

Policies, Procedures, Guidelines and Protocols

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2	01/2018	Updated contact details, letters and generic equipment lists
3		
4		
5		

Operational Policy for Provision of Equipment to Registered Adult Care Homes

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1 Introduction and General Principles

This document has been produced to clarify roles and responsibilities of the provision of equipment into care homes.

Contributors to the document include: Shropshire Community NHS Trust, Telford & Wrekin CCG, Shropshire CCG, Shropshire Council and Shropshire Partners in Care (SPIC).

- Residents in care homes are entitled to the same assessment as service users/patients in their own homes
- Residents will be eligible for equipment from the Community Equipment Service (CES) and the Shropshire Wheelchair and Posture Service (SWaPS), in the same way as anyone else in the community where it has been prescribed for their individual use as an independence aid
- Residents should not be expected to purchase their own equipment to meet a clinical assessed need
- Care homes are expected to have equipment available as per Appendix 1 to provide care to their residents
- Care homes should ensure staff are competent in the use of this equipment
- CES and SWaPS provide equipment solely for the needs of the client and not for the provider
- Care homes have a duty to comply with health and safety standards in the interests of their staff and residents

2 Purpose

This document clarifies the position of residential and nursing homes (care homes) in respect of the provision of equipment. It sets out in detail the equipment that care homes should reasonably provide and the circumstances in which care homes can call on loan equipment from the joint Community Equipment Service and Shropshire Wheelchair and Posture Service.

The document has been written in accordance with the Care Quality Commission's 'Guidance about compliance: Essential standards of quality and safety' (CQC 2009) and guidance found in 'National Minimum standards and The Care Home Regulations' (DoH 2001), 'The Provision of Equipment in Care Homes' (ICES 2003) and 'Community Equipment and Care Homes' (DoH 2004).

3 Responsibilities of Registered Residential and Nursing Homes

Appendix 1 contains lists of generic equipment expected to be provided by:

- a) residential homes
- b) nursing homes

Care homes will be expected to have equipment as per appendix 1, to meet the needs of their residents, in accordance to CQC standards.

4 Principles Specific to Community Equipment Service

- The care home should have staff available who are competent to assess and if necessary, fit their own equipment. The provider should seek professional advice if required
- Where there is an additional need, over and above what care homes should provide, the care home can request an assessment from an assessing clinician employed by the Council or Community Trust, who can request certain types of equipment for individuals from the CES. Where this is provided, the assessors will carryout a demonstration and the care home should ensure Staff are trained and competent in its use

5 Responsibilities of the Community Equipment Service

The CES will support care homes by providing loan equipment in the following circumstances:

- Where the assessed equipment has been prescribed for a person's individual use as an independence aid, is not on the list of equipment to be provided by the care home and is requested by an accredited assessor on the approved request form
- Where the care home does not have the equipment required for an individual service user and an accredited assessor has carried out an assessment, the accredited assessor will liaise with the Clinical Advisor to CES who will agree the issue and forward to the appropriate Commissioners for resolution. This will exclude equipment cited in Appendix 1

6 General Conditions of Loan

The following conditions will apply to all loan arrangements irrespective of circumstances:

- The equipment issued remains the property of the CES
- The CES will provide instructions on equipment and fitting along with guidance on essential cleaning and maintenance checks that the home will be expected to carryout
- The CES is responsible for all other maintenance and servicing of loaned equipment, as appropriate

- The accredited assessor will carry out a review within 3 months of equipment issue to assess continued need. Annually thereafter or if there are any changes in the service users condition or otherwise stated by the assessor
- The accredited assessor is responsible for the initial demonstration of loaned equipment and check suitability of equipment prior to its use
- The care home is responsible for informing CES of any issues with the equipment (e.g. defects etc)
- The care home is responsible for making sure that the equipment is only used with the agreed service user in accordance with assessment and instructions
- The care home will be responsible for cleaning the equipment according to issued instructions
- The care home will be responsible for advising CES when the equipment is no longer needed by the service user it was supplied to
- The care home will meet the costs of all repairs to damage arising from negligence or inappropriate use of the equipment and the cost of replacement if it is lost or beyond economic repair, other than in the case of service user damage.

