

Appendix 15

**Pan Dorset Guidance
on the Provision of Equipment to Care Homes
and
Care Homes with Nursing
The Equip for Living Service
December 2016
(Revised November 2019)**



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1. Introduction

- 1.1 The purpose of this document is to clarify responsibilities for the provision of equipment between BCP, Dorset Council and services commissioned by NHS Dorset Clinical Commissioning Group, including associated NHS Trust services, to Care Homes and Care Homes with Nursing
- 1.2 The guidance has been developed to provide a consistent decision-making framework for clinicians and registered care providers when considering if equipment should be provided by the Equip for Living Service. This document does not hold precedence over individual clinical judgement in exceptional circumstances.
- 1.3 The Equip for Living Service is an Integrated Community Equipment Service, run by NRS HealthCare, providing a range of loan equipment, to named service users only, as specified by prescribers authorised by the Equip for Living Partnership. See <http://www.equipforliving.com/>

2. Guidance Assumptions

- 2.1 Equipment provision in Care Homes is an integral part of supporting users and frontline staff providing safe levels of care. Registered providers (RPs) and managers who are registered for the regulated activity accommodation for persons who require nursing or personal care, are legally responsible to make sure that the equipment that is used to deliver care and treatment is clean, suitable for the intended purpose, maintained, stored securely and used properly. The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12 (Safe Care and Treatment) and Regulation 15 Premises and Equipment. A registered care provider must ensure that the equipment used for providing care or treatment to a service user is safe for such use and is used in a safe way. Where equipment is supplied this must be in sufficient quantities to ensure the safety of service users and to meet their assessed care needs. CQC guidance for Providers states, "Equipment must be accessible at all times to meet the needs of people using the service. This means it must be available when needed, or obtained in a reasonable time so as not to pose a risk to the person using the service. Equipment includes chairs, beds, clinical equipment, and moving and handling equipment" <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-15-premises-equipment#guidance>.
- 2.2 It is the assumption of this guidance that RCPs will provide a level and range of equipment and adaptations necessary to deliver care to address the needs of the service user group/s specified in the Home's statement of purpose. Care Homes should not accept residents whose assessed needs cannot be met within that Home and who fall outside of its stated purpose.
- 2.3 Any care home should have an adequate supply of equipment to meet the needs of their residents. They are required to provide adequate information, instruction, training and supervision to ensure the health and safety of employees and the resident (HSE 2014). The Health and Safety at Work Act (1974) applies to Care Home employers and employees and specifies the requirement for suitably maintained equipment, staff training, and supervision in a safe working environment. Care Home staff have a responsibility to follow equipment instructions and to ensure their own safety and that of others at all times.
- 2.4 Care homes are required to provide adequate information, training and supervision to ensure the health and safety of employees and the resident (HSE 2004).
- 2.5 Care Homes will be aware of their other statutory obligations that include:
- 2.6 The Lifting Operations and Lifting Equipment Regulations (1998) – LOLER
- 2.7 The Provision and Use of Work Equipment Regulations (1998) - PUWER \

2.8 The Manual Handling Operations Regulations (1992) which relate to Manual Handling needs of staff and residents, as amended in 2002.

3. Standard Equipment & Person Specific ‘Bespoke’ Equipment

3.1 Standard Equipment

3.1.1 Under no circumstances would standard equipment be loaned to a Care Home for multiple service user use by the Equip for Living Service as this would be in clear breach of NHS Act (2006) Section 75 rules and HMRC VAT regulations.

3.1.2 It is expected that Care Homes will provide a range of standard equipment to meet a variety of individual needs. Account should be taken of variations in height, size, width and weight of residents. It is expected that Homes will have a range of different types of equipment that can be used to meet all their resident’s needs as described in their statement of purpose.

3.2 Person Specific “Bespoke” Equipment

3.2.1 This equipment will have specialist functions that have been tailored to the specific needs of an individual. Characteristically it may:

3.2.1.1 require special manufacture or clinical modification and would be used to address the specific needs of an individual, and could not be adjusted to suit others once no longer required.

3.2.1.2 Be prescribed by an individual who has received enhanced clinical training.

3.2.1.3 require enhanced training to operate and clinically use, or to teach others to operate it.

