

5 October 2015

Agenda Item: 7

REPORT OF THE SERVICE DIRECTOR FOR STRATEGIC COMMISSIONING, ACCESS AND SAFEGUARDING

INTEGRATED COMMUNITY EQUIPMENT LOANS SERVICE (ICELS)

Purpose of the Report

1. This report:
 - a. informs the Committee of the progress of the Integrated Community Equipment Loans Service (ICELS) tender
 - b. seeks an extension to the ICELS Equipment Review Team and the Minor Adaptations Occupational Therapist post and the establishment of a temporary Review Team Assistant post.

Information and Advice

Background

2. The Integrated Community Equipment Loans Service is the mechanism by which equipment that is prescribed to keep vulnerable people in their own homes is ordered, delivered and maintained across Nottinghamshire County.
3. ICELS is currently operated by the British Red Cross and is jointly commissioned by:
 - Nottinghamshire County Council
 - Nottingham City Council
 - Nottingham City Clinical Commissioning Group (CCG)
 - Bassetlaw CCG
 - Mansfield and Ashfield CCG
 - Newark and Sherwood CCG
 - Nottingham North & East CCG
 - Nottingham West CCG
 - Rushcliffe CCG.
4. A pooled budget of £7.2 million is in place, which is contributed to by all partners and managed via a partnership arrangement by Nottinghamshire County Council.

5. On 1 December 2014 this Committee gave approval to the recommendations in the report on the 'Integrated Community Equipment Loans Service Tender 2016' to proceed with the tender for a new provider for the ICELS service. The new contract is due to start on 1 April 2016 for a period of five years with the option to extend by a further two years to 2023 if required.
6. The Invitation to Tender (ITT) was published on 1 June 2015 and closed on 31 July 2015. Three bids were submitted, evaluated and each section of the bids was marked independently during August 2015 by a range of ICELS Partners and lay representatives. At the time of writing the report, the Council is awaiting the outcome of the tender evaluation process to determine the award of the contract.
7. The specification for the new service builds upon Nottinghamshire's existing service model. It will support the transformation of the local NHS and social care, meet the needs of the growing population, have greater flexibility and deliver value for money by generating savings that will be used to offset the increase in the demand for equipment over the lifespan of the new contract.

ICELS Equipment Review Team

8. The ICELS Equipment Review Team has been in place since November 2014 and was initially established for a twelve month period. The structure of the team is shown in **Appendix 1**. Two experienced senior staff work three days a week, one of whom is a health employed nurse.
9. The ICELS budget for 2014/15 was £7.2 million. At year end the final budget position showed a total overspend of £590,000.
10. The purpose of the Equipment Review Team is to undertake reviews of equipment prescribed to people living in their own homes and in care homes. This reviewing activity ensures that the equipment is still required and appropriate but also reduces the overspend of the ICELS by returning equipment that is no longer required or should not have transferred with a person when they entered a care home.
11. The Equipment Review Team was set a target to return £250,000 of equipment by 31 October 2015. Due to the Review Team's work £211,000 worth of equipment had been returned by 31 August 2015. It is estimated that the team will reach a return level of £252,000 by the end of October 2015.
12. The Equipment Review Team is currently in place until the end of October 2015, and in light of the potential for further returns and savings to be made against the ICELS budget, the ICELS Partnership has agreed to fund the team for a further 12 months (1 November 2015 – 31 October 2016) with a further review of the team to take place in 2016.
13. A Review Team Assistant is required for a 12 month period to assist the Review Team with its work and to undertake annual reviews of audited homes and to ensure that all items of equipment are returned from homes that have been audited. To date 69 audits have been completed in a 15 month period returning £383,000 of equipment. On

average, for each care home reviewed, £5,600 of equipment has been returned. The additional Assistant would mean that further returns and savings could be made.

14. The extra cost of the Review Team Assistant post would be £22,000 (Band 3, scp 14-18 £16,231 - £17,714 plus on-costs). This post would be funded from the ICELS Partnership budget.

Minor Adaptations

15. Since 2013 there has been a gradual increase in the over spend of minor adaptations. The budget for minor adaptations for 2015/16 is £632,000. The previous two years have seen overspends of 25% and 33% and based on the first quarter of 2015/16 expenditure on minor adaptations it was anticipated that the overspend for 2015/16 would increase even further unless action was taken to address the situation.
16. A locum occupational therapist (OT) was recruited at the end of June 2015 for a period of three months to oversee all orders for minor adaptations coming into the service. Since the OT commenced work, spending on minor adaptations has significantly reduced. The worker has reviewed 659 orders in a 7 week period and data is being recorded on all orders. The OT's work has identified issues with inconsistent application of eligibility criteria, prescribing and ordering practices which indicate the need for changes to both how and which minor adaptations are ordered by prescribers.
17. As a result of the work undertaken by the OT in just one month, the potential overspend for the year has already reduced by 50% and could be reduced further if the work continued, potentially eradicating any overspend.
18. It is therefore requested that the OT post be extended for a two year period to allow for their work to continue and enable further savings against the ICELS Minor Adaptations budget to be achieved.
19. The ICELS Partnership has also been carrying out a detailed audit of the service reports and as a result £150,000 is being recouped back into the Partnership. It is suggested that this funding should be used to fund the continuation of the OT post.

