



COMMUNITY EQUIPMENT SERVICE

STORE SERVICE SPECIFICATION

Document compiled by the Protocol Group – Community Equipment Service

Document review due December 2017

December 2014



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Introduction

This Service Level Agreement will define the requirements of NHS Western Isles and Comhairle nan Eilean Siar for the Community Equipment Service.

- It will define these requirements in relation to legislation, procurement/funding, storage, stock control, distribution, returns, cleaning, refurbishment, protection from cross infection and maintenance, health & safety and IT developments.
- This document will also define how individuals, who have been assessed as in need of equipment for independent living, will receive that service and the timescales within which they will receive it.

The Service Level Agreement will play a crucial role in the ongoing monitoring of the service.

Duration of Service Level Agreement

The period of the Service Level Agreement will commence from the date of signature. The Service Level Agreement will remain in place for a period of three years.



Section 1 – Service Profile

1.1 Define Service Users

The NHS Western Isles (NHSWI) and Comhairle nan Eilean Siar (CnES) Community Equipment Service will provide a service to individuals who require support to maintain independent lifestyles in the community.

1.2 Define Prescribers

Staff belonging to the Partner organisations, who use the ELMS IT system to access equipment for individuals, are hereinafter referred to as 'Prescribers'.

1.3 Areas of Operation

Services offered from the Community Equipment Service are specified below:

- Delivery and demonstrations of a variety of independent living equipment to individuals.
- Uplift of equipment.
- Assembly and installation of equipment to individuals at home as instructed by the Prescribers.
- Maintenance and repair of existing equipment (PAT + LOLER) will not be carried out by the Community Equipment Service. This is contracted by the Technical Services Department at Comhairle nan Eilean Siar to a private contractor.
- Maintaining stock levels.
- Technical advice to Prescribers.
- Instruction on use of specific equipment.
- Production of agreed regular reports to Partners.
- Recycling and cleaning of returned goods to agreed Health and Safety standards as specified within the Recycling Procedures.
- Communication with Partners, re availability of stock.
- Log deliveries and asset equipment via ELMS.



- Support induction of new prescribers to familiarise them with equipment and store service operation.
- All written communication (leaflets etc) should to Prescribers and individuals should comply with NHSWI and CnES requirements.
- Development and maintenance of the ELMS IT system
- Development and provision of a range of ELMS Training to meet identified needs
- Will prioritise requests in collaboration with the prescriber.

1.4 The Community Equipment Service will not:

- Assess need.
- Move furniture to clear space for equipment



Section 2 – Service Objectives, Standards and Monitoring

2.1 Service Objectives

The Community Equipment Service (CES) will seek to provide a high quality service. The Community Equipment Service will be a crucial front line service for the promotion of independent living. This will be achieved through the following key objectives:-

A single simplified pathway for service delivery from the Community Equipment Service to the individual. This will be via ELMS;

- i)** Effective use of resources through the functions of the CES
- ii)** Adherence to legislative, policy and standards in relation to refurbishment and recycling of equipment;
- iii)** Effective use of the ELMS system to record the activity and volume within the CES, reporting to identified management groups as required.
- iv)** To ensure cost effective procurement using existing and other frameworks/suppliers.

2.2 Service Standards

The Community Equipment Service will ensure the following key themes in relation to standards are met.

- Simplified systems and procedures;
- Health & Safety requirements are met for the provision of the Service as a whole, including specific arrangements for relevant equipment.
- Improved management information;
- Agreed timescales for service delivery;
- Provision of accurate information in relation to recycling and equipment disposal.



2.3 Monitoring Arrangements

The Community Equipment Service will report quarterly to the CES Monitoring Group, whose core membership will be the OT Services Manager, and the Chairs of the Finance and Protocol Groups.

2.3.1 Definition of Records to be held:

- The Service Provider shall maintain records for the wider Service, showing:
 - the specific equipment issued,
 - make/model/ reference number
 - quantity held as stock
 - numbers bought
 - name(s) of individuals to whom equipment has been issued
 - date(s) of issue of asseted equipment
 - date(s) of return of asseted equipment
 - equipment maintenance records
 - numbers written off
 - date(s) of write off for asseted equipment only
 - recording where Hazard/Recall Notice's apply.

