

ROTHERHAM BOROUGH COUNCIL - REPORT TO MEMBERS

1. Meeting:	Cabinet Member for Adult Social Care
2. Date:	10th October 2011
3. Title:	Integrated Community Equipment Service Review – Equality Impact Assessment (EIA)
4. Programme Area:	Commissioning, Policy and Performance – Joint Commissioning

5. Summary

This paper meets the requirement of Cabinet for Adult Social Care Minute H17 (2) of July 11th: That the review recommendations with regard to Service delivery be deferred pending the submission of the outcome of the Equalities Impact Assessment

This report confirms the completion of the Equality Impact Assessment carried out in support of the Integrated Community Equipment Service review recommendation to rationalise the standard stock item of equipment.

6. Recommendations

That Cabinet Member

- Note the completion of the Equality Impact Assessment pertinent to the rationalisation of the Integrated Community Equipment Service standard stock of equipment

7. Proposals and Details

- 7.1 The findings of the review of the Joint Integrated Community Equipment service was presented at the July 30th Adult Social Care Cabinet member meeting. Recommendation to support the modernisation and reconfiguration of the service to meet the prevention and personalisation agenda, achieve efficiencies and deliver a value for money service was approved.
- 7.2 The recommendation as regards to 'service delivery' which relates to the rationalisation of the standard stock items was deferred pending the completion of the Equality Impact Assessment (EIA). This assessment has now been completed (*see Appendix 1*).
- 7.3 The rationalisation of the standard stock means that the Integrated Community Equipment Service (ICES) service will supply items of equipment based on assessed needs and that practitioners making recommendations will be required to indicate clear outcomes that are expected to be achieved by the customer/carer before issuing equipment. All equipment will be based on assessed Needs.

Summary of the EIA

- That all items of equipment required for customers with high level of needs who are at most risk, forms the majority of the standard stock items of equipment.
- That the current standard stock list include items of equipment which are of low impact to customers and also widely accessible through the retail market and various agencies such as Red Cross, Age UK and Home Improvement Agency (HIA). Customers currently identified through the Assessment Direct service triage system, as requiring low level items of equipment are signposted and provided with support / information on access to low level equipment. That customers are also referred to others services such as the Home Improvement Agency.
- That this approach will empower customers with low level needs to confidently access low level items of equipment independently and much faster. That a key benefit emerging from such an approach is that complex cases are being referred for a Community Occupational Therapist assessment much more rapidly.
- That Community, Clinical Practitioners and the Physical Disability & Sensory Impairment team; who have the responsibility to identify and agree standard stock items at the beginning of each year, have reviewed the standard stock items and produced a rationalised list which is needs driven (*see Appendix 2*).
- That the key overriding principles in developing the rationalised list is based on the following conditions:

- a. that all customers assessed as being at risk will be supplied with the recommended item of equipment on a loan basis
 - b. that items not listed as part of the standard stock but which form part of a package of equipment will be supplied based on needs on a loan basis
 - c. that all customers/ carers identified as not able to self fund low level equipment will be supported to access equipment by the service on a loan basis
- 7.4 Adhering to the above conditions will ensure that all customers with an assessed need will be fully supported by the service. This also means that efficiencies can be achieved by the service through a reduction in cost related to the storage / delivery and collection of low cost and low impact items of equipment.
- 7.5 Service users / carers as well as various practitioners consulted as part of this assessment process are fully supportive of the way the standard stock items of equipment has been rationalised. A rigorous EIA action plan has been developed to be implemented alongside the service review action plan. This will ensure that barriers identified within the EIA are resolved and all customers who are assessed as being at risk are supported. The Joint Commissioning team will work in collaboration with the RMBC performance team and the Provider to monitor implementation with a view to ensure that corrective action are applied pro-actively to safeguard vulnerable customers at all times.

8 Finance

- 8.1 The service budget is recurrently overspent each year by an average of 6.7% and in the current service configuration this overspend is expected to continue. This overspend has been met each year by Health with no contribution from RMBC required.
- 8.2 The contract value for 2011-12 has been reduced by 10% (RMBC contribution) and 4 % (NHSR – contribution)
- 8.3 As at July of this year the service spend on standard equipment budget is reported to be at 52.5%. Rationalisation of the standard stock list will enable the service to focus on meeting the needs of high risk customers within the existing budget. This will contribute significantly towards reducing the risk of potential increase in waiting time for equipment during the later part of this financial year.
- 8.4 Access to low level, low impact but preventative items of equipment deemed appropriate to be supplied through Assistive Technology funding in a planned way will enable the service to focus on high risk and assessed based needs.

