

SCHEDULE 2 – THE SERVICES

A. Service Specifications

Service Specification No.	02/GMS/0068
Service	Community Equipment Services <ul style="list-style-type: none"> • Bournemouth and Poole • Dorset
Commissioner Lead	Clinical Commissioning Programme for General Medical and Surgical
Provider Lead	RBCHFT/PHFT/DCHFT/ DHUFT
Period	From 1 April 2014
Date of Review	31 March 2015

1. Population Needs

1.1 National/local context and evidence base

The provision of community equipment is essential for promoting the independence of people with disabilities of all ages and will often result in an individual being able to cope independently without the need for other services.

Timely and appropriate provision of community equipment is key in prevention of hospital admissions, reducing care home admissions, reducing delayed transfers of care/length of stay, reducing demand for home care and has more immediate benefits such as preventing and enabling clients to remain independently mobile in their own homes or reducing the development of pressure ulcers, and enabling clients to recover more quickly following surgery.

Demand for disability equipment is increasing as a result of the ageing population, user expectations, and advances in technology and medical science.

Community equipment services provide the majority of disability equipment needed, but should also provide a well-informed gateway to other equipment services such as those provided by the NHS, councils and voluntary organisations.

Currently there are two different types of community equipment provision in Dorset, which is a historical commissioning arrangement from the two former primary care trusts:

The Bournemouth and Poole Equipment and Aids to Independence Service

The Bournemouth and Poole Equipment and Aids to Independence Service is funded from a “pooled budget” made up of contributions from the participating commissioners and providers:

- NHS Dorset CCG
- Bournemouth Borough Council
- Borough of Poole
- Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust
- Poole Hospitals NHS Foundation Trust

- Dorset Healthcare NHS Foundation Trust

The Bournemouth and Poole Equipment and Aids to Independence Service is currently operated by Nottingham Rehabilitation Supplies (NRS).

Bournemouth Borough Council is the lead commissioner for the Bournemouth and Poole Equipment and Aids to Independence Service and is the sole organisation and signatory to the contract with NRS.

The Dorset Community Equipment Service

The Dorset Community Equipment Service is funded from a “pooled budget” made up of contributions from the participating commissioners and providers:

- Dorset County Council
- Dorset County Hospital NHS Foundation Trust
- Dorset Healthcare NHS Foundation Trust
- NHS Dorset CCG
- Dorset Healthcare NHS Foundation Trust

The Dorset Community Equipment Service is operated by Dorset County Council as a prescription retail model for simple aids and by PLUSS for complex aids and specials.

Dorset County Council is the lead commissioner for the Dorset Community Equipment Service and is the sole organisation and signatory to the contract with PLUSS.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	
Domain 2	Enhancing quality of life for people with long-term conditions	*
Domain 3	Helping people to recover from episodes of ill-health or following injury	*
Domain 4	Ensuring people have a positive experience of care	*
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	*

2.2 Local defined outcomes

Better Together Programme

Key aims for Better Together:

- Supporting people to manage long-term conditions, especially older people.
- Reducing demand for high cost care.
- Enabling more care to be delivered locally (enabling greater independence).

3. Scope

3.1 Aims and objectives of service

This service specification outlines the responsibility of management and staff in provider organisations to support the operational day to day management of the community equipment budgets in Bournemouth and Poole and Dorset and the effective use of the equipment service by their prescribers using the service.

It is expected that all providers will work in partnership with NHS Dorset CCG and other providers to operationally manage the budget and monitor prescribing trends and demand on the service:

- Bournemouth Borough Council
- Borough of Poole
- Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust
- Poole Hospitals NHS Foundation Trust
- Dorset County Council
- Dorset County Hospital NHS Foundation Trust
- Dorset Healthcare NHS Foundation Trust

CES Partnership Board Meetings

The provider will ensure that they have a nominated representative and deputy who will attend the appropriate monthly Community Equipment Partnership Board Meeting and who will be able to respond on behalf of the organisation.

CES Advisory Board / Clinical Review Meetings

The provider will ensure that they have representatives from key services and professions who will attend the appropriate monthly CES Advisory Board / Clinical Review Meetings and who will be able to respond on behalf of the organisation.

Budget Management

The provider will be responsible for operationally managing the Community Equipment Service Budget that is transferred.

The operational budget for community equipment will be agreed yearly between NHS Dorset CCG and the provider.

The budget will be based on the out-turn for the previous financial operating year. Inflationary uplifts will be considered by commissioners and will include an amount towards the pooled fund manager's costs.

Commissioners anticipate that the financial amount transferred yearly to each provider will be equal to the amount that the provider pays into each or the appropriate "pooled fund" and will not be considered for CRES.

