

Strategic and Corporate Services Directorate

Protocol for the Provision and Recycling of Community Equipment in Care Homes for Adults in Kent

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Owner:	Adults Commissioning Invicta House Maidstone Kent ME14 1XX



In partnership with



Version	Issue date	Summary of key changes	Revised by
Draft 3	24.10.22	General refresh of document to reflect current working practices, regulations, and operation of the service contract. Purpose: To clarify circumstances when the service will loan equipment, collect loaned equipment for recycling, and to clarify responsibilities for care homes, commissioners, and prescribers.	S Wilcock
Draft 4	30.11.22	Add more clarity around CHC process in relation to provision and funding of equipment.	S Wilcock
Draft 5	01/02/23	Input from Senior Authorisers.	M Miller
Draft 6	27/02/23	Input from Health.	T Flint
Draft 7	15/03/23	Further input from Senior Authorisers.	M Miller
Draft 8	14/04/23	Further input from NHS prescribers.	S Rashid
Draft 9	18/04/23	Input from Gimlet Associates (via NRS)	K Skillman
Draft 10	29/08/23	Changes to 4.5 and 4.6	A Martin
Draft 11	24/10/23	Appendix 3 key contact details	L Pearce
Draft 12	7/11/23	Content refresh to clarify the purpose of the document, revise the terminology and equipment matrix.	T Flint/L Pearce
Draft 13	03/01/24	Further clarification and refinement	T Flint/L Pearce
Draft13.1	09/01/24	Formatting	L Pearce
Draft 14	25/1/24	Input from senior Authorisers	M Miller/F Dempster
Draft 15	7/3/24	Input from Care Home Commissioning Team	Heidi Ward
Draft 16	26/6/24	Final revisions from stakeholder group	L Pearce
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Version 17

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1. Purpose

1.1. The purpose of this document is to:

- 1.1.1. Provide clarity to care home providers, prescribers, and commissioners, on their respective obligations relating to funding, loaning, maintaining, and returning equipment on loan for people living in a care home in Kent.
- 1.1.2. Support care homes' compliance with statutory requirements relevant to care home regulated activities¹.

2. Care Home Responsibilities

- 2.1. People in care homes have the same rights as people living in their own homes. This includes the provision of care for which the home is registered and equipment to support daily living. Responsibility for the funding of this equipment lies with the commissioned care home provider, however on occasion and in line with the Equipment Matrix (Appendix 1), the Kent and Medway ICB and KCC may provide support through the Community Equipment Service (CES).
- 2.2. Staff with nursing and social care responsibilities play an important part in identifying equipment needs when a person commences living in a care home and when their care needs change.
- 2.3. Care homes' duties include:
 - Provision and funding of equipment for the needs of their residents.
 - Consideration of peoples' needs as part of their pre-admission assessment, including the equipment the person requires now and, in the future, to meet these needs.
 - Not accepting people, if they are unable to have their assessed short or long-term needs met.
 - Ensuring that when a care home accepts a resident who has been identified as having end of life needs that they provide all standard equipment required. Should a person within a residential setting become end of life CES may loan the equipment required for a 6 week period.
 - Ensuring there is a range of appropriate equipment available for residents' use.
 - This needs to meet people's variations in height, weight and size including bariatric equipment.
 - As a minimum, the range of equipment includes:
 - seating to meet postural needs including tilt in space.
 - bathing and toileting equipment.
 - beds and mattresses.
 - pressure care overlays to maintain tissue viability.

¹ Including Health and Social Care Act 2008 (Regulated Activities) Regulations 2014; CQC Regulation 15 (Premises and equipment); Regulation 9 (Person centred care); Regulation 12 (Safe care and treatment).

- moving and handling equipment including slings used for a sole resident.
- attendant propelled wheelchairs for transit use*.

