

Appendix B About the Community Equipment Store

Community Equipment is vitally important in supporting people to remain independent and able to live at home. In recent years the increased focus on prevention, rehabilitation and care at home, together with an increasing population of older people and along with better survival rates for children living with long term conditions has seen increasing demand for community equipment services.

The purpose of Sefton`s Community Equipment Service is to supply, deliver, install, service, maintain, collect, clean and eventually dispose of all equipment. All equipment is provided on loan, the equipment remains the property of the Community Equipment Service for the duration of the life span of the equipment. When the equipment is no longer required it is collected and returned to the service for decontamination, and possible reissue. If it cannot be used again it is disposed of. Before equipment is disposed of it needs to be cleaned.

Who Sefton provides equipment to

Equipment is provided following a comprehensive assessment by a Health or Social Care professional, registered with the Community Equipment Service, to people deemed by the professional to have a need that could be met by provision of equipment.

People must be a

- permanent resident within the geographical boundaries of Sefton for equipment funded by social care; or
- registered with a Sefton GP (includes Residential Care and excludes Nursing Home residents) for equipment funded by Health
- A “Looked after Child”, including those from other Authorities where needs can be met by core stock (specialist equipment must be sought from placing authority).

Community Equipment is not provided to people who reside in Nursing Homes or Day Centres as these services have alternate funding streams for equipment.

The Aims of the Service

The aims of the service are to;

- Provide a comprehensive community equipment service which promotes personal independence and facilitates a user friendly equipment loan service.
- The service strives to ensure that all equipment provided within the community is
 - safe
 - of good quality
 - is manufactured to the highest standards
 - is delivered and installed promptly and competently
 - Decontaminated, recycled and maintained to the highest possible standards.

The Types of Equipment Provided

Over a number of years, the types of equipment that have been provided have been shaped by the referrer's 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. The equipment is funded by the NHS, Social Care or funded by both, jointly.

The types of equipment are

- Beds & Pressure Care
- Toileting and Commodes
- Household (trolleys and raisers)
- Transfer M&H Aids
- Suction/Respiratory
- Hoists Stand Aids & Slings
- Wheelchairs Loans & Cushions

The Store Workforce

There are 27 permanent staff all employed by Sefton Council. There are also 5 staff employed by North West Boroughs Healthcare NHS Foundation Trust based in the store and aligned to the joint function.

Operational Availability

Most equipment is delivered in the Normal working day Monday to Friday 8.30am – 17.00pm. For equipment with a higher priority then there are extended hours in which equipment can be delivered. This out-of-hours service only provides specific types of equipment and the list is agreed with our health partners.

Out of Hours – deliveries The times are Monday to Thursday 17.00pm – 19.00pm
Friday 17.00pm – 21.00pm. Saturday/Sunday/Bank Holidays 09.00am – 11.30pm.

In addition to the above out-of-hours service the SCES provides a second on-call service to facilitate emergency end-of-life care through the provision of profiling beds and appropriate mattress.

End of Life Care - The times are Monday to Friday 17.00pm – 23.00pm, Saturday-Sunday & Bank Holidays 09.00am – 23.00pm.

Timescales for Delivery

When a referrer makes a request for equipment there are three timescales for delivery described as "Priority Levels". These are:

- **Priority 1** - Target delivery within 24 - 48 hours.
(To provide equipment for people who are terminally ill or at immediate risk of accident, injury and/or equipment essential to facilitate hospital discharge)
- **Priority 2** – Target delivery within 7 days.
(To provide equipment for people who have an element of risk and/or to support independent living.)
- **Priority 3** - Special order/no specific timescale.

(To provide equipment for people whose specific needs cannot be met with “core stock.”)

Monitoring and Service Performance Targets

The Community Equipment Service produces quarterly reports. Key reporting areas include performance against KPIs, along with updates on any audits completed in the period. Service Performance targets were 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.