Commissioners and providers will work together to identify any future service development and redesign, and the possible financial implications of these changes on

the community equipment budget.

Any underspend identified within the within either pooled fund arrangement will remain within that fund to meet associated costs which will be identified yearly by the appropriate CES Partnership Boards.

It will be the responsibility of each provider to manage within the allocated budget for community equipment. Any financial pressures on this service should be discussed with commissioners.

Prescribers

Prescribers will have access to the appropriate community equipment service to order the equipment required.

Prescribers access will be governed by certain criteria as determined via the Partnership Board but enforced by the provider but in general they are able to order any required standard / catalogue equipment irrespective of whether it is deemed to be for an individual's health or social care needs.

For the purposes of ordering equipment, only authorised clinical personnel (prescribers) in possession of a valid Personal Identification Number (PIN) can access the CES. This is designed to ensure that both professional standards and effective management of the pooled fund are maintained. The structure of the PINs also allows the gathering of important management information.

Once in possession of a PIN, a prescriber may place orders for equipment through the appropriate community equipment service. If their requirements exceed the level of access granted by their PIN, or under certain circumstances relating to budget controls, orders may be referred to more senior colleague for authorisation.

PIN Management

The provider will be responsible for the management of PINS for their staff and notifying the appropriate community equipment project manager of any changes required to PINs. The PIN system is managed through the Pooled Fund Manager's office, however the provider will be responsible or have a designated person responsible for gathering the necessary information and authorisation before a PIN can be created or changed.

PINs will not normally be issued until someone has completed the appropriate Prescriber Training.

Training

The provider will be responsible for ensuring that staff attend the necessary courses to ensure that prescribers are confident in their assessment and prescribing of equipment.

Non Stock Equipment Ordering (Specials)

The provider will be responsible for the management and ordering of "non-stock" or "non catalogue" equipment and will have an assurance process in place to manage this type of order.

Peripheral Stores

If a provider has a peripheral store/stores, they will be responsible for ensuring that they inform the appropriate equipment supplier of who and where the equipment was supplied. This will ensure effective governance covering all equipment issued from peripheral stores.

3.2 Service description/care pathway

Equipment Provision

The following key principles should govern the provision of community equipment:

- identifying the need for equipment provision should be an integral part of any assessment, treatment or care plan, whether in hospital or community settings;
- accountability should be clear with relevant professionals having specified responsibilities for ensuring people and their carers know what is available and that they have a choice in the selection of equipment provided for them;
- services should take a preventive approach, recognising that effective equipment provision (including for people with moderate disabilities) is likely to:
 - help people to maintain their independence and live at home;
 - slow down deterioration in function and consequent loss of confidence and self-esteem;
 - prevent accidents;
 - prevent pressure sore damage;
 - support and better protect the health of carers.
- services should be timely and resolve the frequently long delays which inhibit people's discharge from hospital, or their safety and confidence in coping at home.

The provider will ensure that equipment prescribing is consistent across services.

3.3 Any acceptance and exclusion criteria and thresholds

Individuals who are not registered with a Bournemouth or Poole GP or a Dorset GP or who are not the responsibility of Bournemouth Borough Council, the Borough of Poole or Dorset County Council.

Prescribers should use the appropriate service to procure equipment.

3.5 Interdependence with other services/providers

Commissioners of the Services - CCG

Bournemouth Borough Council – lead commissioner

Borough of Poole

Acute Hospitals

Stakeholders

Service Users

Patients

Carers

GP's
 Voluntary Organisations
 Independent Sector Organisations

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

None identified

4.2 Applicable standards set out in Guidance and/or issued by a competent body (eg Royal Colleges)

None identified

4.3 Applicable local standards

- Guidance on the Provision of Equipment to Care Homes and Care Homes with Nursing Bournemouth and Poole Equipment and Aids to Independence Service
- Integrated Equipment Service for Dorset - Guidance on the Provision of Equipment to Clients Resident in Care Homes and Care Homes with Nursing

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

Targets for the development and performance of the provider are:

- Regular review of PIN management and structure
- 95% of all prescriber orders (deliveries) to be made on line
- 95% of all peripheral store issues to be notified to the supplier (expectation is that this would be 100% but need to recognise issues that providers have)
- Authorisation of all on line orders (where appropriate) to be completed on the same day
- Development of a competency framework for all staff, at all levels, to ensure that equipment is being assessed and prescribed appropriately
- All prescribers to attend appropriate training on new equipment where appropriate
- Ensure effective representation at meetings

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

Not applicable
6. Location of Provider Premises
The Provider's Premises are located at: Equipment may be located at peripheral store locations across the conurbation of Bournemouth and Poole and Dorset
7. Individual Service User Placement
Not Applicable