

Frequently Asked Questions – Integrated Community Equipment Services (ICES)

General information about the service

The Integrated Community Equipment Service for the whole of Kent, covering social care and the NHS, is provided by NRS Healthcare. The went live on 30 November 2015 and all staff now use the NRS iRIS4 ordering system.

What are the benefits of the service to my clients?

The Integrated Community Equipment Service continues to support clients to live as independently as possible, speed up hospital discharge and reduce hospital admissions.

Clients have a greater choice. They are able to have all equipment delivered in one delivery and at a time that is arranged convenient to them. Standard 5 Day Deliveries are free of charge. Shorter timescales incur additional costs

Practitioners benefit from an extended range of core equipment available which enables greater “off the shelf” prescribing and offers best value for money for Health and Social Care

Ordering

How does the online ordering system work?

The ordering system is called iRIS4.

iRIS4 provides a comprehensive online equipment catalogue with detailed visual representations of equipment including multiple images, zoom functions and 3D rotational images. The catalogue page provides details such as product code, title, description, price, dimensions and safety limits as standard.

It:

- Allows you to view all items available in the warehouse and order these simply and quickly
- Provides electronic authorisation
- Allows you to view delivery dates to clients and progress of your order
- Can be accessed from a range of media, e.g. mobile phone/tablet
- Allows you to attach your own notes and documents to the order, if required
- Allows you to select from a range of delivery timescales, dependent on the clinical need of the service user

What equipment is available?

Most of the equipment you order will be on the catalogue; however, you will find that some equipment may be substituted with alternatives which have been clinically evaluated by a team of Kent health and social care staff.

The full catalogue will be available on iRIS4.

Will I be able to view equipment before ordering it?

Yes – you will be able to view online or visit one of the two NRS Service Centres in Aylesford.

Can my orders be placed by the team admin support. Is this practice acceptable?

If your administration officer has been given a log in to iRIS4 then they will be able to place orders.

What is the procedure for requesting a Ceiling Track Hoist survey?

To request a Ceiling track hoist survey please email enquiries@kent.nrs-uk.net to request a call back for an overhead hoist survey to be booked

Registering to prescribe and use iRIS4

What if have just joined KCC or the NHS and need to prescribe equipment? What if I need to change my details or am leaving?

Please email communitysupport@kent.gov.uk to explain this and your enquiry will be processed.

How/when will I be trained in using the new ordering system?

Training to use the iRIS4 system is via e-learning. Once you have submitted your registration form you will receive an email with a link to the e-learning from NRS Healthcare. If you have not received the link then this means that you have not been registered to use the system and need to submit your details.

Please note that this e-learning is hosted by NRS Healthcare. If you work for KCC and cannot access the e-learning because your browser does not support the e-learning package then please update the Internet Explorer browser on your computer to version 10. There are instructions on how to do this on KNET (<http://knet/WorkingatKCC/ICT/ICT%20User%20Guides%20%20Instructions/Internet%20Explorer%2010%20Upgrade.pdf>)

When will I get my iRIS log in and PIN details?

After you have completed your e-learning, NRS will send you log in details and your PIN so you can access the system. This could take up to 2 days but please be patient.

What if I have more questions about using iRIS after I have done the e-learning?

The NRS Healthcare customer services team are available.

Contacting NRS Healthcare

How will I contact NRS Healthcare?

NRS Healthcare have a customer services team to help you with queries, and also registered health professionals to provide clinical advice and guidance.

Contact details for NRS Customer Services Are As Follows:

- Phone: 01622 235300
- Email: enquiries@kent.nrs-uk.net

Please note that you will be able to look up most queries yourself using iRIS4.

Minor adaptations and some equipment continue to be installed by the County Technicians Service. Requests can be made online using the CT557 form

What about emergency repairs?

NRS Healthcare will be writing before 30 November to people who have the following categories of serviceable equipment: hoists, nebulisers and suction machines. They will let them know the number to call in case of urgent repair or replacement.

All other phone numbers used by existing suppliers that people might have will either be diverted or will have an answerphone message with the new NRS Healthcare customer service team details.

Moving and Handling Equipment

How can I get ceiling Track Hoists installed under the NRS contract?

You need to request a survey from NRS Healthcare to get a quote. You will need to obtain authorisation before works can proceed.

What happens if I need an assessment for non-standard hoist slings?

The range of slings in the catalogue is comprehensive. Please try to use a stock sling first. If these are not appropriate and you still require a specialist sling then please go ahead and source a quote yourself, however, the order still needs to be placed via iRIS4.

What happens if a Service User is not happy with the service they have received?

In the first instance the Service User should discuss it with their health or social care professional. They can also contact the Customer Service Team at NRS. They can still complain directly to KCC or the NHS.

If you have any other questions email communitysupport@kent.gov.uk.