**Please note that the NHS commission a wheelchair service that provides a range of wheelchairs according to the needs of the individual following assessment by a qualified therapist and meeting the eligibility criteria.*

- Where an individual's equipment needs fall outside the responsibility of the care home, e.g., Bespoke Equipment, then their needs will be assessed by a health or social care prescriber and if appropriate the CES may provide loaned equipment.
 - “Bespoke Equipment” refers to equipment that is designed and made to fit a specific individual. An item of bespoke equipment cannot be adapted, adjusted or in any way altered (including through the changing or use of modular parts) to enable other residents to use it.
- When a care home supports a discharge from hospital for an agreed short-term period the CES commissioners will consider loan of equipment. Commissioned short term services should be set up with appropriate equipment to deliver this service.
- The CES is not obliged to provide equipment however in exceptional circumstances and with authorisation from ICB or KCC commissioners, equipment may be loaned for a short period (up to 6 weeks), following assessment by a Health or Social Care practitioner.
- If the CES has loaned equipment to a care home, the care home must ensure that the equipment:
 - is properly maintained and any faults/damage are reported to the CES provider.
 - is returned promptly within the specified loan period and made available and accessible to the CES provider on the agreed collection date. (CES contact details to arrange returns are in Appendix 3)
 - has any extension of the loan period approved by ICB or KCC commissioners.
 - is only used by the individual to whom it has been prescribed, for the purpose it was originally intended.
 - is logged so that all loaned equipment in the care home is kept in up-to-date records.
 - is not transferred to different locations e.g., from individuals' home to the care home or vice versa unless agreed following consultation with ICB or local authority senior authorizers (please see contact details in Appendix 3 for authorizers contact details).
- The care home must meet the costs for all repairs arising from negligence, damage to or inappropriate use of loaned equipment. This includes defacing the equipment or permanent marking with a resident's name. The full cost of replacement will be expected if damage is beyond repair.

- 2.4. To aid timely returns, it is recommended that the care provider maintains a record of all equipment it holds or makes use of the NRS Care Home portal (when it becomes available) which will facilitate loaned equipment inventory checking, equipment recall/collection requests, and provide downloadable guidance for safer equipment use. If loaned equipment is required beyond the agreed loan period, this needs to be approved by CES commissioners (please see contact details in Appendix 3 for approvals). **Sanctions may be applied for failure to return equipment within the agreed loan period.**
- 2.5. Care homes have a duty to inform the Provider of any change of address of a resident who is using the Provider's equipment so that it can be safely moved if necessary.
- 2.6. In the event of a care home closure, the provider must be notified in a timely manner to enable collection of any loaned equipment.
- 2.7. When the end of the loan period is pending, the Care Home Manager must contact the Provider to arrange for the return of equipment. The Provider and commissioners will monitor all equipment that is due for return and will apply the *Escalation Process to support the Loan of Equipment from Care Homes* (Appendix 2) if equipment is not returned at the end of the agreed loan period. **As per the Escalation Process, Sanctions may be applied for failure to return equipment within the agreed loan period.**
- 2.8. Sanctions will take a range of factors into account including but not limited to:
 - Repeated failures to return loaned equipment,
 - Length of time equipment has been retained beyond the agreed loan period,
 - Cost of the loaned equipment,
 - Evidence that equipment has been used for more than one user,
 - Inaccurate entries about loaned equipment on self-assessment forms.

3. Overview of the Kent Community Equipment Service (CES)

- 3.1. The Kent Community Equipment Service (CES), also referred to as “the Service” in this protocol, is provided by Nottingham Rehab Ltd (NRS, “the Provider”) and is commissioned by Kent County Council (KCC) in partnership with the NHS Kent and Medway Integrated Care Board (ICB).
- 3.2. The service plays a critical role in helping the most vulnerable adults, children and young people in Kent remain in their own home. Equipment is loaned following assessment by a health or social care practitioner (“the Prescriber”) to facilitate independent daily living or to meet a specific clinical need.
- 3.3. The Service uses an equipment loan and recycle model. It will loan core equipment to people, deliver, fit, and maintain it and collect equipment when the person no longer needs it. Recycling is key to the sustainability of the Service: it ensures stock levels are maintained and equipment is available for other people to use. Recycling also ensures service affordability as KCC and the ICB receive a financial credit of a percentage of the original cost of the loaned equipment when it is returned and recycled.