See Appendix 2 for equipment request procedure.

The Community Equipment Services Manager will issue equipment into care homes in exceptional circumstances to facilitate hospital discharge, e.g. End of Life patients. This will be for a maximum period of 6 weeks, unless otherwise agreed by a commissioner. After 6 weeks the care home will be responsible for the provision of this equipment.

7 Responsibilities of Shropshire Wheelchair and Posture Service

The Shropshire Wheelchair and Posture Service will assess, loan and maintain items for an individual's use in the following circumstances:

- The user has the ability to independently mobilise using a self propelling wheelchair
- The user has the ability to independently mobilise using a powered wheelchair
- The user requires bespoke postural management within a wheelchair for regular family/friends interaction, frequency of usage to be identified by the assessing clinician

8 Conditions of Loan – Shropshire Wheelchair and Posture Service

The following conditions will apply to all loan arrangements irrespective of circumstances:

- The equipment remains the property of the Shropshire Wheelchair and Posture Service
- If, on admission to the care home, the resident already has a wheelchair loaned to them from the service, this will be retained for their use, however, following re-assessment this may be withdrawn, if no longer appropriate or required
- When the named client no longer requires the equipment i.e. deterioration in their ability to be independent, deceased, or a collection note is issued, the equipment must be surrendered to the Shropshire Wheelchair and Posture Service
- The equipment must be surrendered to the Service or given up for repair as soon as practically possible
- Should it be necessary to remove the wheelchair for repairs/maintenance, the best available courtesy chair will be supplied until the wheelchair can be returned
- The equipment is for the named client's use only and must not be used for any purpose other than that for which it was provided
- The wheelchair has a yellow tag attached which is used for identification and must not be removed
- Whilst the equipment is loaned to the client, the care home manager should ensure:
 - It is kept in a clean condition
 - Is safely maintained
 - Stored safely and securely
- The equipment must not be altered or have any attachment fitted without prior agreement from the Wheelchair and Posture Service
- The care home manager is responsible for informing Shropshire Wheelchair and Posture Service immediately if:
 - The client moves to a new address
 - The equipment is involved in an accident
 - The equipment is lost or damaged
- If the equipment is taken abroad for a short time, the client is responsible for payment of the cost of any damage, loss or repair during travel. Permission must first be obtained from Shropshire Wheelchair and Posture Service to take the wheelchair out of the UK and appropriate insurance obtained
- In the event of a breach of any of the above conditions, Shropshire Wheelchair and Posture Service reserve the right to withdraw the equipment pending further assessments

Electric Powered Wheelchairs – Additional Conditions

- Shropshire Wheelchair and Posture Service is not responsible for the fitting of any additional power point which may be required to charge

the battery or the cost of charging which will be included in the electricity bill

- Good ventilation is needed when charging the battery to avoid a build-up of harmful gases
- Indoor powered wheelchairs should be used indoors only
- Indoor/outdoor powered wheelchairs should be used in accordance with the manufacturer user guidelines
- Care should be taken when using the wheelchair on slopes greater than 5 degrees (1 in 12) in accordance with the manufacturer user guidelines
- Clients with a known intention of using the wheelchair on public highways during periods of poor lighting should comply with the instructions regarding lighting for Electrically Powered Indoor and Outdoor Wheelchairs
- For transportation issues, please refer to the wheelchair user guide attached to the wheelchair

9 Related Documents

The following documents contain information that relates to this policy:

- Health and Safety Policy
- Moving and Handling Code of Practice
- Risk Assessment Code of Practice
- Incident Reporting Code of Practice

10 Dissemination

This document will be disseminated by the following methods:

- Directors – to disseminate to managers and staff within their areas
- Staff - via Inform bulletin / article
- Published to the Website
- Awareness raising by the Community Equipment Service and Shropshire Wheelchair and Postures Service
 - Link to online catalogue: www.shropscommunityhealth.nhs.uk

11 Advice and Guidance

Contact details:

Community Equipment Service

Unit D6

Hortonwood 7

Telford

TF1 7GP

Tel: 01952 603838

E-Mail: community.equipmentservices@nhs.net

Shropshire Wheelchair and Posture Service

Shropshire Rehabilitation Centre

Lancaster Road

Harlescott

Shrewsbury

SY1 3NJ

Tel: 01743 444051

E-Mail: swaps@nhs.net

T&W CCG:

Telford and Wrekin Commissioning Manager for Physical Disability,
commissioner lead for CES

Tel: 01952 388917

E-Mail: michael.bennett@nhs.net

Shropshire CCG

Shropshire County Primary Care Trust Commissioner

Tel: 01743 277589

E-Mail: sarah.robinson52@nhs.net

Shropshire Partners in Care (SPIC)

Tel: 01743 860011

E-Mail: njacques@spic.co.uk

Telford & Wrekin Council

'My Choice' Adult Social Care Access Team

Tel: 01952 459252

E-Mail: access.team@telford.gov.uk

Shropshire Council

Tel: 0345 678 9005

12 Review

This document will be reviewed by Community Equipment Services, Moving and Handling Advisors and Shropshire Wheelchair and Posture Services Manager every three years or earlier if there are changes to related legislation or regulative standards.

13 Compliance Monitoring

Compliance monitoring of this document will be carried out by the Moving and Handling and Clinical Advisors Community Equipment Services and

Shropshire Wheelchair and Posture Services Managers by reviewing and taking appropriate investigative and follow up actions relating to:

- Feedback received from staff and service users
- Reported related incidents
- Audits that are carried out relating to aspects covered in this policy

14 References

- Department of Health (2001) National Minimum standards and The Care Home Regulations, standards 22 & 24, London DH
- Integrating Community Equipment Services (2003) The Provision of Equipment in Care Homes
- Department of Health (2004) Community Equipment and Care Homes, London DH
- Care Quality Commission Guidance about compliance: Essential standards of quality and safety (2009)
- The Need for National Minimum Standards - An Independent Review by Brian Donnelly Feb 2009

15 Acknowledgements

Carol Bayley; Krys Jarvis; Helen Parks; Nicky Jacques; Sarah Robinson; Michael Bennett

Glossary

Term / Abbreviation	Explanation / Definition
CES	Community Equipment Service
SWaPS	Shropshire Wheelchair and Posture Service
NHS T&W	NHS Telford and Wrekin
T&W CHS	Telford and Wrekin Community Health Services
SPIC	Shropshire Partners in Care
SWL	Safe Working Load
TWC	Telford & Wrekin Council

Appendix 1: Generic Equipment Lists

Generic List 1 – Residential Homes

(Contracting bodies expect care homes to have adequate stocks of the equipment below to meet the individual needs of each Client in that home at that time)

- A stand-aid (ideally electric) - A stand-aid is a standing – raising aid. In order to use a stand aid, a person must have sufficient weight bearing ability and be able to cooperate by reaching for the handles and holding on whilst the aid raises them to their feet. i.e. not a rotastand, this is a turning device
- Mobile hoist (suitable for hoisting from floor with safe working load to meet the needs of the client group) and a range of slings compatible with hoist (i.e. small, medium, large; toileting, full sling, padded)
- A range of small handling equipment (i.e. slide sheets, handling belts, transfer boards)
- Bed levers compatible with beds
- Back rests for beds
- If hoisting is required beds with floor clearance of > 4 ½ inches/112mm (ideally fitted with wheels and positioned so as to allow access for carers to both sides)
- Beds suitable for client needs, and to meet Health and Safety Regulations for staff, good standard mattresses, bed rails and bumpers compatible with beds and/or crash mats (this could include profiling beds, but not bespoke specialist beds for individual service users)
- Commode (this includes static and wheeled)
- A range of bathing equipment (i.e. bath lifts, bath boards, seats and shower seats)
- A range of toileting equipment (i.e. raised toilet seats, free standing toilet frames, frames with integral seats)
- Static chairs to meet individual needs (differing heights, widths and depths, this may include raiser/recliner chairs, postural chairs) Contact the Clinical Advisor to CES and/or SWaPS if advice required. This does not include bespoke specialist seating for individual service users
- Wheelchairs with comfort cushion (suitable for transit and occasional use to meet the needs of the client group)

*All equipment needs to have appropriate Safe Working Load (SWL) to meet client needs, including bariatric equipment (defined as Non Standard Category 1 Equipment – equipment purchased ‘off the shelf’ for an individual. Community Equipment and Care Homes, DOH 2004) as required by a client’s individual needs.

