

Herefordshire Integrated Community Equipment Service

Business Action Plan 2006/7

a. Current Activity

Area of operation	Target	Action(s) required	Timescale	Progress – October '06
Hospital Discharge	To ensure that discharges are not delayed by the need for equipment to be in place	To work with health and social care colleagues to address equipment needs as a part of the planning for discharge.	September 2006	Links with OT's and District Nurses are established to facilitate planned discharge. CES is introducing a system to check arrangements for delivery prior to discharge.
Intermediate Care	Provision of equipment within 7 days of decision to supply	Work with Intermediate Care teams to ensure an integrated assessment/delivery/fitting process	September 2006	Target met. 96% of equipment delivered within timescales.
Links with Housing	<p>a) Installation (fitting ready for use) of equipment items by in-house handyman agency to improve performance ratings (D54/BVPI56).</p> <p>b) Close working with Housing OT</p> <p>c) Minor adaptations (funded by ICES, delivered by Private Sector Housing through You @ Home) carried out within 7 days</p>	<p>a) Following the Driver Fitter pilot scheme, evaluate and, if appropriate, develop as a part of the ICES service</p> <p>b) Housing OT appointed. In post from 3 April</p> <p>c) Establish internal service level agreement with Private Sector Housing</p>	<p>a) Pilot scheme February 2006; full introduction planned for April 2006, depending on funding.</p> <p>b) On going.</p> <p>c) September 2006</p>	<p>a) Driver/Fit pilot run. Plans to integrate into ICES.</p> <p>b) Housing OT member of the ICES Advisory Board. Reviews are undertaken of all adaptation requests for suitability and eligibility.</p> <p>c) Targets for minor adaptations carried out within 7 days have been agreed.</p>

Direct Payments	Support and contribute to PI C51 (Direct Payments) – target for 2005/6 = 100 service users receiving a Direct Payment	a) Finalise policy & procedures for equipment and put in place b) Develop policy & procedures for minor adaptations	a) April 2006 b) Work to be commenced beginning 2007.	a) First Direct Payment for equipment issued in September 06 b) Work being carried out on developing policy for minor adaptations.
Competency Framework	Broaden range of staff able to access equipment Reduce OT waiting times for assessments. Average wait for OT assessment: 7 months N.B. These assessments are holistic and not purely related to equipment needs. The OT service is implementing a range of strategies to address this issue.	Implement competency frameworks so that care staff are able to undertake simple assessments for equipment	September 2006	Competency framework rolled out to all unqualified staff within Occupational Therapy who report to a qualified OT and STARRS. Waiting times for OT assessments are within the 13 weeks target set by Government.
ICT – software upgrade	Upgrade to version 4 of MESaLS software to allow direct access to online ordering by clinicians and to improve management reporting	ICT agreement Order and install new software. Staff training Clinician training	April 2006 Software provider has given notice that support is to be withdrawn from the current version by September 2006.	Business Case completed and awaiting approval from ICT approval on the upgrading of MEASles.
Compliance with BVPI56/D54- % of items satisfactorily delivered and installed within 7 days.	Target for 2005/2006 86% Target for 2006/2007 88%	Improve satisfactory installation returns by making equipment ready for use at time of delivery	March 2007	Current performance is 96%

b) Future Activity

Area of operation	Target	Action(s) required	Timescale	Progress – October '06
Telecare and Smart Houses	Support PI C32 (Help to Live at Home)	Run 3 development projects – dementia; intermediate care; frail elderly.	From April 2006 to March 2008	Preventative Technology Grant awarded. Telecare Coordinator in post October 2006. Planned Telecare Installations are 148 in 2006/7 and 294 in 2007/8. Evaluation of projects throughout with plans to continuing funding from core budget from April 2008.
Wheelchair Service	a) ICES contracted to store & distribute wheelchairs b) Wheelchair service to co-locate	a) agreement with wheelchair service b) Suitable premises required	a) PCT has recently extended the existing contract for a further year to April 2007 to allow further discussions to take place. b) See Location of Services (below)	Wheelchair Services are a part of the Transforming Community Equipment Services Project currently being undertaken by the Dept of Health's CSIP team. Model for implementation due Autumn 2007.
Short term wheelchair loans	Introduce a loan service for Herefordshire, to operate under ICES	Scope volume and need. Determine eligibility. Develop procedures.	March 2007	Draft plans for provision of short-term loans to those awaiting permanent wheelchair are in place.

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Mobility Aids	Incorporate walking aids currently managed by community physiotherapists into ICES	Scope volume and identified need.	March 2007	Initial discussions have been held with the Head of Physiotherapy and costings produced.
Location of Services	Occupy larger premises to allow for expansion. To include additional services outlined above; assessment, demonstration and training facilities; increased storage, cleaning, maintenance and office space.	Identify suitable premises Plan logistics of move	March 2008	Requires funding to achieve a level of service, which is likely to meet the requirements of the Transforming Community Equipment Services Project model.
Commissioning Strategy	Develop joint commissioning strategy for all ICES services	Identify funding streams and agree levels of service provision	March 2007	Expressions of interest are being requested from suitably qualified persons to assist with this work. Completion of strategy March 2007.
Local Targets for performance	Develop local performance indicators to track service development and outcomes e.g. % of equipment re-cycled.	Agree targets with partners and stakeholders via Management Advisory Board. Increase awareness amongst users of the need to return equipment.	March 2007	Now monitoring assessment to receipt of referral delays on a quarterly basis. CES are developing a robust system for reclaiming equipment. Clinicians are regularly informing CES of equipment no longer needed. Requisition forms identify equipment forms to be collected. Recent promotion using local media has raised profile of "loans"