The Partnership shall have the right to examine the records, as and when required.

2.3.2 Reports

- The Community Equipment Service will produce four-weekly monitoring reports to the identified management team leads across the partnership. Reports will include the information listed below (not exhaustive) and will be reviewed and updated as required:-
 - Number and monetary value of equipment deliveries / uplifted across Service areas
 - Number and value of items recycled as % across Service areas
 - Number and value of items condemned as % across Service areas
 - Complaints and learning from complaints
- The Community Equipment Service will produce a quarterly report to the Community Equipment Service Monitoring Group outlining the following:-
 - Ability to meet service objectives
 - Ability to meet service standards
 - Gaps in service provision
 - Proposed service developments



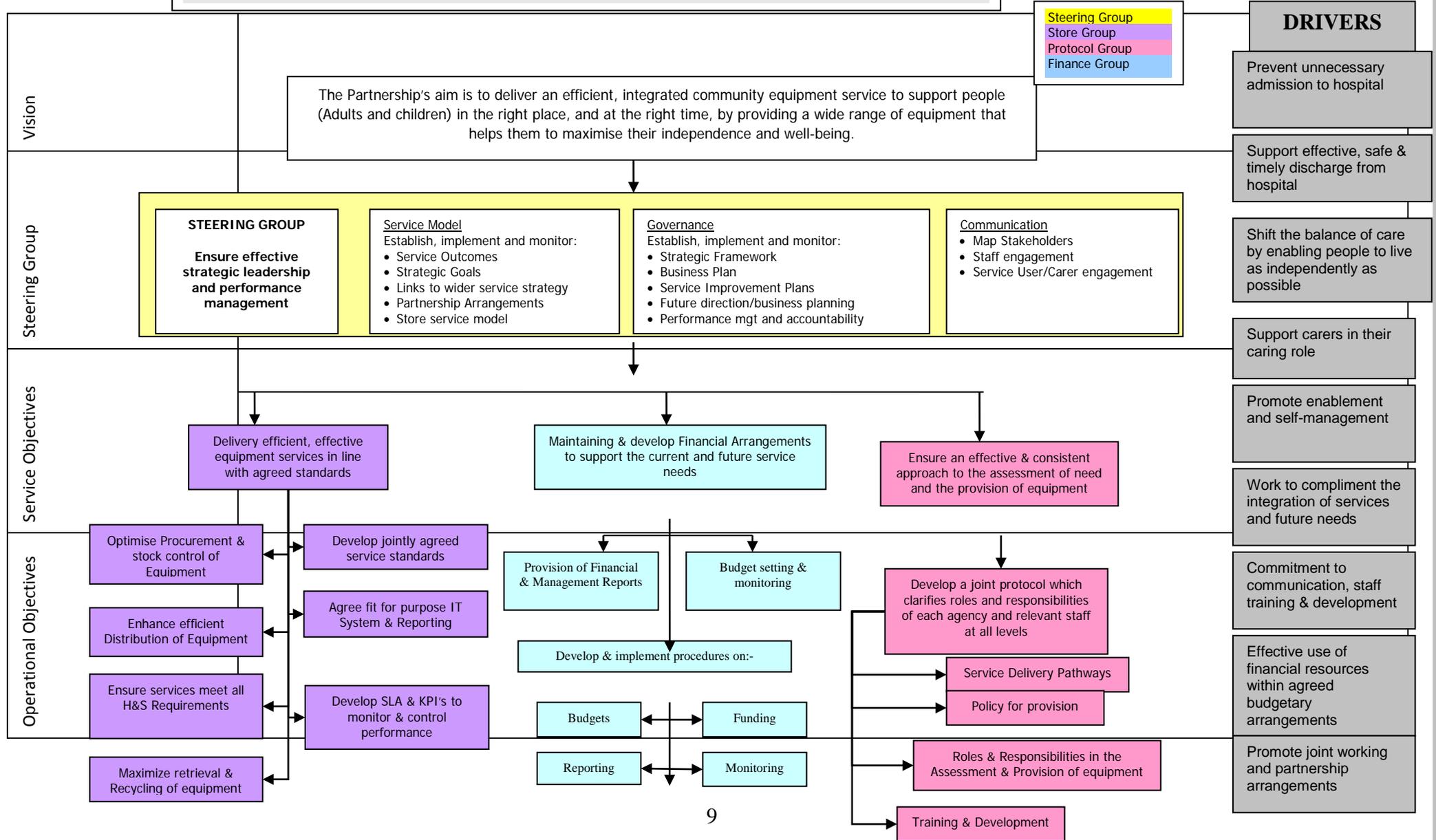
2.3.3 Retrieval and Re-use Initiatives

- The Community Equipment Service is responsible for ensuring that information held on the ELMS IT system, is accurate and up to date. Prescribers are responsible for ensuring that CES are informed of changes in circumstances e.g. deceased.
- The Community Equipment Service shall introduce mechanisms, which allow individuals to be contacted annually to clarify if the equipment previously issued to them, is still required.
- The Community Equipment Service will provide the individual with a telephone number to call to arrange uplift of equipment. This will be included within the delivery note.

2.4.1 Organisational arrangements & roles and responsibilities



Western Isles Community Equipment Service – Strategic Framework Sept 2014





Section 3 – Service Specification

The main areas of operation of the CES are outlined in 1.3. Detailed below is the specification outlining how these areas of operation will be delivered.

3.1 Accessing the Service

Business Hours

- The core business hours are 9.00am-4.30pm Monday, Tuesday, Wednesday and Friday and 9.00-1300 Thursday.
- The delivery rota for routine equipment deliveries can be accessed via the partnership websites.
- Due to the requirement to physically receive, pick up and load orders the order needs to be completed prior to 2pm the previous day.

Ordering equipment

- Prescribers will have access to the service via ELMS.
 - It is the responsibility of the Prescriber to ensure that the details provided are accurate and specific instructions with regard to the individual details, height, positioning, size etc are given.
- The Prescribers will specify for the delivery of equipment within the following categories:
 - a) 24-28 hour emergency/ Hospital discharge/end of life/prevent admission** –will be between 24-48 hours