3.3 Whilst this type of equipment may be procured through the Equip for Living Service it would be considered an item of non-contract equipment and may be subject to a local authority or health authorisation process.

4. Scope of Flexibilities

4.1 Facilitating discharge and facilitating placements

4.1.1 Getting Started’ Community Equipment and Care Homes, issued by the Department of Health and last updated 12 October 2004, highlights that “Care Homes should not accept people whose assessed needs they are unable to meet. However, where the absence of a particular piece of equipment in a Care Home is **temporary** and the provision of equipment would facilitate a discharge from an acute hospital bed, or enable the end user to stay in the Home, the local community equipment service should consider providing support.”

4.1.2 This guidance can be found at:
http://www.devon.gov.uk/getting_started_document_12_october_2004_-__.pdf

4.1.3 To prevent admission to hospital or to facilitate discharge from hospital an authorised prescriber may, in exceptional circumstances and with the agreement the relevant senior manager, approve the provision of equipment to a named individual for no longer than 6 weeks. It is the responsibility of the equipment prescriber in partnership with the hosting Care Home that all loaned equipment is returned before the end of the six-week period. All contractual remedies will be considered and where appropriate applied should the Care Home not return equipment as required.

4.2 Intermediate Care equipment

- 4.2.1 *The Care Act 2014* identifies Intermediate Care (including reablement support) services as services that can delay or prevent the need for more intensive care and support.
- 4.2.2 Intermediate Care is a range of integrated services to promote faster recovery from illness, prevent unnecessary acute hospital admission and premature admission to long-term residential Care, support timely discharge from hospital and maximise independent living (Intermediate Care, Intermediate Care – Halfway Home. Updated Guidance for the NHS and Local Authorities 2009).
- 4.2.3 If the statement of purpose of a Care Home includes the provision of Intermediate Care the Home should provide a full range of equipment to meet the needs of the clients/patients admitted.
- 4.2.4 In exceptional circumstances it may be necessary to supply a named service user with equipment to facilitate a temporary placement for Intermediate Care within a Care Home. The supply of short-term loan equipment for Intermediate Care purposes will be at the prescribers' discretion and should be authorised by the relevant senior manager. As with 4.1.3 above all equipment should be returned to the equip for living service within six weeks.

4.3 End of Life Care (including Palliative Care)

- 4.3.1 End of life care requires an active, compassionate approach that treats, comforts and supports individuals who are living with or dying from progressive or chronic life-threatening conditions (Introductory guide to end of life care in Care Homes, National Council for Palliative Care, 2006).
- 4.3.2 Authorised Prescribers may provide stock equipment for the palliative care of named service users admitted to Care Homes in exceptional circumstances and as agreed by the relevant senior manager. It will be expected that the prescriber will work in Partnership with the Care Home to ensure that all loaned equipment is returned to the Equip for Living Service when no longer required by the service user.

4.4 Tissue Viability

- 4.4.1 Maintaining skin health is an important part of good standards of care in both Care Homes and Care Homes with nursing. Pressure sores cause discomfort and loss of function which can lead to infection and more serious risk of harm.
- 4.4.2 Registered care providers and managers are required to ensure that people receive safe care and treatment in accordance with the requirements of the Health and Social Care Act 2008 (Regulated Activities). Registered care providers who are registered for the regulated activity accommodation for persons who require nursing or personal care are required to provide appropriate range of pressure relieving equipment, including specialist mattresses and seating where appropriate.
- 4.4.3 In exceptional circumstances pressure relieving equipment may be prescribed into a home where a Registered Clinician, with advice from the Tissue Viability Service as appropriate, has identified that a service user is at specific risk of developing a pressure sore or where it is needed to heal existing tissue breakdown. It remains the general responsibility of a home to have in place equipment and processes that minimise the risk to residents of developing pressure sores. Equipment should be returned to the equipment service once treatment is complete. The equipment prescriber will work in partnership with the Care Home in this case to ensure that equipment is used appropriately.