- 3.4. Consideration must be given to the most cost-effective method of meeting the assessed need through the use of the equipment on loan. A careful balance must be achieved between the independence and dignity of the resident, and the health, safety and welfare of the resident and care home staff.
- 3.5. Bar coding on each item of equipment enables the Provider to track each item's history (including maintenance / servicing / repair dates etc.) when on loan. By ensuring that equipment is not used by any resident other than that for whom the equipment was prescribed, care homes will support safety by facilitating transparency in the equipment's history. Compliance with allocating prescribed equipment per resident will also support effective infection control in the care home environment.

4. Support and Partnership Working

- 4.1. The NHS or KCC will ensure that, where there are complex needs, the following support is provided to care homes:
 - Advice about the range and type of equipment suitable for a person's needs and how to obtain that equipment.
 - Demonstrations of equipment use where necessary.
 - Assessment of individuals' equipment needs.
 - Advice about the maintenance schedule for routine servicing and repair (when equipment is loaned by the Provider).

5. NHS Continuing Healthcare Clients

- 5.1. People who are funded by NHS Continuing Healthcare (CHC) should have their equipment needs met by the registered nursing home that will become their residence and not by equipment loaned by the Service.
- 5.2. For people who may have Bespoke Equipment needs, the decision to fund the equipment would be considered on an individual basis by the commissioners, supported by a clinical reasoning form and a quotation from an appropriate registered professional.

Appendix 1 –Equipment Funding Matrix

Please note that the Community Equipment Provider is not obliged to provide equipment.

The Provider may, however, loan equipment in exceptional circumstances, e.g., where the home is unable to rent a piece of equipment whilst awaiting a purchased item to be delivered. The loan would be for an agreed period of time.

Any items requested for short term loan would need to be agreed by a Senior Health or Social Care Equipment Authoriser.

All loaned equipment **must** be returned within the agreed loan timeframe. Failure to do so will result in charges being levied.

Equipment Category	Equipment Type	Organisation Responsible for Funding Specific Equipment						Additional Information
		Nursing Homes			Residential Homes			
		Nursing Home	Prescribing NHS Authority	CES Provider	Residential Home	Prescribing NHS Authority	CES Provider	
Administration of Medication	All equipment for administration of oral medication	Care Home			Res Home			
Administration of Medication	All equipment for administration of rectal medication (inc gloves)	Care Home			Res Home			
Administration of Medication	All equipment for administration of medication via injection	Care Home				NHS		
Administration of Medication	Standard syringe drivers	Care Home				NHS		
Bathing Equipment	Bath seats	Care Home			Res Home			
Bathing Equipment	Bath boards	Care Home			Res Home			

Bathing Equipment	Bath lift	Care Home			Res Home			
Bathing Equipment	Shower chairs	Care Home			Res Home			
Bathing Equipment	Bespoke Shower chairs			CES			CES	Bespoke shower chairs are not transferrable to another person.
Bathing Equipment	Shower stools	Care Home			Res Home			
Beds	Standard powered, variable height, profiling, bariatric (may inc integral cot sides and levers)	Care Home			Res Home		CES	NHS will fund items through the CES contract, if 1. The person is at risk of aspiration, pneumonia or uses a PEG 2. As part of rehab program, profiling and variable height functions enable independent transfer and negate the need for a hoist. 3. Where the person is CHC funded in a residential home. 4. Exceptional circumstances the bed can be loaned on a temporary basis (6 weeks) after clinical assessment or to support hospital discharge.
Bed Accessories	Bed blocks and raisers	Care Home			Res Home			
Bed Accessories	Back rests	Care Home			Res Home			
Bed Accessories	Bed levers	Care Home			Res Home			