 - b) Standard Order** – these orders are delivered according to the delivery schedule.
 - c) Non-stock equipment** will be delivered in line with delivery timescale indicated by suppliers at the time of placing non-stock order. On receipt of non stock (special order) the Community Equipment Service will ensure delivery to the individual on the next planned delivery rota day for that area.
 - d) Equipment for assessment purposes** - The Community Equipment Service will deliver described assessment equipment to an individual's home, or other specified location, to aid effective assessment. The process for ordering equipment for this purpose will be :
 - as per existing ordering procedures as described in section 3.1 Ordering equipment



- the Prescriber must use the dialogue box to indicate clearly that the equipment is required for assessment purposes
- The community equipment service will notify the Prescriber of receipt of the order.
- If a joint visit is required with a Technician then the Prescriber should contact the Community Equipment Service Storekeeper to negotiate this and indicate this on the ELMS order.

3.2 Delivery of Equipment

- The Community Equipment Service shall deliver to the individual the equipment specified on the order by the Prescriber, within the agreed timescales.
- All deliveries will be made by appropriately trained CES staff. These employees will wear an authorised identity badge, verifiable by the individual, bearing a photograph of the holder.
- The equipment must be delivered and fitted at the address indicated by the Prescriber, unless otherwise specified:
 - The equipment will be delivered to the individual at their home address as advised, and should not be left with neighbours.
 - Proof of delivery should not be requested of anyone other than the Service User and/or their immediate family.
 - The equipment will be delivered on the day requested by the individual (see prescriptive ordering in section 3.1 *Ordering equipment*).
- It is the responsibility of the Community Equipment Service to ensure that all equipment is assembled, installed and demonstrated unless advised by the Prescriber.
 - Community Equipment Service staff will ensure Service Users are instructed on the operational use of the equipment, unless otherwise advised by the Prescriber.
 - Product information/instructions will be issued to all service users and CES staff will ensure that service users are aware of the instructions contained within it.
- The Community Equipment Service shall obtain a signature from the Service User as proof of delivery, fitting, adjustment of height, uplift, or other prescribed activity on an appropriate form, and acknowledging receipt of the product information.