Generic List 2 – Nursing Homes

All of Generic List 1 plus:

- An electric stand aid
- Bed Cradle
- High-low hospital beds and bed rails and bumpers if required
- Pressure relieving equipment (suitable for residents needs) to include: foot protectors mattresses and cushions (dynamic systems)
- Attendant-pushed shower chairs (i.e. small, medium & large)
- Tilt-in-space shower chairs to allow showering of residents at risk of sliding from standard shower chair who are dependant on full hoist transfers
- Freestanding lifting pole (Monkey Pole)
- Equipment in generic list 1 & 2 to meet bariatric needs (Non standard equipment)
- Tilt-in-space comfort type wheelchair – contact SWaPS for advice if required

For equipment not listed, please refer to general principles

Appendix 2: Procedure for obtaining equipment through CES for people in care homes

1. Accredited assessor* identifies equipment required.
2. Is the equipment for an individual (and not on the list of equipment to be provided by the care home) e.g. walking aids. **If yes** – assessor to request issue through CES in the normal way. **If no** – proceed to point 3.
3. Accredited assessor liaises with care home to arrange provision.
4. Care home to notify accredited assessor if they feel equipment provision is outside their areas of responsibility / contractual agreements.
5. Accredited assessor seeks funding agreement from contractor/CES (NHS T&W or Social Care see below for contact details).
6. Clinical Advisor/Equipment Panel approves the issue of equipment where appropriate via CES (contractor may also consider alternative sources to meet need).
7. The assessor will complete a Specialist Equipment Order form/Equipment Order form (Appendix 4).
Please note Incomplete forms will cause a delay
8. The form must be forwarded to the CES by the accredited assessor (see page 8 for contact details).
9. All requests will be checked by CES and specialist advice will be offered where appropriate.
10. Approved requests will be issued by CES to the person in the care home and care home staff sign receipt.
11. The care home will sign an agreement with CES covering the terms of the loan, as described in this procedure (Appendix 5).
12. The accredited assessor will arrange to demonstrate the issued equipment prior to its use and make sure it meets the client's needs.
13. The care home must advise the CES when loaned equipment is no longer required by the individual for whom it was issued and CES will arrange collection.

**Accredited assessor is a person employed and deemed competent by Health or Social Care*

Appendix 3: Procedure for Obtaining Equipment Through Shropshire Wheelchair and Posture Service for People in Care Homes

- Establishment of Accredited Referrers - It is essential that people who regularly refer individuals to the service for a wheelchair assessment have an adequate level of information to enable them to do so appropriately. Local training courses for professionals wishing to be accredited are held regularly
- New Referrals - The service will accept new referrals from an Accredited Referrer who has undertaken training from the Shropshire Wheelchair and Posture Service, enabling them to refer for provision of a wheelchair assessment
- A dedicated wheelchair referral form will be used which provides the service with the information required for processing wheelchair assessment requests
- Re-referrals/Reviews - Users or their representatives, who are already receiving a provision from the service, are able to request a review of their circumstances directly, without having to access an Accredited Referrer
- Screening/Triage - Referrals are initially screened, and if required passed to clinical triage to ascertain appropriate action. All users will be entitled to an assessment by clinicians of the Wheelchair and Posture Service should that be considered necessary via the triage referral screening process ensuring appropriate provision
- Assessment Process - Wheelchair and seating assessments will be carried out by an appropriately skilled service clinician, which comprises of the Wheelchair Therapists, Rehabilitation Engineers and Wheelchair Clinical Assistant.
- Direct Issue of Wheelchairs from Referral Information - The service may, where appropriate, issue equipment directly to the client without a physical assessment, if sufficient information is provided by the referrer and there are no contraindications
- Home Visits - Wheelchair assessment visits will be carried out as judged appropriate to the users needs e.g. when the home environment requires assessing for access into and within the property, and/or the user is unable to attend a wheelchair clinic because of the severity of their medical condition or disability
- Wheelchair Clinics - Wheelchair clinics are held regularly at premises in Shrewsbury. This is currently Shropshire Rehabilitation Centre, Shrewsbury. Clinic assessments are carried out by appropriately skilled clinicians of the wheelchair team
- A suitable range of assessment wheelchairs and seating will be available at the Wheelchair Clinics. Equipment appropriate to the user's clinical need will be demonstrated, and the user provided with the correct knowledge and information to enable them to make an informed choice together with the wheelchair clinician undertaking the assessment