Bed Accessories	Blanket cradle	Care Home			Res Home			
Bed Accessories	Powered mattress variator	Care Home			Res Home		CES	CES may provide following social care assessment and identified need
Bed Accessories	Over Bed trolley/table	Care Home			Res Home			
Bed Accessories	Divan bed rails and bumpers	Care Home			Res Home		CES	If the bed was provided by CES bed rails will also be provided.
Bed Accessories	Profiling variable height bed rails and bumpers	Care Home			Res Home		CES	If the bed was provided by CES bed rails will also be provided.
Chair Raising Equipment	Standard chairs	Care Home			Res Home			
Chair Raising Equipment	chair blocks and raisers	Care Home			Res Home			
Dressing equipment	Stocking aid	Care Home			Res Home			
Dressing equipment	Tights aid	Care Home			Res Home			
Dressing equipment	Long handled shoehorn	Care Home			Res Home			
Feeding Aids	PEG feeding equipment /consumables		NHS			NHS		
Feeding Aids	Equipment for intravenous feeding		NHS			NHS		
Feeding Aids	Range of feeding equipment	Care Home			Res Home			

Feeding Aids	Accessories	Care Home			Res Home			
Environmental Support	Helping hand	Care Home			Res Home			
Environmental Support	Trolley	Care Home			Res Home			
Environmental Support	Perching stool	Care Home			Res Home			
Environmental Support	Bariatric perching stool	Care Home			Res Home			
Mobility Equipment	Walking stick			CES			CES	Available for long term loan for a named individual if required
Mobility Equipment	Fischer walking stick			CES			CES	
Mobility Equipment	Walking frames with wheels			CES			CES	
Mobility Equipment	Walking frames without wheels			CES			CES	
Mobility Equipment	Gutter walking frame			CES			CES	
Mobility Equipment	Elbow crutch			CES			CES	
Mobility Equipment	gutter crutch			CES			CES	
Mobility Equipment	3/4 wheeled walkers			CES			CES	
Mobility Equipment	standing frames			CES			CES	
Mobility Equipment	ramps	Care Home			Res Home			
Mobility Equipment	assorted grab rails	Care Home			Res Home			

Wheelchairs	Attendant propelled wheelchair-variety of widths	Care Home			Res Home		Or via the NHS wheelchair service following an assessment by a qualified therapist only and for a named individual who meets the eligibility criteria. KM Criteria Jul 2023 V1.2.pdf (shopify.com)
Wheelchair accessories	Pressure reducing wheelchair cushions for use in attendant-propelled occasional use wheelchairs.	Care Home			Res Home		Or via the NHS wheelchair service following an assessment by a qualified therapist only and for a named individual who meets the eligibility criteria. KM Criteria Jul 2023 V1.2.pdf (shopify.com))
Nursing equipment	Venepuncture (syringes and needles)	Care Home				NHS	
Nursing equipment	Vacutaine bottles for blood tests	Care Home				NHS	
Nursing equipment	Catheterisation equipment (bag, stand, packs)	Care Home				NHS	
Nursing equipment	Prescription for catheters and bags		NHS			NHS	via the patient's GP
Nursing equipment	Dressings for aseptic and cleaning	Care Home				NHS	
Nursing equipment	Vac Pump and sundries	Care Home				NHS	

Nursing equipment	Routine procedures: urine tests, BP, BM (glucometer)	Care Home				NHS	
Moving and Handling	Mobile Hoist	Care Home			Res Home		
Moving and Handling	Ceiling track hoist	Care Home			Res Home		
Moving and Handling	Standard sling	Care Home			Res Home		
Moving and Handling	Bespoke sling	Care Home			Res Home		
Moving and Handling	Stand aid / transfer aid	Care Home			Res Home		For named individual if assessed and found that this is essential as part of a short-term rehabilitation programme (up to 6 weeks), CES will provide
Moving and Handling	Transfer boards	Care Home			Res Home		
Moving and Handling	Handling belts	Care Home			Res Home		
Moving and Handling	Slide sheets; one way glide sheets; insitu slide sheets	Care Home			Res Home		
Pressure Care	High spec foam overlays / mattresses and cushions for low to medium risk	Care Home			Res Home		