- The Community Equipment Service will confirm delivery within two working days to the originating Prescriber. If for any reason the prescribed work cannot be undertaken i.e. Service User not at home, the Community Equipment Service will notify the Prescriber of this immediately.
- It is the responsibility of the Prescriber to ensure prompt follow up following delivery to assess if the equipment is meeting the identified need satisfactorily.
- Emergency action must be taken by the Community Equipment Service immediately if they have been advised by the Prescriber that the Service User is believed to be at risk, for any of the following reasons :
 - existing equipment is faulty or has broken
 - equipment has been delivered that day and is wrongly fitted
 - Service User has been assessed as requiring equipment as a matter of urgency.
- If electrical equipment requires repair, the Prescriber should follow the procedure outlined in Appendix 1 - .
- In this event the Community Equipment Service will alter the work schedule to ensure that they accommodate the request, and provide and/or refit equipment as a priority.
- The Prescriber will be notified of the action taken and advised of the reasons for the fault/defect, if applicable.
- This information will be recorded by the Joint Store for quality control purposes
- The CES should ensure that individual and carers experience the minimum disruption necessary whilst staff undertake the activities requested.
- The CES must ensure that all waste packaging is removed from the individual's property and disposed of safely, unless otherwise requested.

3.4 Retrieval and Recycling

- The Community Equipment Service will collect equipment from an individual's home on request from the Prescriber using ELMS or through a phone call from individuals who have used the service. The equipment will be collected within seven working days unless categorised as urgent by the Prescriber, e.g. following the death of an individual.
- The Community Equipment Service will ensure that the appropriate systems and procedures are documented and implemented to comply with the prevention of cross infection guidance as specified within the Community Equipment Service Recycling Procedures.
- Upon retrieval of equipment the Community Equipment Service will establish whether or not the equipment can be refurbished or requires serviced, and take appropriate action to carry this out or implement the write-off procedure.



- The Community Equipment Service will ensure that all refurbished/recycled goods meet appropriate infection control standards prior to re-issue as per the Community Equipment Service Recycling Procedures.
- Recycled goods will be bagged and identified and placed back in stock following the recycling process. These items will be available for order immediately when they are added to the stock system.
- The Community Equipment Service will put all non-stock items back into stock following the recycling process. These items will be photographed and detailed as available for order from the non-stock area of the catalogue immediately they are added to the stock system.
- The Community Equipment Service shall implement an audit trail to aid, monitoring and accounting of the recycling process.
- Retrieval, recycling rates, and infection control reports will be reported as part of the ongoing monitoring of the service.

3.5 Equipment Unsuitable for Recycling

- If the equipment is deemed as unsuitable for re-issue, assessment of its viability will be conducted by the Community Equipment Service. The process will include the following aspects :
 - The opportunity to re-cover items, replace parts etc.
 - The Community Equipment Service nominated officer will advise the Finance Group of expensive pieces (£1000 upwards) of equipment identified as non-viable, and the reasons for this.
 - When unsuitability for recycling is confirmed, the Community Equipment Service will be required to safely dispose of the equipment.
 - Written off equipment should be recorded and reflected within the required monitoring report.

3.6 Maintenance

- All equipment, issued by the Community Equipment Service, must be delivered in a clean and safe condition.
- All hoists will be subject to Loller testing twice per year.
- All electrical equipment, required under legislation, will be tested on return to the Community Equipment Service as part of the recycling process.



- Should the Community Equipment Service be made aware of misuse or abuse, by individuals using the service, of any equipment, then the Prescriber must be informed immediately of the situation to enable the Prescriber to make a decision on replacement or alternative provision.