4.5 Safeguarding

- 4.5.1 Provision of equipment in Safeguarding cases where there are pressure care issues or moving and handling/transfer issues may be approved in exceptional circumstances for named individuals. The need to provide equipment would be assessed on a case by case basis and would be agreed by a relevant senior manager. Equipment loans would be for no more than a 6-week period to allow the Home to procure their own equipment.

4.6 Other Flexibilities

- 4.6.1 Equipment may be supplied to Care Homes to allow a service user to remain in their Home when their needs have substantively changed to exceed the scope of the Home's statement of purpose. For example, a service user living in a Care Home for people with a learning disability develops age related problems which the Home is not equipped to deal with, equipment may be loaned, on approval from the relevant senior manager, on the basis that the Home has made all reasonable adjustments to accommodate the service user.
- 4.6.2 Equipment may be supplied where a Home is asked to accommodate a service user with equipment needs beyond the requirements suggested by the statement of purpose. An example could be where a service user requiring bariatric equipment is proposed to move to a Care Home where there has not been a previous need to acquire bariatric equipment to deliver care according to its statement of purpose. In this case equipment may be loaned to the individual service user.
- 4.6.3 Where a service user has been provided with bespoke equipment in their own home then this can move with them to a Care Home subject to conditions in 7.1 (Equipment Transfers) below.
- 4.6.4 Where a service user has been prescribed mobility equipment or low cost personal care equipment then this can move with them to a Care Home subject to conditions in 7.1 (Equipment Transfers) below.

5. Working in Partnership

- 5.1 The Equip for Living Service will support Care Homes wherever possible with the following:

- 5.1.1 General advice on equipment issues
- 5.1.2 Equipment demonstrations
- 5.1.3 Equipment loans for eligible individual users.
- 5.1.4 Maintenance, testing and decontamination where equipment has been supplied by the service to a Care Home service user
- 5.1.5 The purchase or private hire of equipment

- 5.2 Care Homes should be willing to help The Equip for Living Service by:

- 5.2.1 Checking ownership and arrangements for equipment when users are first admitted to the Home;
- 5.2.2 Identifying when loaned equipment is no longer required and releasing it promptly for collection;
- 5.2.3 Co-operating with the Equip for Living Service to allow planned maintenance on equipment loaned to individual service users.
- 5.2.4 Informing the service promptly in the event of equipment breakdown;
- 5.2.5 Notifying changes in service user arrangements for whom equipment has been loaned (e.g. hospitalisation, movement to another Care Home). See 7.1 below.

6. Purchasing Care Home Equipment Car

- 6.1 Homes are likely to need to periodically purchase a range of equipment to assist in the delivery of care services. Equipment purchased is likely to include profiling beds, mattresses, chairs, commodes, hoists, slings, stand and turn frames bath lifts, shower seats and a range of other enabling equipment. Expenditure on equipment is likely to be a significant investment and so Homes are likely to have to balance functionality, adaptability, quality, cost, after care support and ease of decontamination. Registered Care Home providers can refer to further guidance on provision of equipment produced by the Royal College of Occupational Therapists (2009).
- 6.2 Service users must not be asked to directly fund equipment even if they are privately funding their care package.
- 6.3 Care Homes should shop around and compare products from a range of suppliers. Many suppliers produce lower cost Care Home versions of their mainstream products that do not compromise on functionality.
- 6.4 Chosen equipment should be as adaptable as possible. Adjustable toilet frames and wheeled commodes ensure that these types of equipment can be tailored to the height of different users.
- 6.5 While a variety of chairs may be needed there are modular systems available that can reduce the need for more bespoke seating systems and can be adapted to fit the different care needs of a range of service users when no longer required for the initial user.
- 6.6 Whilst choosing high quality products tends to cost more initially these increased costs need to be balanced against the lifetime costs of the product. Lower cost products can be less reliable, less functionally efficient, breakdown more often and have increased replacement costs.
- 6.7 When purchasing pressure relieving equipment be aware of the latest tissue viability guidance and if in doubt seek advice from a tissue viability specialist. Hybrid mattresses combine the benefits of both static and alternating mattresses which is useful when stepping care up and down. Alternating mattresses tend to be electrically efficient and have low running cost. Homes should be aware of the variable noise levels of alternating mattresses. Care Homes need to be clear of the emergency features of this type of equipment (CPR and transport functions).
- 6.8 All equipment can develop faults and it is important that supplying companies are in a position to remedy problems quickly. Care Homes are advised to check the level of aftersales support carefully and choose suppliers with a proven track record of Care Home support.
- 6.9 When equipment is purchased the ease of disassembly, cleaning and decontamination should be considered. Registered care providers should refer to up to date guidance published by the Department of Health and Social Care.

