

# 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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|---------------------|---|
| <b>Version</b>      | Version 17  |
| <b>Issue Date:</b>  | 17 07 2024  |
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| <b>Owner:</b>       | Adults Commissioning<br>Invicta House<br>Maidstone<br>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.<br>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            |
| Draft 17  | 17/7/24    | Publish  | L Pearce            |

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Version 17

*Uncontrolled when printed.*

## **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 activities<sup>1</sup>.

## **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.

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<sup>1</sup> 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 |                        |
| <b>Administration of Medication</b> | All equipment for administration of oral medication                | Care Home   |                           |              | Res Home          |                           |              |                        |
| <b>Administration of Medication</b> | All equipment for administration of rectal medication (inc gloves) | Care Home   |                           |              | Res Home          |                           |              |                        |
| <b>Administration of Medication</b> | All equipment for administration of medication via injection       | Care Home   |                           |              |                   | NHS                       |              |                        |
| <b>Administration of Medication</b> | Standard syringe drivers   | Care Home   |                           |              |                   | NHS                       |              |                        |
| <b>Bathing Equipment</b>            | Bath seats   | Care Home   |                           |              | Res Home          |                           |              |                        |
| <b>Bathing Equipment</b>            | Bath boards  | Care Home   |                           |              | Res Home          |                           |              |                        |

|                          |   |           |  |     |          |  |     |   |
|--------------------------|---|-----------|--|-----|----------|--|-----|---|
| <b>Bathing Equipment</b> | Bath lift   | Care Home |  |     | Res Home |  |     |   |
| <b>Bathing Equipment</b> | Shower chairs   | Care Home |  |     | Res Home |  |     |   |
| <b>Bathing Equipment</b> | Bespoke Shower chairs   |           |  | CES |          |  | CES | Bespoke shower chairs are not transferrable to another person.  |
| <b>Bathing Equipment</b> | Shower stools   | Care Home |  |     | Res Home |  |     |   |
| <b>Beds</b>              | 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<br>1. The person is at risk of aspiration, pneumonia or uses a PEG<br>2. As part of rehab program, profiling and variable height functions enable independent transfer and negate the need for a hoist.<br>3. Where the person is CHC funded in a residential home.<br>4. Exceptional circumstances the bed can be loaned on a temporary basis (6 weeks) after clinical assessment or to support hospital discharge. |
| <b>Bed Accessories</b>   | Bed blocks and raisers  | Care Home |  |     | Res Home |  |     |   |
| <b>Bed Accessories</b>   | Back rests  | Care Home |  |     | Res Home |  |     |   |
| <b>Bed Accessories</b>   | Bed levers  | Care Home |  |     | Res Home |  |     |   |

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

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

|                               |  |           |     |  |          |     |   |
|-------------------------------|--|-----------|-----|--|----------|-----|---|
| <b>Wheelchairs</b>            | 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.<br><a href="#">KM Criteria Jul 2023 V1.2.pdf (shopify.com)</a>   |
| <b>Wheelchair accessories</b> | 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.<br><a href="#">KM Criteria Jul 2023 V1.2.pdf (shopify.com)</a> ) |
| <b>Nursing equipment</b>      | Venepuncture (syringes and needles)  | Care Home |     |  |          | NHS |   |
| <b>Nursing equipment</b>      | Vacutaine bottles for blood tests  | Care Home |     |  |          | NHS |   |
| <b>Nursing equipment</b>      | Catheterisation equipment (bag, stand, packs)  | Care Home |     |  |          | NHS |   |
| <b>Nursing equipment</b>      | Prescription for catheters and bags  |           | NHS |  |          | NHS | via the patient's GP  |
| <b>Nursing equipment</b>      | Dressings for aseptic and cleaning   | Care Home |     |  |          | NHS |   |
| <b>Nursing equipment</b>      | Vac Pump and sundries  | Care Home |     |  |          | NHS |   |