Pressure Care	Visco elastic/memory foam mattresses/cushions for medium to high risk	Care Home			Res Home			
Pressure Care	Alternating dynamic overlays / mattresses / cushions for medium to high risk	Care Home					CES	Provision can be made to residential homes only following specialist risk assessment for tissue viability.
Respiration	Oxygen cylinders / concentrators		NHS			NHS		
Respiration	Oxygen administration consumables		NHS			NHS		
Respiration	Resuscitation equipment (e.g., mouth to mouth)	Care Home			Res Home			
Seating	Standard chairs with pressure relief	Care Home			Res Home			
Seating	winged/riser or recliner chairs with built in pressure relief	Care Home			Res Home			
Seating	Tilt-in-space care chairs with built in pressure relief	Care Home			Res Home			
Seating	adjustable height orthopaedic chairs with built in pressure relief	Care Home			Res Home			

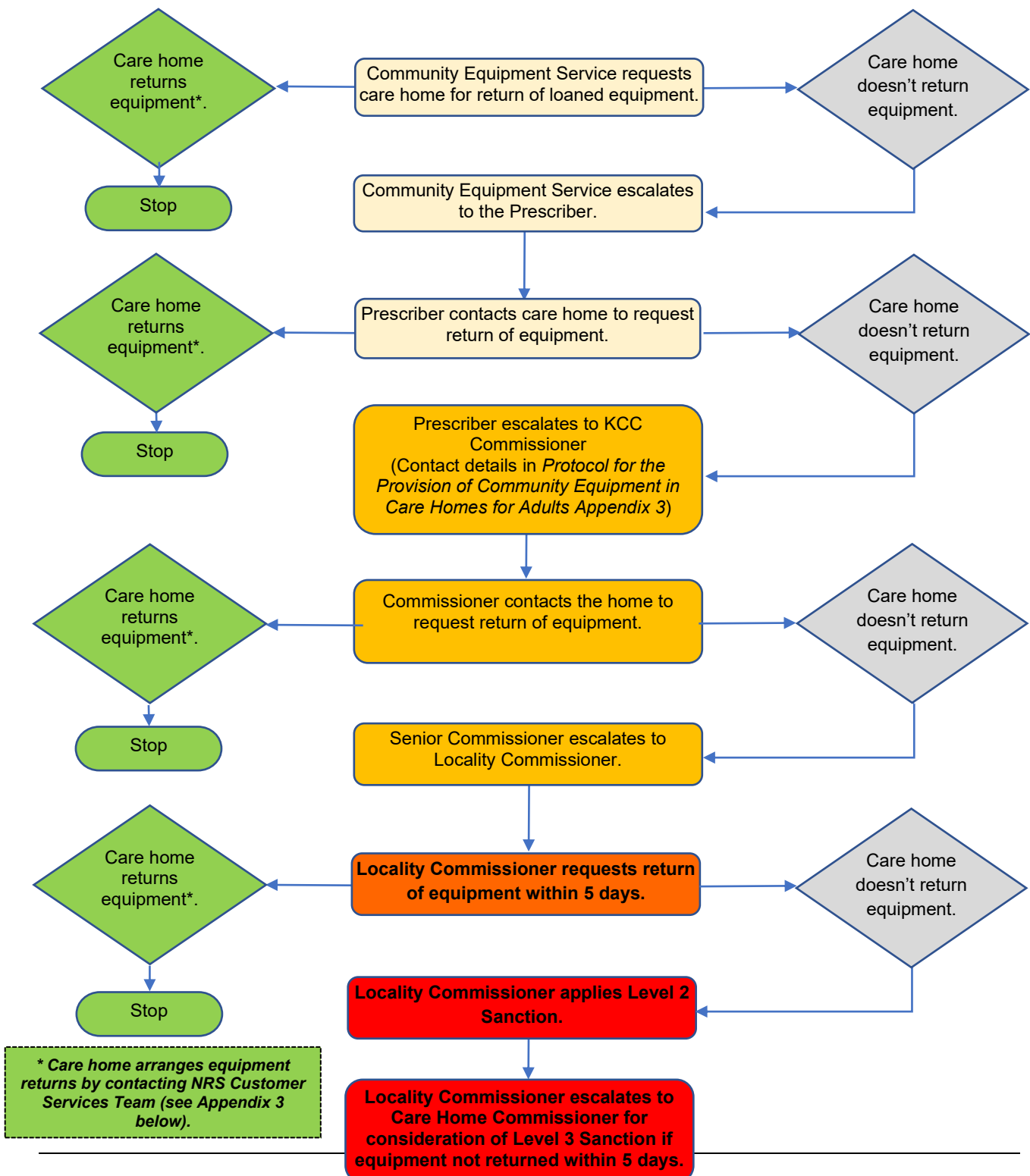
Seating	Bespoke seating for individual use			CES			CES	Modular chairs are not considered bespoke as each component can be adjusted for another person's use
Sensory	Range of sensory impairment equipment			CES			CES	Following assessment by specialist team
Toileting	Bed pans and urine bottles	Care Home			Res Home			
Toileting	Commodes: standard and mobile	Care Home			Res Home			
Toileting	Raised toilet seats	Care Home			Res Home			
Toileting	Toilet frames	Care Home			Res Home			
Toileting	Continence pads		NHS			NHS		
Toileting	special sheets		NHS			NHS		
Falls related equipment	Hip protectors	Care Home			Res Home			
Telecare	Range of items e.g., call systems, monitors, PIRs etc	Care Home			Res Home			

