 

 

*Transforming Community Equipment Services in Lancashire*

*One service for all,*

*delivered where you need it*

*-*

*We want to know what you think of the proposals for the service*

  

1. **Community Equipment Services**

The Community Equipment Service is a support service which buys, delivers, collects and, where appropriate, recycles items of both health and social care equipment to aid daily living which have been arranged by health or social care professionals for people living in Lancashire (excluding Blackpool and Blackburn with Darwen).

The main purpose of the Service is to provide equipment on loan to people living in the community. This allows them to do tasks they would otherwise be unable to do or provides support to a carer to allow on-going care in their home.

The aim of the Service is to:

* supply, deliver and fit or adjust items of equipment requested by health and social care professionals
* repair, maintain and refurbish them as necessary
* collect, decontaminate and recycle them
* or withdraw them from use if they cannot be recycled.

This is provided for all ages within Lancashire free of charge and should be done in a timely manner that meets the needs of service users as determined by an assessment carried out by a health or social care professional. The process for how service users are assessed and criteria for entitlement will not change in any way.

1. **What is changing?**

For service users, very little will change and any change will be an improvement. All the equipment (over 40,000 items) will continue to be available and delivered directly to the service user. The main change is to ensure everyone in Lancashire will get the same service no matter where they live and that the quality of this service will be to the same (in some cases a higher) standard. Ensuring these standards apply across Lancashire means the service needs to be retendered, which may result in a different or new Provider.

The six local NHS Clinical Commissioning Groups in Lancashire and Lancashire County Council are working together so that a number of operational improvements can be made. This will lead to more cost effective purchasing of equipment, better stock management and improved processes.

The service also needs to respond to stronger and better working arrangements between health and social care.

The NHS and Lancashire County Council have developed a new specification for the service which sets out how the service must be provided and identifies the standards which the service provider must meet. We want feedback from service users and potential service users about how strongly they agree with the main standards we are proposing that will impact on service users.

1. **Proposals for the delivery of the service – service standards**

**Access to the service**

**Equipment delivery**

It is proposed that **all equipment** will be delivered to the service user with an estimated date and time of delivery and a contact name and telephone number for the service user or Carer to contact the service provider.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|  |  |  |  |  |  |

**Delivery timescales**

It is proposed that the service provider will be required to deliver equipment within set timescales, with different timescales for each level or category of service. The levels or categories of service range from emergency (e.g. preventing hospital admissions) to standard (routine or stock items with no urgent circumstances). Service users and carers will receive the best and most convenient service for them as individuals if these timescale standards are met in every case no matter where they are located. The standards of delivery are based upon when the service provider receives the order/request from the referrer (health or social care professional).

**How strongly do you agree or disagree with this proposal?**

Please tick one box only for each line (level of service)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Standard of delivery** | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don’t know |
| Emergency – 100% within 4 hours |  |  |  |  |  |  |
| Urgent – 100% within 1 day |  |  |  |  |  |  |
| Premium – 100% within 2 days |  |  |  |  |  |  |
| Standard – 100% within 7 days |  |  |  |  |  |  |

It is also proposed to have delivery standards for **modified or special equipment** (equipment items that are not in the order catalogue and/or standard items that need to be changed to meet the individual needs of the user). These standards only apply once the modified or special equipment has been supplied to the service provider.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only for each line (level of service)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Standard of delivery** | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don’t know |
| Normal item requests – within 7 days |  |  |  |  |  |  |
| Urgent – within 1 day |  |  |  |  |  |  |

It is proposed that where a service user needs more than one piece of equipment and/or where more than one member of staff is needed to fit or install the equipment then this should be done with one delivery/visit to the service user’s or carer’s home/location wherever possible.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|  |  |  |  |  |  |

**Collection timescales**

As with the delivery of equipment, service users and carers should also be given clear timescales for the collection of equipment. This minimises disruption and gives peace of mind to service users and carers, knowing that bulky, expensive or unwanted items will be removed within a set timescale.

There are two levels of service for the collection of equipment; routine (for both standard and special equipment) and urgent (where equipment is unsafe, needs replacing with new equipment or the individual using the equipment has died and family have requested urgent collection).