9 Risks and Uncertainties

- 9.1 A reduction in the range of items of equipment which practitioners routinely prescribe through the ICES could discourage customers taking pro-active actions early. This could lead to an increase exposure of customers to low level of risks within their home environment. To reduce such risk practitioners and Assessment Direct service will be expected to signpost customers to alternative services or self purchase via commercial providers of equipment.
- 9.2 Items of equipment which no longer form part of the rationalised standard stock list could be required as part of a package of equipment which could compromise customers support package. This risk to the customer will be mitigated as all items of equipment issued are subject to an assessment and must be in accordance with the assessing practitioners' recommendation. As such, the service will be under contractual obligation to supply all items of equipment as recommended by the practitioner.
- 9.3 Inability to meet demand for specialist equipment should service experience a surge in the request for rationalised standard stock items. It is expected that full implementation of the review recommendations and the EIA action plan will enable the service to become more flexible in its approach and therefore pro-actively plan for any increases in demand. It is also expected that practitioners will work with Commissioners in ensuring that specialist equipment does not remain a burden for the equipment service alone but to also explore options as regards to wider and appropriate use of Assistive Technology resources.

10 Policy and Performance Agenda Implications

- 10.1 Performance on delivery of equipment within 7 days (PAF D54) is 93% for Social Care and 96% for Health Equipment, which is above the top quartile of 85% for England.
- 10.2 Department of Health guidance "Guide to Integrating Community Equipment Service" (2001) identifies that community equipment services plays a vital role in helping disabled people of all ages to develop their full potential and to maintain their health and independence. The NHSR strategic plan "Better Health, Better Lives" (2008-2010) highlights the need for the development of better services for people with long-term conditions and end-of-life care, both of which are enabled through the ICES service. Delivering an ICES that is "fit-for-purpose" and reflects emerging needs of the population will contribute significantly towards meeting both partner organisation's objectives.
- 10.3 A key priority of the Rotherham's "Joint Commissioning Strategy for Adult Services" (2008-11) is to review the local ICES to ensure that it is effective in sustaining and maximising people's independence in their home and reduces unnecessary admissions to residential and hospital care in a planned way.

10.4 Guidance from Care Service Efficiency Delivery's (CSED) "Transforming Community Equipment Services" (2006) presents a service delivery model which is in-line with the prevention and personalisation agenda. It provides guidance on developing equipment services that empowers the customers, their families or carers to pro-actively plan and choose the best way to meet their needs with support and advice from appropriate professionals, thus avoiding crisis intervention.

10.5 Key Performance Indicators:

D54	Equipment delivered within 7 working days
NI 124	People with a long-term condition supported to be independent
NI 125	Achieving independence through rehabilitation/intermediate care
NI 127	Self-reported experience of adult social care users
NI 129	End-of-Life access to palliative care enabling people to choose to die at home
NI 130	People receiving self-directed supported (direct payments/individual budgets)
NI 131	Number of delayed transfers of care from hospital
NI 136	People supported to live independently through social services
NI 139	Older people receiving the support they need to live independently

Vital Signs

VSC 03	Proportion of adults assisted to live independently
VSC 04	Proportion of people achieving independence 3 months after rehabilitation
VSC 10	Number of delayed transfers of care from hospital
VSC 11	Proportion of people with long term conditions supported to be independent
VSC 17	Adults and older people receiving direct payments and/or individual budgets

11. Background Papers and Consultation

11.1 The Joint Commissioning team has carried out a comprehensive programme of service user and stakeholder engagement as part of the strategic review. This included:

- Service provider team
- RFT – Occupational Therapists and Physiotherapists
- Green Lane Resource Centre
- Continuing Care/End of Life team
- Adaptation Service – RMBC
- Sensory Service – RMBC
- Community OTs – RCHS

There were also a series of face to face and telephone interviews with customers.

11.2 An Equalities Impact Assessment (EIA) has been completed and resulting action plan will be implemented alongside the review action plan.

Contact Name : Shiv Bhurtun, Joint Commissioning Manager ,
Commissioning, Policy & Performance

E-mail: shiv.bhurtun@rotherham.gov.uk
Telephone: 01709 822308