7. Equipment Transfers

- 7.1 If an individual is moving within Bournemouth, Poole or Dorset, the Equip for Living Service should be contacted to discuss arrangements for the agreed transfer of any loaned equipment to the new address. Infection control measures will need to be considered when moving equipment. The Equip for Living Service reserve the right to decontaminate equipment as a part of any agreed transfer process.
- 7.2 The Care Act 2014 supports the movement of person specific equipment held by a service user from one authority to another. In these circumstances the first authority should agree with the second authority how the equipment will be moved and that the ongoing responsibility for maintenance will also

transfer. A Care Home should notify the relevant local authority if a service user is likely to move loaned equipment to an out of area authority.

- 7.3 If an individual is moving to a permanent placement, it will be expected that the Home will have all the necessary equipment to support the individual's assessed needs. The exception to this is when the individual has been prescribed a person specific piece of equipment and it has been agreed that the equipment is transferred to the placement.

8. Returning Equipment Loaned from Equip for Living

- 8.1 If a service user has previously had equipment provided by the Equip for Living Service then it should under no circumstances be given to other residents.
- 8.2 If items of loaned Community Equipment are no longer required, then the equipment should be returned to:

The Equipment for Living Service NRS HealthCare

Wallisdown Service Centre
498 Wallisdown Road
Poole
BH11 8PT

or

Piddlehinton Service Centre
Unit 50 A
Enterprise Business Park
Piddlehinton
Nr Dorchester
Dorset
DT2 7UA
TEL: 0344 893 6364

Wheelchairs supplied via the wheelchair service should be returned to:
Dorset Wheelchair Service
The Acorn Building
Ringwood Road
St. Leonard's BH24 2RR
TEL: 01202 892874
<http://www.dorsetwheelchairs.nhs.uk/>

9. Hiring and Private Purchase Arrangements for Equipment

- 9.1 NRS HealthCare can support individuals and organisations to hire or self-purchase equipment and this can be arranged by contacting them on the above number.

Suggested Equipment for Care Homes and Care Homes with Nursing

Care Homes are expected to have a range and variety of equipment to support the varying needs of their residents. The following range of equipment may need to be provided by Care Homes depending on the statement of purpose of the Home.

<p>Bathing Equipment</p> <ul style="list-style-type: none"> ▪ Bath seats ▪ Bath boards ▪ Bath steps ▪ Bath lifts electric/manual ▪ Chairs ▪ Shower stools/seats ▪ Wheeled Shower Chairs ▪ Perching stools ▪ Range of small aids 	<p>Toileting Products</p> <ul style="list-style-type: none"> ▪ Raised toilet seats ▪ Toilet frames/surrounds ▪ Commodes wheeled and static ▪ Urinal and bed pans
<p>Personal Care Products</p> <ul style="list-style-type: none"> ▪ Range of small aids 	<p>Mobility Products</p> <ul style="list-style-type: none"> ▪ Range of ramps ▪ Generic wheelchairs
<p>Moving and Handling Products</p> <ul style="list-style-type: none"> ▪ Hoists, to include standing, mobile and overhead slings ▪ stand and turn frames ▪ Glide sheets and slide systems ▪ Transfer boards ▪ ☒ Handling slings 	<p>Chair and Bed Products</p> <ul style="list-style-type: none"> ▪ Profiling beds ▪ Hospital Bed ▪ Bed sides ▪ Bed levers ▪ Bed cradles ▪ Rope ladders Overbed poles ▪ Mattress elevators ▪ Pillow lifters ▪ Chair raisers ▪ Leg lifters ▪ Riser recliner chairs ▪ Modular chairs ▪ Bed risers
<p>Pressure Area Care Products</p>	<p>Pressure Area Care Products</p>