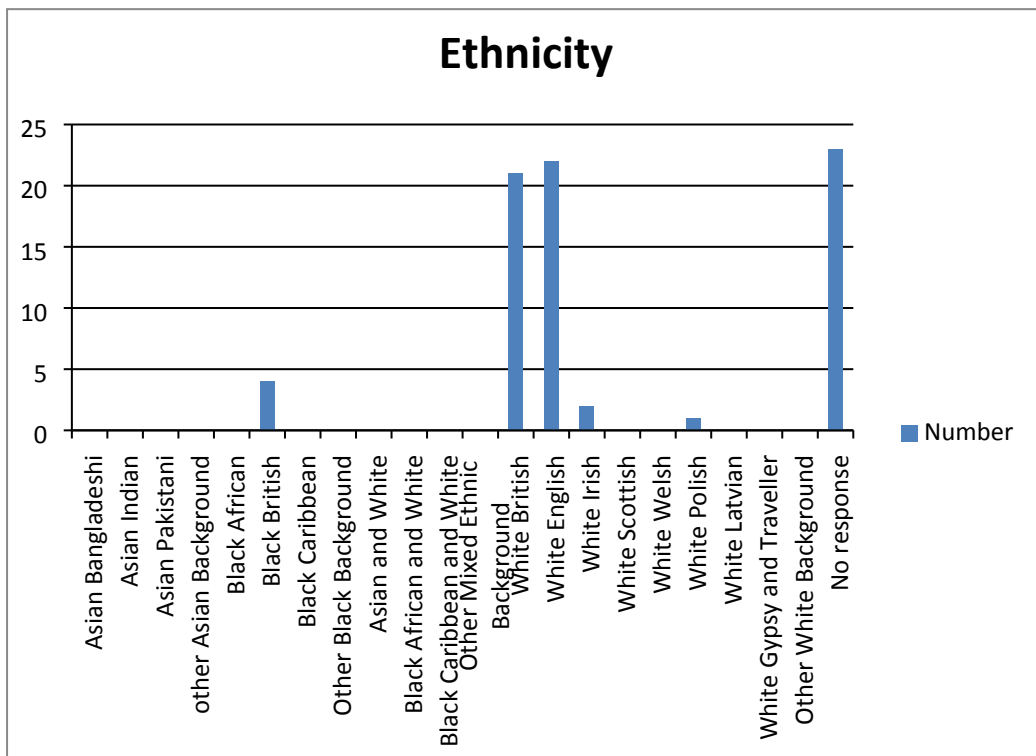
Stop collecting some items and disability (based on the number of people who completed the equality question)

- 28/69 people said they have a disability
- 13 of the 28 agree/strongly agree
- 14 disagree/strongly disagree that it makes sense to stop collecting

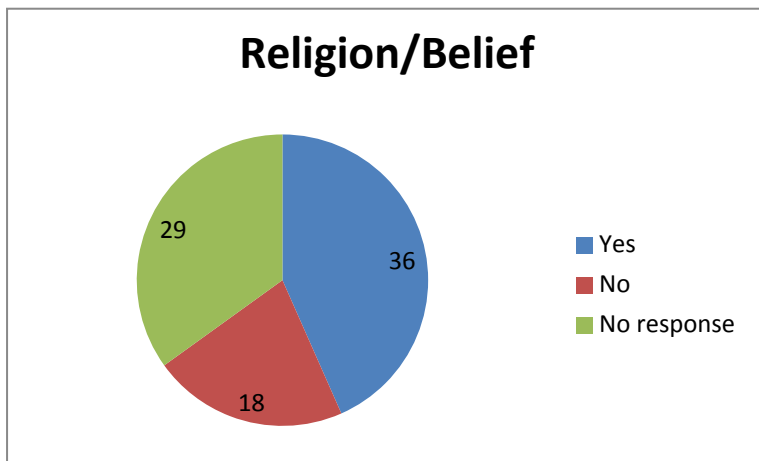
Main reasons why:

- Not able to drive and no family to collect
- Who would dispose and the ability to dispose