3.7 Health and Safety

Legislative requirements

- The Community Equipment Service shall at all times comply with the requirements of Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1992, Electricity at Work Regulations 1989, Control of Substances Hazardous to Health Regulations 1994 and any other Acts, Regulations or Orders pertaining to the Health and Safety of employees (and persons liable to be affected by their undertakings), for staff based at the Community Equipment Service.

Staff

- Throughout the duration of this Service Level Agreement the Community Equipment Service will have full regard for the safety of all persons and ensure that all sites and equipment under its control are kept in an orderly and safe manner.
- Where the nature of the services to be provided dictate the wearing of protective clothing, the Community Equipment Service shall ensure that these items are provided to and worn by employees in accordance with Health & safety guidelines.
 - Such protective clothing shall be maintained and replaced as necessary.
 - Appropriate training in relation to this matter should also be provided.
 - Details of the issue of the protective clothing and training of usage, will be recorded by the Community Equipment Service.
- The Community Equipment Service will be responsible for ensuring appropriate risk assessments on activities relating to Community Equipment Service staff are carried out and appropriate training provided if required.
- If for any reason Community Equipment Service staff believe that there is a risk to themselves, or the individual, in carrying out the requested activity, they should seek further instruction prior to undertaking the activities



Visitors

- The Community Equipment Service will only be responsible for their own staff within the environs of the Community Equipment Stores. Visitors must be responsible for their own actions, and exercise due care and attention when visiting the premises

Service users

- The Community Equipment Service will issue product information/equipment to the individual on delivery of equipment and demonstrate the use of the equipment unless otherwise advised by the Prescriber.

Hazard Notices/Recall notices

- The Community Equipment Service should, upon receipt of Hazard Notices/Recall Notices, post the information on the web site and advise the Protocol Group of the same. It is then the responsibility of the Protocol Group to determine the appropriate action to be taken with regard to replacement equipment and to communicate to all relevant stakeholders.

Transport

- The vehicles used for transporting equipment to and from Service user's homes will be kept and maintained in a serviceable and hygienic condition in accordance with Health & safety guidelines by the Community Equipment Service.
- The Community Equipment Service will ensure that appropriate precautions are taken to safeguard against clean goods being mixed with returned goods and will ensure that, wherever possible, cross infection risk is minimised.
- The Community Equipment Service will ensure that all vehicles are appropriately equipped with protective clothing/materials, which will allow staff to adhere to health and safety regulations.

3.8 Training Facility

- The Community Equipment Service will liaise with Prescribers and assist where possible with additional equipment training, relating to newly introduced product ranges/types as agreed by the Equipment Review Group and the Steering Group.



3.9 Information

The Community Equipment Service will ensure that the web-based information sites include guidance and detail on the areas detailed below. The Community Equipment Service will ensure that this information is reviewed and updated regularly:-

- ✎ Services provided
- ✎ ELMS access
- ✎ Newly introduced products
- ✎ Contact and location information
- ✎ Ordering process
- ✎ Emergency repair procedure
- ✎ Maintenance
- ✎ Retrieval and recycling
- ✎ Delivery rota
- ✎ Complaints Procedure
- ✎ Hazard/Recall Notices
- ✎ Policy & procedures & audits
- ✎ Developments

3.10 Stock Items

- The selection and approval of items as appropriate for supply, shall be made by a service-wide equipment review group (ERG), appointed by the Steering Group leads. Decisions on selection and approval of items should reflect clinical and operational matters such as availability of current stock, write offs of current stock, cost etc. Recommendations of the ERG require to be ratified through the Steering Group.
- The Community Equipment Service and ERG should, in consultation, regularly review the product range. The Community Equipment Service should provide the ERG with regular data concerning high volume /value issues (top x 20 lines) and low volume issues (bottom x 10 lines) to enable decisions regarding the requirement to adjust stock list and levels.
- The ERG and Community Equipment Service should establish a means to ascertain the individual's (or selected representatives of uses of the service) views regarding product choice.
- The Community Equipment Service will maintain agreed minimum stock levels.

3.11 Out of Hours Service

- The Community Equipment Service will ensure that an automated telephone message is available to advise people of the Out of Hours arrangements for each geographical area.