|                            |  |           |  |  |          |     |  |
|----------------------------|--|-----------|--|--|----------|-----|--|
| <b>Nursing equipment</b>   | Routine procedures: urine tests, BP, BM (glucometer)                     | Care Home |  |  |          | NHS |  |
| <b>Moving and Handling</b> | Mobile Hoist   | Care Home |  |  | Res Home |     |  |
| <b>Moving and Handling</b> | Ceiling track hoist  | Care Home |  |  | Res Home |     |  |
| <b>Moving and Handling</b> | Standard sling   | Care Home |  |  | Res Home |     |  |
| <b>Moving and Handling</b> | Bespoke sling  | Care Home |  |  | Res Home |     |  |
| <b>Moving and Handling</b> | 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 |
| <b>Moving and Handling</b> | Transfer boards  | Care Home |  |  | Res Home |     |  |
| <b>Moving and Handling</b> | Handling belts   | Care Home |  |  | Res Home |     |  |
| <b>Moving and Handling</b> | Slide sheets; one way glide sheets; insitu slide sheets                  | Care Home |  |  | Res Home |     |  |
| <b>Pressure Care</b>       | High spec foam overlays / mattresses and cushions for low to medium risk | Care Home |  |  | Res Home |     |  |

|                      |  |           |     |  |          |     |     |  |
|----------------------|--|-----------|-----|--|----------|-----|-----|--|
| <b>Pressure Care</b> | Visco elastic/memory foam mattresses/cushions for medium to high risk        | Care Home |     |  | Res Home |     |     |  |
| <b>Pressure Care</b> | 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. |
| <b>Respiration</b>   | Oxygen cylinders / concentrators   |           | NHS |  |          | NHS |     |  |
| <b>Respiration</b>   | Oxygen administration consumables  |           | NHS |  |          | NHS |     |  |
| <b>Respiration</b>   | Resuscitation equipment (e.g., mouth to mouth)                               | Care Home |     |  | Res Home |     |     |  |
| <b>Seating</b>       | Standard chairs with pressure relief   | Care Home |     |  | Res Home |     |     |  |
| <b>Seating</b>       | winged/riser or recliner chairs with built in pressure relief                | Care Home |     |  | Res Home |     |     |  |
| <b>Seating</b>       | Tilt-in-space care chairs with built in pressure relief                      | Care Home |     |  | Res Home |     |     |  |
| <b>Seating</b>       | adjustable height orthopaedic chairs with built in pressure relief           | Care Home |     |  | Res Home |     |     |  |