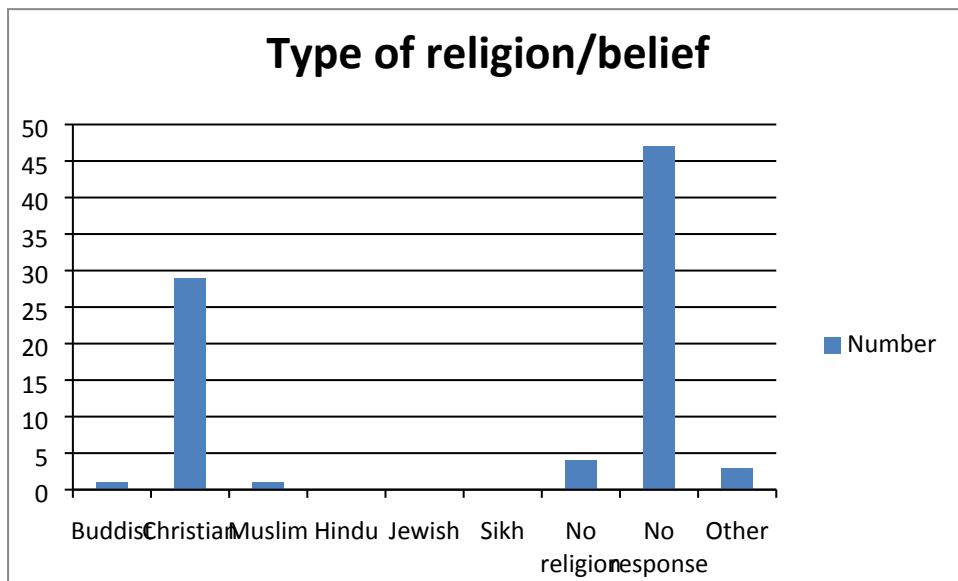
Ethnicity



Religion/Belief



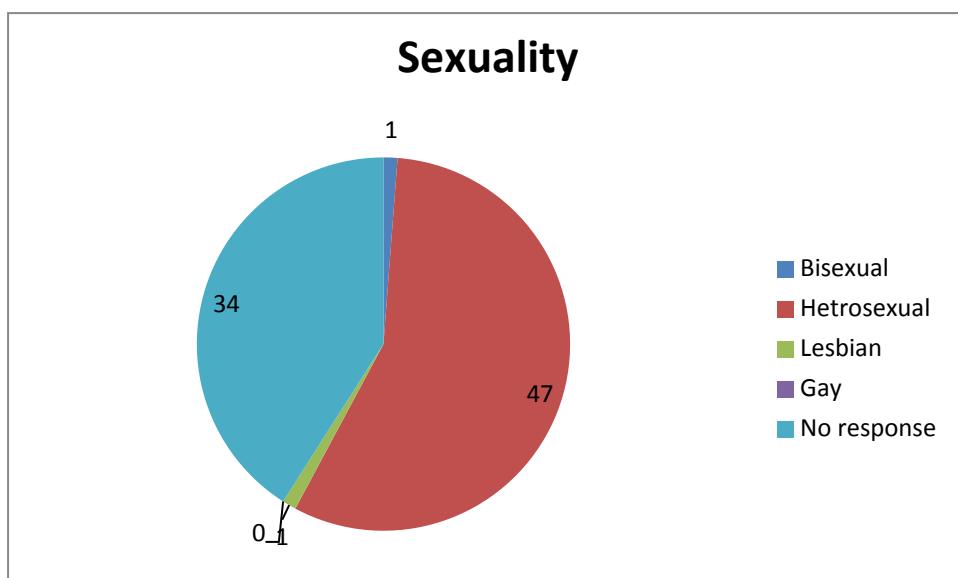
Type of Religion/Belief



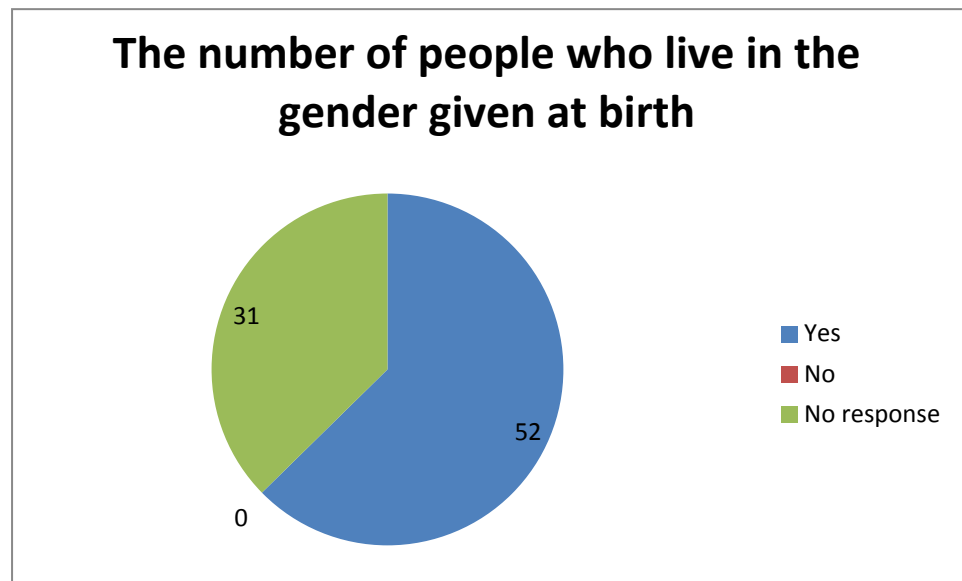
Other

- United Reformed Church
- Methodist
- R.C.

Sexuality



Gender assignment



Annex A

Interim Equality Impact Assessment:

For Community Equipment Store review consultation

1.0 Introduction

1.1 The Equality Act 2010 outlines how public bodies must have due regard to:

1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this act
2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

2.0 Protected Characteristics

2.1 Equality Act 2010 is clear that there are particular characteristics that are intrinsic to an individual against which it would be easy to discriminate. Section 149 (the Public Sector Equality Duty) lists the characteristics known as 'protected characteristics' against which we have to test for discrimination. These characteristics are gender, race/ethnicity, religion and belief, sexual orientation, age, gender reassignment, pregnancy and maternity and disability.

3.0 Identifying Impacts across protected characteristics

Through reviewing your proposal, identify if and how the protected groups below may be impacted and identify any mitigating actions

regarding the proposed changes but also as part of the consultation and engagement activity.

| Protected characteristic | Recommendations/mitigating actions |
|---------------------------------|---|
| Gender | Not affected as a singular characteristic either favourably or adversely |
| Age | For people with this characteristic there will be consideration of circumstances and there will be an approach to ensure that we deliver and deliver and fit where to collect and collect and fit would be an issue. With regards to the consultation and engagement process, we will ensure that information will be provided in other formats, i.e. large print, audio and easy read. |
| Disability | For people with this characteristic there will be consideration of circumstances and there will be an approach to ensure that we deliver and deliver and fit where to collect and collect and fit would be an issue. With regards to the consultation and engagement process, we will ensure that information will be provided in other formats, i.e. large print, audio and easy read. |
| Race/Ethnicity | Not affected as a singular characteristic either favourably or adversely |