- The user will be fully involved in the assessment process with an opportunity for them to discuss their needs, views and perceived requirements from the service. Carers and other professionals involved with the user can attend the clinic situation provided this is agreed with the wheelchair user at the commencement of the assessment
- Medical Involvement - GP details must be entered on to all referral forms sent to the Wheelchair and Posture Service. The need for medical confirmation of the user's medical history or disability will be requested from their individual GP or Consultant as necessary. The service has referral access to additional examination/opinion by the Consultants in Rehabilitation Medicine at the West Midlands Regional Rehabilitation Centre with the user's consent
- Issue of Wheelchairs/Equipment - Where specific configuration for the user is not required, the equipment will be issued by the service directly
- Collection/Self Returns - Equipment may be collected/returned from/to the Wheelchair and Posture Service Stores in Shrewsbury or from Community Equipment Stores in Telford by the user or their authorised representative
- Delivery>Returns - Equipment may be delivered/returned by the Community Equipment Stores delivery service to the agreed standards applicable at that time
- Issue Information - Users/carers will be advised of the adjustments available on the wheelchair to ensure it is adjusted correctly for the user and how to fold it down for transportation in a car or for storage, as appropriate
- Wheelchair personnel will demonstrate the adjustments available during the assessment process
- Professional staff visiting users who are in receipt of a wheelchair from the Service will, following appropriate training be expected to monitor the use and assist users with this process
- Equipment Information - All equipment supplied by the service will be accompanied by an instruction booklet and leaflets giving information on the Wheelchair and Posture Service, contact numbers and addresses, the recommended use of the equipment, adjustment points and recommended seating position
- It will also give the user's unique reference number and details of the Repair Service. In addition a copy of the Shropshire Wheelchair Users Group leaflet will be issued advising users of the group, providing the opportunity for them to make contact so they can comment on the service or join the group
- Clinician Handover - For the more complex cases where users require the equipment to be configured to their individual requirements, this will be issued and set up by one of the clinicians, so that specific alterations can be made and any additional features identified. This will be carried out in the most appropriate setting e.g. home, clinic
- Demonstration and training in the use of the equipment, adjustment and transportation features, along with safe use and potential risk identification will be completed

- Where the conclusion of the wheelchair clinical assessment is that the equipment required for the user does not meet the responsibilities for provision from the Wheelchair & Posture Service a letter will be sent to the Care Home with recommendations for the most suitable equipment to be accessed

Appendix 4: Specialist Equipment Order Form

Shropshire Community Health



NHS Trust

Community Equipment Services

Please return form to:

Community Equipment Services, Unit D6, Hortonwood 7, Hortonwood, Telford
TF1 7GP

Tel: 01952 603838 Email: community.equipmentservices@nhs.net

Specialist Equipment Order Form

*Please complete all sections of this form giving as much detail as possible. Inadequately completed forms **will be returned** for completion, which will obviously delay the provision of the appropriate equipment.*

Patient Details

First Name:	NHS Number:
Last Name:	Date of Birth:
Address:	Telephone Number:
	Post Code:

Alternative Contact

First Name:	Relationship:
Last Name:	Telephone Number:

Does the Service User Live alone? Yes ☐ / No ☐ Details:

Any hazards if known:

GP Details

GP Name:	Telephone Number:
GP Practice:	Address:

Assessing Professional Details

Full Name:	Designation:
Address:	Agency:
	Telephone Number:

Has the patient given informed consent for the issue and are they compliant in its use?