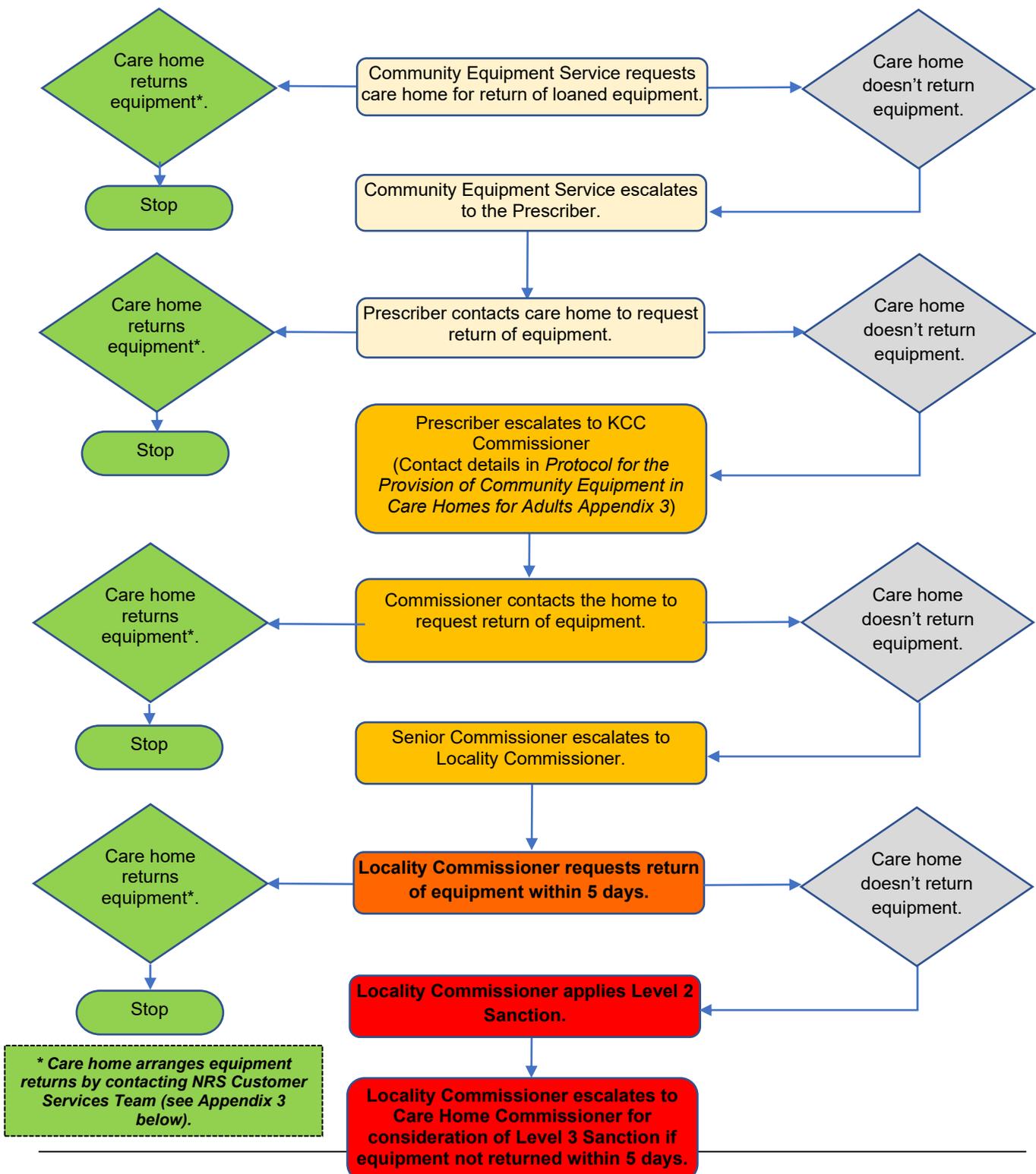
|                                |   |           |     |     |          |     |     |  |
|--------------------------------|---|-----------|-----|-----|----------|-----|-----|--|
| <b>Seating</b>                 | Bespoke seating for individual use                    |           |     | CES |          |     | CES | Modular chairs are not considered bespoke as each component can be adjusted for another person's use |
| <b>Sensory</b>                 | Range of sensory impairment equipment                 |           |     | CES |          |     | CES | Following assessment by specialist team  |
| <b>Toileting</b>               | Bed pans and urine bottles                            | Care Home |     |     | Res Home |     |     |  |
| <b>Toileting</b>               | Commodes: standard and mobile                         | Care Home |     |     | Res Home |     |     |  |
| <b>Toileting</b>               | Raised toilet seats                                   | Care Home |     |     | Res Home |     |     |  |
| <b>Toileting</b>               | Toilet frames   | Care Home |     |     | Res Home |     |     |  |
| <b>Toileting</b>               | Continence pads                                       |           | NHS |     |          | NHS |     |  |
| <b>Toileting</b>               | special sheets  |           | NHS |     |          | NHS |     |  |
| <b>Falls related equipment</b> | Hip protectors  | Care Home |     |     | Res Home |     |     |  |
| <b>Telecare</b>                | 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:equipmentauthorisations@kent.gov.uk)

NHS: CES Project Manager - Laura Wickham

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

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extensions to loan periods.  
Email: [Kmicb.ices-commissioners@nhs.net](mailto:Kmicb.ices-commissioners@nhs.net)