| Religion or belief | Not affected as a singular characteristic either favourably or adversely. With regards to the consultation and engagement process, we will ensure that information will be available in the key languages, upon request. |
| Sexual Orientation | Not affected as a singular characteristic either favourably or adversely |
| Gender Reassignment | Not affected as a singular characteristic either favourably or adversely |
| Pregnancy and maternity | For people with this characteristic there will be consideration of circumstances and there will be an approach to ensure that we deliver and deliver and fit where to collect and collect and fit would be an issue. |

Annex B – People’s experiences of using the Community Equipment Service

- Equipment was in good condition and provided quickly
- The delivery man was very friendly and professional. he adjusted the items to correct height.
- The delivery man was very friendly and professional - he adjusted the items to the correct height
- Always quick and pleasant thank you.
- Very satisfied with the equipment and the service. Thank you.
- The items were delivered and collected efficiently, quickly and courteously. An excellent service.
- I also have a bladder problem which I have had 4 5 years and it is getting worse. I have filled in a chart but I have done 3 weeks. I have had to buy my own big pads. They are TENA LADY SUPER MINI. They hold about 930ml. Got 1 pack left.
- Delivery of the items was good but not being able to be given option of delivery date beforehand and no approx time slot means it is difficult not to miss a delivery, or having to wait around all day for items to come as often times are 8am-5pm.
- The two men who fitted equipment were very polite and considerate and explained plainly how to use the aids.
- Person that dropped it off was polite and nice manners.
- The guys who deliver are very polite and do the job well.
- The delivery drivers are always friendly.
- There was quite a wait for the first equipment to be delivered so we collected it ourselves. When the bed became necessary it was delivered the same day. Wonderful service.
- I always found the delivery drivers are very helpful and polite, also friendly.
- Always an easy experience from stores to delivery!
- Back step lowered by builder. Stair rail fitted. Bath lift, 'commode' walking frame. Excellent service.
- Item delivered less than 24 hours after requesting it and the delivery person made sure we read the assembly instructions.