Yes <input type="checkbox"/> / No <input type="checkbox"/>	
If the patient lacks capacity is this issue of equipment in the patient's best interest? Yes <input type="checkbox"/> / No <input type="checkbox"/>	
Additional Comments as required:	
The assessor completing this form is responsible for the initial demonstration of loaned equipment, for checking suitability of equipment prior to its use, and to ensure that the review responsibility is transferred to the appropriate professional and/or service	
Signature:	Print Full Name
Date of assessment:	Time of assessment:

Describe Current Health Status:		
Diagnosis and prognosis:		
Height:	Weight:	Circumference of abdomen / girth:
Mobility (please describe if they have the ability to achieve a change of position when lying or sitting. How they transfer, walk and move from lying to sitting):		
Present Skin Condition:		
Current Waterlow Score:		
Current Pressure Sore *	Grade:	Site:
History of Pressure Sores *	Grade:	Site:
Number of hours on Bed Rest:		Number of Hours Sitting / Mobile:

Number of Handling Transfers daily:	* complete as required or n/a if not applicable		
Clinical reasoning for equipment requested			
Please include and consideration given to informal / formal carers)			
What Type of Equipment is required:			
Bed:	Type:		
Cotsides:	Type:	Bumpers:	Type:
Mattress System:	Type:		
Cushion:	Type:		
(if cushion required for wheelchair, please request from Wheelchair Services)			
Stand Aid:	Type:		
Hoist:	Type:	Sling:	Type:
Other:			
Supplier Info (of new please provide supporting literature):			
Accommodation (Current)			
Please describe access to property, where the equipment is to be sited and on which level.			
NB All beds are sited downstairs wherever possible, if not, an access visit is required to assess the environment and accessibility upstairs. Please ensure that there is sufficient space at the property to install bed appropriately.			
Arrangements made to install equipment and name of person who will demonstrate equipment:			
NB If care agency is involved, the demonstration must also include the care manager.			

Discharge Date:

Care Package commencement date and name and contact number of agency:

Additional Comments:

Details of person completing the form:

Print Full Name:

Designation:

Signature:

Date:

Appendix 5: Example Loan Agreement

Shropshire Community Health



NHS Trust

Agreement for Equipment on Short Term Loan

Care Home: NHS Health
contracting body:

Name: Address:

Address: Tel:

Fax:

<<Commissioner/contracting body to insert terms of agreement i.e. loan period>>

This agreement is between <<NHS Health Contracting Body>> and <<Care Home>>

The equipment listed below:

<<e.g. Nimbus III Mattress System>>

Has been loaned to <<resident's name>> for their exclusive use.

The equipment should only be used for the purpose for which it was issued and should not be modified in any way.

The equipment is intended for the exclusive use by the client identified above, and must not be moved to any other location without the full knowledge and agreement of the Community Equipment Service (CES).

CES may make a charge for any item(s) which are lost or damaged whilst on loan.

CES Manager

Signed: Name (print):

Date:

On behalf of Care Home

Designation/Role:

Signed: Name (print):

Date:.....

Shropshire Community Health

NHS Trust

Shropshire Wheelchair & Posture Service

Nursing Home/Care Home

Shropshire Rehabilitation Centre
Lancaster Road
Harlescott
Shrewsbury
Shropshire
SY1 3NJ

Telephone: 01743 444051

E-mail: swaps@nhs.net

Date

Dear,

Re

At the recent assessment of clinical mobility needs, at the nursing home on, it was agreed that the need in this case is for transit purposes only. The Shropshire Wheelchair and Posture Service are currently unable to provide this type of equipment following the adoption by Shropshire Community Health NHS Trust and Shropshire Partners in Care, of the 'Provision of Equipment to Registered Adult Care Home Operational Document'. The client is deemed as not requiring custom made seating e.g. moulded seating.

The following information is a guideline for equipment which would suit the needs of the client if private purchase is being considered:-

(e.g. Manual attendant pushed, Tilt in space, 17" seat width, 19" seat depth, lateral supports, sideways adjustable headrest, adjustable armrests, Elevating leg rests.)

An example of this type of wheelchair is the *(e.g. Azalea by Invacare)*

I hope this information is helpful in meeting the clients present mobility needs. If you have further queries regarding these details please contact me on the above number

Yours sincerely

.....

Wheelchair Therapist