Appendix 2: Escalation Process

Escalation Process

To Support the Return of Loaned Equipment from Care Homes

The expectation is that Care Homes will be proactive in returning loaned equipment, however the following escalation process will be used if care homes fail to return equipment provided by the community equipment service within the agreed loan period. This process supports the *Protocol for the Provision and Recycling of Community Equipment in Care Homes for Adults in Kent* which is embedded within each Care Home Contract.



Pictorial representation of the escalation process that should be followed in the event of non-return of community equipment following the initial loan period.

Appendix 3: Key Contact Details

1. Equipment issues

The equipment Provider's (NRS) Customer Services Team can be contacted for all loaned equipment-related requests, such as:

- Arranging return and collection of equipment no longer required.
- Raising servicing / maintenance queries.
- Reporting a breakdown / requesting repair of equipment.

Tel: 01622 235300

Email: enquiries@kent.nrs-uk.net

2. Professional advice about equipment

NRS' Clinical Team can also provide professional advice about any aspect of equipment use, management and safety:

Tel: 01622 235300

Email: clinicalteam@kent.nrs-uk.net

3. Commissioner contacts

Kent County Council: CES Commissioner- Laura Pearce

Prescriber contact for escalating non-return of equipment.

Tel: 03000 415447

Email: Laura.pearce@kent.gov.uk

Kent County Council: CES Senior Commissioner – Sharon Wilcock

Senior contact for CES issues, including Prescriber contact for escalating non-return of equipment.

Tel: 03000 042 3160

Email: Sharon.wilcock@kent.gov.uk

Kent County Council: CES Senior Authorisers

Contact regarding CES equipment issues including requests for approval of KCC equipment loans.

Email: equipmentauthorisations@kent.gov.uk

NHS: CES Project Manager - Laura Wickham

Contact regarding CES equipment issues including requests for approval of equipment loans and

extensions to loan periods.
Email: Kmicb.ices-commissioners@nhs.net