- Assessment for equipment limited & Range of equipment limited & not fully explained what might be available Accept what you are given and be grateful sortnof attitude
- Items were clean, packaging was taken away too.
- took 3 months to get ramp installed
- When we visited the store there seemed to be an awful lot of waste. We even saw equipment in skips that looked fine for use. The staff didn't seem to care and seemed put out that we'd bothered to return equipment.
- Excellent service
- The length of time for things to arrive was too long, there was lack of communication and some items never arrived.
- Delivery and set up (only for bed) went well, helpful folks, can answer questions on use etc.
- Could have picked equipment up so had equipment quicker.

Annex C – People’s comments on choice to collect

- A local centre would be useful
- Being retired means no problems in waiting in. Also being disabled, would make collecting difficult
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- Providing: I have own transport available and the location of where the item is.
- Could be long distance
- I would find it difficult to arrange to collect.
- As I don't drive and they are large items such as hospital beds etc that I cant put up.
- Depends on the size of the item.
- Cant travel to collect too far.
- Because I cannot drive my car far. Also I have a named driver and she may be busy.
- No transport, too old and nobody able to collect.
- BUT I'm still able to mobilise to collect and the equipment store is only 10 mins from where we live. My husband couldn't collect and I guess many of your customers would be the same.
- I am unable to collect
- I do not have transport
- I have no car so would be difficult to pick up.
- Unable disabled.
- Convenience with delivery. Don't drive.
- She is unable to collect
- I in a wheelchair
- Not mobile enough.
- Sometimes it is easier to drop off and pick up some items but for older people and people who don't drive this is not an option.
- Not able to get that far
- My mum is housebound and there is always someone in with her.
- Infirm

- I have on occasions collected equipment from stores for my daughter.
- I don't own my own transport so I would have to ask somebody to collect it for me. I would think that would apply in a lot of cases as most people who need equipment are elderly and physically incapacitated at the time!
- I use a nebulizer. It very often breaks and needs replacing. Sometimes my wife has gone to your store department to pick another replacement up for me because the stores could not deliver for a couple of days. Worked for us.
- Residential home.
- It seemed easier to ring the number on the equipment I was changing.
- It may be quicker to get equipment in my own time
- Often arrived at the hospital by taxi
- Said yes because at present I can collect items like zimmers.
- My mother would be hard pressed to collect herself. Maybe if I could on her behalf?
- Yes, if people have someone to collect the item for them that could be offered if it means someone can have the item sooner.
- Choice possibly if it would be quicker. Only option No.
- I cared for a family member. I could have collected the items delivered so that the service was freed up for people with more urgent needs
- Sometimes it is easier to collect than it is to wait in for someone to deliver. You can be stuck in the house all day.
- would save time waiting in
- sometimes it is more convenient to collect equipment rather than having to stay in at home waiting for something to be delivered. It would also be more cost effective for the council
- Provided that it remains a choice and not a compulsory requirement. And that these small items can be collected by someone other than the beneficiary, as there is a strong likelihood that reduced mobility will prevent them from collecting articles in person.

- I was my mum's main carer and I work full time so I probably wouldn't of been able to go pick items up myself however the choice would of been nice. Depending on how urgent it was but I think there needs to be some flexibility as people maybe unable to get items themselves and have no one to depend on.
- It was useful to have the person delivering the equipment to show exactly how to use it and make sure it was set up properly.
- Once a need is identified it is best to get the equipment straight away and in situ. If working this will cut down the time waiting around for a delivery which is always an irritation.
- Easy enough to collect equipment for a relative
- I have good mobility and access to a car
- I think the option to collect has an advantage unless you live alone or have no support
- This makes sense with peoples busy lives, can this be co-ordinated through third party care agencies?
- More convenient.

Annex D – People’s comments on making it easier to collect own equipment

- Local collection centres with knowledgeable staff available
- Ensure I now when the store is open and when necessary have choice of evening and weekend opening.
- Local point
- Offer timed slots of an hour so equipment is ready and people are not waiting around for it to be found in stores if you're going to offer collection.
- A collection point near to the hospital would be a good thing.
- Re-open the small equipment stores like we had a few years ago.
- Make a local store in Southport Birkdale and Ainsdale.
- Don't know
- Ring or drop a line in the post to ask delivery method when item available for delivery. Referrer could ask the customer. Those with computer skills could be emailed or those with mobile phones could be texted.
- Pay for taxi.
- Telephone them and make appointments so that they don't waste their time.
- I've dropped and picked up never had a problem.
- We did collect 2 smaller items. The parking was easy, the staff helpful. I thought it was very easy.
- Maybe have a try in all of the different areas, for small items, using day centres. Not everyone has access to transport.
- Ensure people are aware of this option.
- Maybe have collection points in different parts of the borough e.g. at a library, town hall, or one stop shop.
- Unsure as I was happy with the current arrangement
- Enable family members carers to do
- make the items available from everyday community venues that people are familiar with. places that are easy to access via public transport.
- Convenient opening hours eg Saturday am