**How strongly do you agree or disagree with this proposal?**

Please tick one box only for each line (level of service)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Standard of delivery** | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don’t know |
| Routine – 100% within 10 days |  |  |  |  |  |  |
| Urgent – 100% within 1 day |  |  |  |  |  |  |

**Opening times**

A modern service needs to be accessible for as long as is practicable without placing an unnecessary and ineffective burden on the provider of the service and on the taxpayer who funds it. It is proposed that the Community Equipment Service should be available all year round but operate with two levels of opening times.

These are:

Routine working hours operating from 08.00 in the morning to 18.00 in the evening, Monday to Friday

Out of hours covering all other times, including weekends and Bank Holidays (for urgent or emergency cases, including allowing hospital discharges to take place).

**How strongly do you agree or disagree with this proposal?**

Please tick one box only

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|  |  |  |  |  |  |

**The equipment provided**

**Range of equipment supplied**

All equipment available for service users or carers will be listed on a standard online equipment catalogue (that can be accessed by health or social care professionals who are ordering equipment for the service user) across Lancashire so everyone gets the same service. The catalogue will list both stock items and special equipment. .

**How strongly do you agree or disagree with this proposal?**

Please tick one box only

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|  |  |  |  |  |  |

**Equipment use and safety**

Equipment is only of value if it can be used safely and correctly by the service user or carer. Although the end user must carry responsibility for this on a day to day basis the provider/supplier of the equipment also has responsibilities and a number of service standards have been proposed to support safe and effective use of equipment. These standards relate to the fitting, instruction, maintenance and repair of equipment and identify the role and level of service that can be expected from the service provider.

Fitting and instruction: these are the proposed levels of service a user or carer can expect when equipment has been delivered.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only for each line (level of service)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Standard of service** | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don’t know |
| Pre-delivery check (including safety, cleaning and refurbishment as necessary) |  |  |  |  |  |  |
| Provide written instructions on the use, safety and cleaning |  |  |  |  |  |  |
| Provide a maintenance and service schedule for equipment that requires this |  |  |  |  |  |  |
| Remove all packaging and waste material |  |  |  |  |  |  |
| Provide an emergency contact telephone number for equipment breakdowns |  |  |  |  |  |  |

Maintenance and repair: these are the proposed levels of service a user or carer can expect after equipment has been fitted and in use.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only for each line (level of service)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Standard of service** | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don’t know |
| 7 days’ notice for servicing or maintenance visits where appropriate |  |  |  |  |  |  |
| Deal with emergency breakdowns within 1 day |  |  |  |  |  |  |
| Repairs service in the same timescales as those for delivery |  |  |  |  |  |  |

**Other standards of service of value to service users**

There are a number of other proposed service standards that either relate to the service user directly or are standards that should provide reassurance to service users that the service provider meets professional standards.

**Trained and identifiable staff**

The service Provider will use fully trained staff with suitable clearances to safeguard all service users and carers and wear uniforms and ID badges when visiting service users.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|  |  |  |  |  |  |

**Customer care and care for the environment**

It is proposed that the service Provider will seek to maximise the recycling of equipment either for re-use or for environmentally-friendly disposal.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|  |  |  |  |  |  |

It is also proposed that a regular customer survey should be undertaken, at least every 6 months.

**How strongly do you agree or disagree with this proposal?**

Please tick one box only

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | Don't know |
|  |  |  |  |  |  |

**Do you have any other comments on the proposals?**

Please write in below

**Please tell us all but the last two digits**

**of your postcode?**

Please write in the box

**Are you...?**  Male Female

**What was your age on your last birthday?**

**Do you consider yourself to have a disability?**  Yes No

**Which best describes your ethnic background?**

Please tick one box only

White Asian or Asian British Black or Black British

Mixed e.g. White and Asian Other

Thank you for completing this questionnaire and being involved in the development of Community Equipment Services. Please return the questionnaire by 29th September 2014 to the following address:

Community Engagement Team

Jubilee House

Centurion Way

Leyland

PR26 6TR