3.12 Personnel

- The Community Equipment Service will ensure that all individuals employed or engaged by them in connection with the service are properly trained and skilled in connection with their duties and will carry them out with due diligence.
- The Community Equipment Service shall be solely responsible for ensuring that, in line with the requirements NHS Western Isles Corporate Policy, all relevant individuals employed or engaged by them in connection with the provision of service have been the subject of a Disclosure Scotland check, PVG Scheme and appropriate references.
- All staff employed by the Community Equipment Service in the provision of the service will undergo induction training, which will cover the following aspects:-
 - All relevant policies, rules, standards and procedures of the Community Equipment Service;
 - The need to conduct themselves at all times with courtesy and consideration during the course of performing their duties;
 - The need to recognise situations which may involve risk and take appropriate action.
- The Community Equipment Service shall ensure that all staff employed in the provision of the service are trained in customer care, Health and Safety at Work regulations, safe lifting and moving procedures, fitting and adjustment of equipment to be provided, disability awareness and sensitivity, cultural awareness/telephone skills, and complaints procedure.
- The Community Equipment Service shall ensure that those personnel involved in the handling of soiled items are properly trained and equipped to do so and adhere to Health & Safety guidelines.
- The Community Equipment Service shall ensure that those personnel employed to refurbish, maintain and make goods ready for re-issue are appropriately trained and equipped to do so.
- The Community Equipment Service shall train all staff in the skills and techniques of fitting and installing determined equipment.
- The Community Equipment Service shall ensure that all employees engaged in providing services adhere to NHSWI Policies and Procedures.



3.14 Quality Management

- Equipment supplied under the Agreement shall be delivered in a serviceable and clean, safe and hygienic condition.
- The Community Equipment Service shall establish and maintain regular staff and Service User surveys of satisfaction then subsequently report the findings to the Steering Group.

Complaints procedure

- The Community Equipment Service will follow the NHS Western Isles Complaints Procedure.

3.15 Service Development

The Protocol and Finance Group will present an annual Service Improvement Plan outlining any service developments and proposals to the (Steering Group).

3.16 Risk Register

- The Community Equipment Service will develop a Risk Register. This will be updated 6 weekly and reported on to the Steering Group.



Section 4 – Finance

4.1 Operational Costs

The current funding model will continue until reviewed by the Finance Group which will make recommendations to the Steering Group.

4.2 Stock Items

The Community Equipment Service shall maintain an electronic catalogue of all stock items including prices at cost value, from which all orders for standard equipment will be selected.

4.3 Non Stock Items

The Prescriber will follow the non-core stock request procedure (see Appendix 2).

4.4 Recycled Equipment

The Community Equipment Service will ensure that effective arrangements are in place to maximise recycled stock for ordering. If available, recycled stock will be selected automatically at the point of order e.g. Prescribers will only be able to access new equipment if no recycled items available.



EQUIPMENT BREAKDOWN FLOWCHART

EQUIPMENT BROKEN AND REQUIRING REPAIR

Monday-Friday 0900-1700

**Monday-Friday 1700-0900
Saturdays and Sundays
Public holidays**

HHP Properties
Ceiling track hoists
Stairlifts

Mobile hoists
Bathlifts
Autolifts
Riser/recliner chairs
Ceiling track hoists – **except HHP properties**
Stairlifts – **except HHP properties**

Community beds
Air mattresses
Mattress elevators
Pillow lifters

Suction machines

Wheelchairs

**Hebridean Housing
Partnership (HHP)**
0845 603 9180

Technical Services Department
Comhairle nan Eilean Siar
Lewis and Harris
E-mail first to pmd@cne-siar.gov.uk Office
Contact: (01851) 703773 & ask for
Tech Services
Chris Martin: 07717 432 710
Uist & Barra
E-mail first to pmduist@cne-siar.gov.uk
Office Contact: (01870) 602425
Iain Morrison: 07717 432 726