- Earlier start times to enable those that work to collect/return items prior to the start of their own work day.
- Use Council owned buildings as a drop off and collect point for residents.
- text/email when ready with location & any reference needed to identify the order
- To make sure other people are allowed to collect it on their behalf, as some people may need to ask friends or family to collect an item if they are not able to do it themselves. Have later opening times a couple of times each week, to allow for people who are not able to collect during office hours. This could involve being open till something like 6.30 or 7pm
- Clear, concise instruction on how and where equipment can be collected, that this pick-up point is easily accessible and incurs very little waiting time. And, in the previous answer, it can be collected by someone other than the beneficiary.
- Open late of an evening and weekends. Having 9-5 opening hours is not convenient for people who work full-time.
- Use lockers with a code to access to collect perhaps? Open outside 9-5 hours for people who work?
- give very clear instructions of how to use it or have a demo in the store, make sure there are multiple store so people dont have to travel far to collect. make sure there is adequate accessible parking and staff trained in how to use all equipment.
- Have a shop store with opening times outside of standard office hours. E-mail / text information regarding pick up.
- Have a collection point with adequate parking that is close to the collection point. Two opening times, morning then mid afternoon to early evening. Open weekends.
- collection points in several places, maybe Luncheon clubs, libraries
- Have distribution points in local areas like health or children's centres where parking is easy.
- Ensure good set up instructions if required. Local centres for collection/drop off. Late weekday or weekend hours may be help some folks.
- Parking facility, collection at weekends.

Annex E – People’s comments on whether to stop collecting some items

- Could the damaged equipment be dropped off at centres for disposal so that parts could be used?
- Cost of transport
- Cost of transport
- Providing it is agreed that the item cannot be re-used.
- Some items not reusable or very cheap
- I think it may be difficult for some people to dispose of items which are no longer being used, e.g. mattresses and commodes, and they could be left lying around.
- As the NHS fund is stretched anyway you could think about people buying the equipment at a cheaper price, make some money back to put back into services that are looking at that piece of equipment, like a recycle system.
- Depends on the person's own ability to dispose of item, e.g. if blind. Sefton Council has a large item collection system already in place.
- Helps use the cost of collecting to be used elsewhere - but only small stuff not bulky stuff.
- It would depend on the items that are being collected, i.e. hospital bed is a must, commodes a must, frames round the toilet is a must and also the raised toilet seat.
- What do people do when left with equipment and no means of disposal like myself
- Disposal of equipment would not be easy and items should be collected and disposed of from a central collection point for recycling by the local authority.
- If the items are not collected how does the customer dispose of the items?
- I am housebound
- All items should be collected.
- No use using funds for things that are no use to anyone else. Better to use the money elsewhere.

- Its time and time is money only to do what we would of done - put it in the bin.
- Don't drive.
- I am 80 years of age and I don't drive and I have no family.
- I unable to collect anything.
- If not to be used again then recipient could be responsible to have item removed/destroyed.
- If the item is no longer able to reuse then waste of money to pick up.
- As the reason given above
- We are still using most of our equipment but it is well used and I wouldn't like to think it would go to anyone else.
- It may be difficult however to assess what is not worth collecting but anything that saves money is a good idea.
- If they cant be used again it makes no sense to collect them.
- How would the person dispose of the equipment?
- I can see your point but how do you know whether a piece of equipment is in a good enough condition to be reused until you have seen it!!
- Because of the cost of replacing some items. Maybe ask employees to collect the items that are not cost effective for the drivers to collect.
- To minimise waste.
- If not reused by Council, could be offered to charity to refurbish.
- Not everybody has transport or are housebound.
- Could be collected by refuse service as part of recycling whre appropriate or in general waste.
- There will always be some items that could sometimes be reused and yet on other occasions, the same item would not be suitable for reuse.
- Agree if your explanation is entirely true though I find it difficult to justify not collecting for re use equipment my mum has used, like crutches, zimmeres stools. And they just clutter up the home or I imagine end up being dumped on landfill. Surely other countries could benefit if dropped off at charitable granita toons?
- Equipment can be recycled in someway

