

AGENDA MANAGEMENT SHEET

Name of Committee **Adult & Community Overview & Scrutiny Committee**

Date of Committee **21 June 2005**

Report Title **Integrated Community Equipment Service**

Summary The ICES service began operating on 1 February 2005. The launch has gone very successfully with an average performance of 93.6% of items of equipment being delivered within seven days. Detailed work is continuing to ensure the effective management of the service and its future development.

For further information please contact: Steve J Smith
Service Manager Disabilities North
Tel: 02476 746426

Would the recommended decision be contrary to the Budget and Policy Framework? [please identify relevant plan/budget provision] No

Background papers

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s)
- Other Elected Members
- Cabinet Member Cllr Hayfield
Cllr Seccombe
Cllr Fowler
- Chief Executive
- Legal Victoria Gould, Legal Services
- Finance Philip Lumley Holmes, Financial Services Manager

- Other Chief Officers
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION Yes

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee
- To an Area Committee
- Further Consultation

**Adult & Community Overview & Scrutiny Committee
21 June 2005**

Integrated Community Equipment Service

Report of the Director of Social Care and Health

Recommendation

Members note the progress made in the development of the Integrated Community Equipment Service.

Members indicate whether they wish for arrangements to be made for them to visit the service

1. Introduction

- 1.1 Older people and people with disabilities rely on the provision of equipment and aids to daily living to enable them to live safely in the community. Traditionally equipment has been provided by Councils and Health Authorities separately which the government recognised was both inefficient for the organisations and unhelpful to those people needing to benefit from the services. As a result, the National Service Framework for Older People requires Councils and Health Authorities to establish and operate fully integrated community equipment services.
- 1.2 On 9 October 2003, Cabinet authorised the Director of Social Care and Health to enter into a Health Act Section 31 Partnership arrangement with the three Warwickshire Primary Care Trusts for the provision of integrated community equipment services (ICES) on terms and conditions acceptable to the County Treasurer, the County Solicitor and the Assistant Chief Executive.
- 1.3 The service specification was agreed by a multi-agency commissioning group and written so as to realise the following objectives: -

- ✿ Reducing hospital admissions and enabling prompt discharge.

- ✱ Maintaining User independence at home.
- ✱ Reducing injury and disability by reducing the number of falls.
- ✱ Increasing hospital bed capacity and reducing waiting lists.
- ✱ Improved health and safety for Users and Prescribers.
- ✱ More choice for Users.
- ✱ Improved Stock control and management systems.
- ✱ Removing duplication of stores and stock control systems.
- ✱ Standardising service levels across Warwickshire.
- ✱ Improved Management reporting and financial control.
- ✱ Improved equipment re-cycling rates, thereby lowering capital costs.
- ✱ Single point of contact.
- ✱ Specialised equipment demonstration facility.
- ✱ Higher standards of equipment decontamination.
- ✱ Seven day service, with emergency cover, for 24-hour delivery.
- ✱ Transfer of existing stores back to Property, for other uses.

1.4 Following a tendering process, Nottingham Rehab. Services (NRS) were awarded the contract to provide the ICES on behalf of the above partners and began operating on 1 February 2005. This report is to acquaint members with progress to date.

2. The Service

2.1 NRS have established their depot on the Tachbrook Park Business Estate in Leamington Spa. In addition to acting as a warehouse and distribution centre, it provides a meeting room and demonstration centre. From here a programme of training and demonstrations is being provided for staff using the service.

2.2 Between 1 February and 30 April 2005, 7,370 items have been delivered, with 93.6% having been delivered within the seven-day target required by the Department of Health. Prior to the service operating, the Social Services Department were achieving 83.0% against our target of 78.2%.

2.3 The equipment in the stores previously used by the department is in the process of being transferred to the NRS depot, enabling the stores to be closed.

3. Finance

3.1 The tender for the ICES contract totalled £1,591,000 split between fixed costs £484,000 and variable costs £1,107,000. A variation to the methodology for stock ownership proposed by NRS is estimated to save approx £50,000 per annum based on the tender levels of stock issues.

- 3.2 Based on the first three months operation the projected outturn for 2005/2006 would be approximately £2,300,000. However, virtually no equipment issued since the beginning of February has yet been returned by patients and clients but should soon start. Recycled items will be credited to the pool reducing the projected cost with assumed levels of recycling it is estimated that there could still be an overall overspend of up to £200,000. Obviously the level of recycling will need continuous monitoring.
- 3.3 During the first three months a range of stock issued prior to 1st February, which has been held by NRS, can now be brought back into use. It was not reflected earlier pending the finalising of the revised stock ownership model referred to in paragraph 3.1 above. It is valued at between £100,000 and £200,000 and can now be credited back to the partners in due course
- 3.4 The PCT's have started to identify equipment needed for continuing health care purchased through the store. Clearly, additional resources will need to be identified by then and added to the pooled budget to reflect this.

4. Service Management

- 4.1 A pooled budget manager has now been appointed to oversee the service. His role includes: -

- Service Management
 - ❖ Day to day responsibility for ensuring the effective management of the service
- Contract Management
 - ❖ Monitoring NRS's performance against the contract specification
- Financial Monitoring
 - ❖ Providing budget holders with detailed financial data and assisting in implementing decisions based on the data
- Quality Assurance
 - ❖ Ensuring that the service meets the partner agencies' performance indicators
 - ❖ Overseeing the management of complaints
 - ❖ Conducting customer satisfaction surveys (the first one of these is currently being carried out)
- Service Developments
 - ❖ Ensuring that a programme of continuous improvement is carried through
 - ❖ Sharing good practice from elsewhere in the country to the benefit of Warwickshire ICES

- 4.2 Although line-managed from within Social Services, this post reports to the Warwickshire ICES Management Board. This body comprises senior

managers from the partner agencies and representatives of the Warwickshire ICES Advisory Forum, which is made up of 50% service users and 50% practitioners.

5. Future Developments

- 5.1** When the core operation of ICES has bedded in, there are a number of developments planned, including bringing in more partners, such as deaf services and the education service. On-line ordering is also planned in coming months and the benefit of extending the service to include telecare is to be explored.

6. Conclusion

- 6.1** The launch of the service has been successfully achieved and the infrastructure to develop, improve and monitor the service is now in place. Close attention will be paid to the quality of the service as experienced by Warwickshire residents and to the financial controls necessary to manage the pooled budget. Previously members have indicated that when it is functioning, they would like to visit the service to see it for themselves. If this is still of interest, arrangements can be made at a time convenient to members.

MARION DAVIS
Director of Social Care and Health

Shire Hall
Warwick

May 2005

APPENDIX 1

	Tender Costs			Revised Stock Option				Forecast Based on		
	Fixed Cost	Variable Cost	Total	Fixed Cost	Variable Cost	Total	Actual First 3 Months	First 3 Months Actuals	Model for recycling 50%	Model for recycling 70%
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
	A	B	C	D	E	F	G	J	K	L
WCC	242.2	515.9	758.1	206.6	561.7	768.3	120.0	481.0	288.0	211.0
Rugby PCT	41.7	152.2	193.9	35.5	96.6	132.1	97.0	389.0	234.0	171.0
N Works PCT	86.2	245.0	331.2	73.5	199.9	273.4	221.0	883.0	530.0	388.0
S Works PCT	114.3	193.5	307.8	97.5	265.1	362.6	272.0	1,086.0	652.0	478.0
Unallocated							21.0	84.0	51.0	37.0
TOTAL	484.4	1,106.6	1,591.0	413.1	1,123.3	1,536.4	731.0	2,923.0	1,755.0	1,285.0
	SAVING					54.6				