Works Department
Western Isles
Hospital
(01851) 704704

Wheelchair Services
Raigmore Hospital
(Serv. by TIG)
(01463) 704167

Contact Faire
(01851) 701702
from wherever
you are in the
Western Isles



APPENDIX 2

Process For Ordering Non- Core Stock Specialist Equipment

- Prescriber determines equipment requirements for clients
 - Weight limits of client may be required to choose appropriate equipment
- See if Community Equipment Service has appropriate or similar equipment in stock
 - Check ELMS
 - Contact with storekeeper

- If CES does not have appropriate equipment, check list of suppliers



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Request for Non Core

that CES use for purchase of the equipment and identify the potentially appropriate equipment item and bring details to *CLINICAL FORUM* to discuss with other professionals. If Clinical Forum agreed that non-core stock specialist equipment required, agree whether Prescriber or CES storekeeper will request quote. This will be determined by level of clinical expertise required.

- Bring relevant info such as space available for equipment
 - Client weight/height
 - Number of carers available to operate equipment
- **If extremely urgent (e.g. damaged slings) get agreement from Services Manager with overall responsibility for the Store service (OTSM), or relevant service Team Lead in absence of OTSM directly**
 - Prescriber or CES Contact supplier to get quote created (if appropriate). Quote must contain the below information
 - Detailing exact specification of equipment required
 - Item Name
 - Item Code Number
 - Item Price (must include whether price is Inc. or exc. VAT)
 - Quantity
 - Carriage Charges
 - Once all information obtained, complete 'Request for Non-Core Stock Specialist Equipment Item' form in full:



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Request for Non Core



- Client full name
 - Client address
 - Client contact number
 - CHI &/or DOB
 - GP Practice
 - Date of request
 - Name of requisitioner
 - Has it been discussed at Clinical Forum/ or with relevant Service Manager (Nursing, Physio, OT.... – Yes/No
 - Has CES storekeepers been consulted to determine if similar item
 - If similar item exists, why is it not suitable for provision
 - ITEM DETAILS
 - Supplier Details
 - Address
 - Contact number
 - Fax number
 - E-mail address
 - Rep Details
 - Is this to support a hospital discharge or admission
 - Does a quote exist? If so, attach onto documentation
 - Is there a health & safety risk (moving & handling)
- Once form is fully completed, e-mail form (& quote if appropriate) to OT Services Manager and relevant service Team Lead for authorisation.
 - If request approved, OTSM will forward all pieces of information onto CES storekeeper for ordering
 - If request not approved, prescriber will be informed by OTSM of reasoning behind outcome.
 - CES Storekeeper to order equipment via CNES/WIH/PECOS ordering systems and confirm order placed with referring Prescriber and OTSM
 - Once equipment has arrived, equipment delivered to clinician or delivered out to client, depending on preference.



Bòrd SSN nan Eilean Siar
Western Isles NHS Board

Occupational Therapy Department



REQUEST FOR NON CORE STOCK SPECIAL ITEM

Date of request by Prescriber:		
Clients Name:		Prescriber
Clients Address: Clients Phone Number:		
CHI:		
GP & Practice:		
Date of Request:		
Name of Requisitioner:		
Has this request been discussed at Clinical Forum/with relevant Team lead, manager?	Yes/No If so, when?	
Has the CES storekeeper been consulted to see if a similar item is available?	Yes/No	
If a similar item exists, why is it not suitable for this provision?		
<u>Item Requested - Details here have to include: -</u> <u>Item details</u> – Quantity, Item Name, Item Code Number, Item Price	Details & cost of item:	
<u>Supplier details</u> – Name, Address, Contact Number, Fax Number, Web & E-mail Address etc  G:\CLINICAL\ Request for Non Core	Supplier of item:	



Is this to support a hospital discharge or prevent an admission?	Yes/No	
What is the risk to the patient/carers if this item is not provided? What is the risk score i.e. likelihood and severity		
If CES unable to provide price, attach quote		
Decision by OTSM:	Authorise: Yes/No Reason if no: Date: Signature:	OTSM

- **No requests will be considered without this completed form.**
- **Any discussions regarding the item are informal and will not be progressed without the form, submitted to OT Services Manager for authorisation and signing.**