- With regards to recycling and thinking about the environment I think all items should have the potential to be recycled and re used. If an item cannot be collected people may be willing to drop the item off at a convenient location.
- Who is to say whether or not suitable for re- use or refurbishment Problem of disposal if not collected Wasteful if not recycled
- It makes sense to analyse what is potentially a cost saving by using this approach. Money saved could be utilised for additional equipment etc.
- If it costs you more and you can't re-use then stop collecting. However, make sure such items are easily recyclable.
- If it cant be reused then the user should be given instructions re disposal / recycling options
- Cost outweighs new item sometimes.
- While financially this makes sense, there will no doubt be environmental concerns in allowing equipment that's not fit for reuse to simply to be disposed of by the persons who have used them. A lot of equipment is constructed out of plastics and materials that can be recycled, so retrieving these pieces of equipment, no matter what state they are in, would be far more environmentally friendly. Alternatively, instructions can be left with people who use these pieces of equipment on how best they can dispose of the equipment in a safe manner. Or a third party recycling company could be drafted in to assist with collections, provided there is no cost to the NHS or local services.
- I think this should be looked at on an individual basis. If the items have gone to some who was recovering from an operation and was returning them after becoming 100% fit I agree however if items were being collected from an elderly person or someone severely disabled this would be an added stress for themselves or main carers to deal with on top of everything else they have to deal with.
- It would really depend on the equipment. Surely there's some use for everything?
- I think targeting society weakest to cut corners and save money is immoral. These are people who have recently been ill enough to need aids to help with day to day life, they do not have the time,

money or energy to dispose of a used commode and neither do their family or friends. If you know an item of equipment is not going to be usable then streamline its journey to the bin, dont make it harder for the people who needed it.

- If they are not to be re-used why waste time and resources collecting in the current climate of councils having to make cuts and savings.
- Items such as commode, back rests, crutches may be too used to be given to another person.
- It would be good to have a choice, some people could not collect
- Can equipment or products be designed or procured so they meet multiple use needs?
- Waste of money.

Annex F – Other comments

- The equipment I use means the difference between managing some mobility issues and not
- The equipment I use means the difference between managing some mobility issues and not
- I have had the shower stool since 2009. I will continue to use it until I fall off my perch. My family have instruction to contact you for returning it.
- Never had any problem
- I feel that the OT service needs to be more thorough and not so off hand.
- Very satisfied.
- There is only one and that is the bed rail. I had a normal bed and it was great, went under the mattress and I could pull myself up. Then I got a riser/recliner bed and it is NO GOOD, you cant get hold of the handle it is too short, also when you hold onto it it moves out from the bed.
- We recently had a piece of equipment fail. We were grateful for delivery of replacement but delivery man couldn't take the item needing service away with him. When no one had come to pick up after 2 wks I had to ring up. No job had been raised for that, so I took it to the centre myself. Although that was my suggestion to do, the delivery man could have taken away, thus saving 2nd visit by anyone for return.
- Have had no problems using equipment and help is always on hand if necessary.
- No comment it did its job.
- I also wouldn't like to think of other people using the equipment before my mum (but I'm sure some of it has been used before).
- Yes it was very useful to have as soon as I got home from hospital.
- I found the equipment provided for me to be invaluable. I live on my own and after having a knee replacement operation I could not have managed without it.
- Without the help I get from using Sefton stores equipment I would not be able to keep independence.

- All the equipment has been great help.
- Nothing to add other than we were very pleased with the speed of delivery and the condition of the item.
- Physical and/or Online catalogue of what is available to show full range so when assessed it can be seen what is available
- They were very helpful and patient.
- They were slow to collect some items after my Uncle passed away.
- I do not use the service myself, but work with families who already use the service, or might need it in the future. I know that this can be invaluable provision for some people.
- I think there needs to be an emergency collection service. I had to leave items with my mum's neighbour when she moved into the home as I had to vacate the property and they couldn't get there in time.
- Fantastic and cannot complain about the service and quality of items
- I think a lot of equipment never gets returned and may be a small admin charge should be made when items are ordered. Also may be the items go to a charity like red cross or hospices who could loan them out. They could have stickers or labels on equipment to say where to ring to dispose of items.
- Equipment is robust and well built.