Other Options Considered

20. Discontinuation of the Reviewing Team and the Minor Adaptations Occupational Therapist.
21. These options have been discounted as they would reduce the ICELS ability to manage the anticipated overspend. In addition the ICELS team would not have the capacity to implement the changes required to achieve the efficiencies and savings needed

Reason/s for Recommendation/s

ICELS Equipment Review Team

22. The ICELS Partnership Board is in agreement that extending the Equipment Review Team for a twelve month period would be of significant benefit to the service.

23. The current value of equipment recorded on the database that is due for review stands at £3.85m. This figure consists of all cases identified across the whole Partnership counting all items specifically identified as needing a review, and other equipment in situ which will be reviewed at the same time. The team has reviewed £771,460 of equipment over a period of 10 months and closed 1,162 cases. They currently have 730 cases open which are being reviewed. The team has the potential to review £925,000 worth of equipment in a twelve month period.
24. The team has also added benefit to the service in that of the 1,162 cases that have been reviewed they have identified 66 cases where equipment has been judged as unsafe or faulty. The items identified have been subsequently removed or replaced, thus preventing further problems or referrals into other services.
25. Identification of electrical equipment is extremely important to ensure that items are serviced and maintained. ICELS has legal responsibilities to ensure equipment is properly serviced and checked. By identifying such equipment the team has also reduced the potential for equipment failures.
26. By recruiting a Review Team Assistant for a 12 month period it is estimated that up to 100 new homes could be audited and potentially return £505,000 of equipment. Additionally, annual reviews for the first 60 audits that have been carried out and possible returns of £1,500 per home would suggest a further £90,000 of returns. Therefore, an estimated £595,000 worth of equipment could be returned in a 12 month period, reducing the overall spend of the ICELS service.

Minor Adaptations

27. The ICELS Partnership is in agreement that extending the locum OT post for a two year period would be of significant benefit to the service.
28. If the same spending pattern for July 2015 continues it is estimated that the total spend for 2015/16 would be £611,000 against a budget of £632,000, with a potential budget saving of £21,000 to go towards the locum costs.
29. A number of key aspects have been identified that need to change within the minor adaptations service such as: revising the eligibility criteria in the staff guidance; rewriting the service specification; issuing new order forms; bringing the financial thresholds in line with the Care Act; carrying out re-training of all prescriber staff; setting up more robust authorisation protocols and continued monitoring of orders. These cannot be continued or progressed without the OT in post.

Statutory and Policy Implications

30. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

31. The cost of all posts will be funded from the ICELS Pooled Partnership Budget and will be financed from the income generated from the reviewing activity.

Human Resources Implications

32. Human resources implications are included in the report.

Implications for Service Users

33. There are benefits to service users from these initiatives due to the efficient use of resources, reviews of their needs and equipment, safety checks on equipment and the safe return of equipment that is no longer needed.

Implications for Sustainability and the Environment

34. The ICELS is committed to minimising waste through the recycling of equipment where possible and these initiatives will increase the return and recycling rate.

RECOMMENDATION/S

That the Committee:

- 1) notes the progress of the Integrated Community Equipment Loads Service (ICELS) tender
- 2) agrees the extension of the ICELS Equipment Review Team for a further 12 months until 1 November 2016
- 3) agrees the establishment of the Minor Adaptations Occupational Therapist post for a two year period
- 4) agrees the establishment of a Review Team Assistant post for 12 months to assist with care homes equipment reviews.

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Constitutional Comments (SMG 22/09/15)

35. The Committee has the responsibility for adult social care matters and approval of relevant staffing structures as required. The proposals in this report fall within the remit of this Committee.
36. The Employment Procedure Rules provide that the report to Committee include the required advice and HR comments and that the recognised trade unions be consulted on all proposed changes to staffing structures (and any views given should be fully considered prior to a decision being made).

Financial Comments (KAS 24/09/15)

37. The ICELS Pooled budget is currently forecasting an overspend in this financial year. These posts are required to generate savings over and above their cost in order to reduce the forecast year end position.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

Integrated Community Equipment Loans Service Tender 2016 - report to Adult Social Care and Health Committee on 1 December 2014

Electoral Division(s) and Member(s) Affected

All.