



REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD –
31 OCTOBER 2017

REPORT ON: DUNDEE AND ANGUS COMMUNITY EQUIPMENT LOAN SERVICE

REPORT BY: CHIEF OFFICER

REPORT NO: DIJB44-2017

1.0 PURPOSE OF REPORT

1.1 This report provides information about the Dundee and Angus Community Equipment Loan Service.

2.0 RECOMMENDATIONS

It is recommended that the Integration Joint Board (IJB):

- 2.1 Notes the contents of this report;
- 2.2 Notes progress in merging the Dundee and Angus Community Equipment Loan Service and in particular the performance and quality indicators detailed in paragraphs 4.2.6 and 4.2.7 which demonstrate an improved service delivery model.

3.0 FINANCIAL IMPLICATIONS

- 3.1 Dundee Health and Social Care Partnership realised efficiency savings to the value of £50,000 in a full financial year as a result of the creation of a Joint Dundee and Angus Community Equipment Loan Service.
- 3.2 It is anticipated that further future efficiency savings will be achieved as the Joint Service becomes established.

4.0 BACKGROUND TO THE JOINT COMMUNITY EQUIPMENT LOAN SERVICE

4.1 Dundee Community Equipment Loan Service and Independent Living Centre

- 4.1.1 Reference is made to report number DIJB29 – 2016 (Joint Dundee and Angus Equipment Loan Service Proposal which was discussed at the Integration Joint Board held on 28 June 2016. The Dundee and Angus Community Equipment Loan Service and Independent Living Centre is a partnership between Dundee and Angus Health and Social Care Partnerships. The service is hosted by Dundee Health and Social Care Partnership.
- 4.1.2 The Loan Service provides, delivers, installs and maintains a range of equipment to people of all ages living in Dundee and Angus to help them to manage day to day living to minimise intervention and maximise independence. Equipment provided by the Joint Community Equipment Loan Service will have been prescribed by Occupational Therapists, Nurses, Physiotherapists or Occupational Therapy Support Workers using established Criteria and Guidance.
- 4.1.3 The Independent Living Centre provides information, advice and a demonstration service to public, users, carers and professionals on all aspects of equipment, health improvement, self management and opportunities for social inclusion. The Centre also ensures professionals of

all disciplines have access to up-to-date equipment for demonstration and assessment purposes and provides a training environment for staff and the public in the use of equipment.

4.1.4 The service is required to comply with a range of health and safety and good practice guidance in providing equipment to citizens of Dundee and Angus. In this context noted above and in line with the National Health and Wellbeing Outcomes, and Dundee and Angus Local Outcome Improvement Plans, the Joint Service aims to achieve the following:

- People are supported to live independently in their own home or a homely setting.
- People have a positive experience of the service provided.
- Equipment is provided efficiently, effectively and safe for use.
- Our workforces are confident and competent in providing equipment.

4.2 Development of Joint Dundee and Angus Community Equipment Loan Service

4.2.1 NHS Tayside intimated that they would be expecting the Little Cairnie Site, where the Angus Community Equipment Loan Service was located, to become surplus to requirements in early 2016 and requested that a timeline was established for a re-location of the Angus Community Equipment Loan Service from the Little Cairnie site.

4.2.3 Due to this, Angus Partnership approached Dundee Partnership to request consideration of a Joint Dundee and Angus Equipment Loan Service as part of their options appraisal. Following a period of discussions and negotiations, both Dundee and Angus Partnerships agreed during 2016 to a merger of the services. The merger was subsequently agreed in principle at the Dundee Integration Joint Board held on 28 June 2016.

4.2.4 A Joint Dundee and Angus Community Equipment Loan Service Steering Group was established during 2016 to support the merger and provide oversight, governance and coordination in relation to provision of equipment in the community. This Group is chaired by Locality Manager (Lochee and Strathmartine) and has representation from across Dundee and Angus Partnerships, NHS Tayside and Dundee City Council.

4.2.5 The services formally merged on June 2017, with the services transitioning to a fully joint service between October 2016 and June 2017. A launch and engagement event took place during January 2017 which received significant positive media attention. A follow up event is to take place during 2018 to involve stakeholders in the continued development of our joint service.

4.2.6 Dundee performance relating to the service highlights that:

- Over the past three years we have delivered 85% equipment on average within 2 days or less of order.
- Over the past three years we have collected 80% of equipment on average within 1 day or less of order.
- We have recycled 80% on average of equipment over the past three years, leading to a notional saving of £2,795,624. This money has then been re-used to support purchase of equipment, leading to efficient use of the budget.
- All equipment has received required LOLER, PAT and PUWER tests as appropriate to the equipment.
- 1 complaint has been received about the service during period 2016 - 17 and 2017 – 18.
- 2 compliments have been received about the service during period 2016 - 17 and 2017 – 18.
- 99% of service users provided positive feedback about the service provided.

4.2.7 Angus performance relating to experience of service highlights from June 2017: -

- We have delivered 71% equipment on average within 2 days or less of order. It is anticipated that this performance will continue to improve given that the backlog has been addressed.
- We have collected 66% of equipment on average within 2 days or less of order. It is anticipated that this performance will continue to improve given that the backlog has been addressed.

- We have recycled 77% on average of equipment between October 2016 to August 2017 leading to a notional saving of £332,714
- 1 complaint has been received about the service during period 2016 - 17 and 2017 – 18.
- 99% of service users provided positive feedback about the service provided.

4.3 Next Steps

4.3.1 As a Partnership we have taken a collaborative and solution focused approach to change and this has supported the key progress noted above. Over the next year it is planned to implement:

- Business planning so that we can focus on developing the service to meet outcomes and at the same time achieve efficiencies in how we deliver the service.
- A systematic approach to service user and carer engagement so that service users and carers inform and are involved in how our service develops.
- A joint Equipment Procurement Framework to implement a cohesive approach for procurement of equipment. It is anticipated that once completed this will both standardise the type and range of equipment used across Dundee and Angus.
- A Trusted Assessor Programme which will provide a learning standard for Prescribers of equipment, adaptations and telecare. It is anticipated that this will support consistency of practice across prescribers and implementation of joint procedures. Once drafted it is planned that this programme will be implemented during 2018 with a view that all prescribers have completed this standard by April 2019.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Equality Impact Assessment and Risk Management.

6.0 RISK ASSESSMENT

6.1 The merger of the services provides an opportunity to improve outcomes for citizens of Dundee and Angus and improve efficiency of service delivery. A performance and budget report will be provided on a regular basis to demonstrate impact of the merger and an assurance that the service is delivered within resources available to Dundee and Angus Partnerships.

6.2 Risk Description – There is a risk that additional funding will be required to implement the merger.

Inherent Risk – 2 x 3 (Minor x Likely) = 6

Current Risk – 2 x 2 (Minor x Unlikely) = 4

Planned Risk – 2 x 2 (Minor x Unlikely) = 4

*Risk Scoring (Impact x Likelihood)

Note: We use a risk level scoring of 1 – 25
(1 being the lowest Score and 25 being the highest score)

Given the risk mitigation actions in place, the risk is deemed to be manageable.

7.0 CONSULTATIONS

7.1 The Chief Finance Officer and the Clerk were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

None.
David W Lynch
Chief Officer

DATE: 9 October 2017

Alexis Chappell
Locality Manager