

Integrated Community Equipment Service Pooled Budget

To: Adults and Health Committee

Meeting Date: 22 September 2021

From: Executive Director, People & Communities

Electoral division(s): Countywide

Key decision: Yes

Forward Plan ref: 2021/027

Outcome: The continuation of an integrated approach to the provision of a community equipment service in Cambridgeshire.

Recommendation: The Adults and Health Committee is recommended:

- a) To approve that the County Council enters into a renewed Section 75 Agreement and pooled budget with Cambridgeshire & Peterborough Clinical Commissioning Group.
- b) To note the risk share contributions of partners as part of the pooled budget arrangement.

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1. Background

- 1.1 The Integrated Community Equipment Service (ICES) contract has been in place since 2014, operated by *NRS Healthcare* who are one of the market leaders in this sector. It was extended under the contract terms in 2019 for a further two years, and again in 2020 for a further year due to Covid19 following required governance procedures. The current contract will therefore terminate on 31/3/2022. A request for permission to go out to tender for a new contract was approved by Adults Committee in March 2021. That procurement project is currently underway with contract award delegated to the Executive Director of People & Communities.
- 1.2 The ICES is jointly commissioned by an integrated arrangement and pooled budget with the CCG. This is governed by a Section 75 Agreement. Section 75 Agreements were legally provided by the NHS Act 2006 to enable budgets to be integrated and pooled between local health and social care organisations and authorities. The current ICES Section 75 Agreement will terminate at the same time as the contract on 31/3/2022.
- 1.3 The contracted service is responsible for the purchasing, delivery, installation, collection, recycling, repair and maintenance of a large range of health and social care equipment which helps people to remain as independent as possible in the community and in the home of their choice. The service also provides minor housing adaptations (small ramps, rails etc). The provision of equipment to people with assessed need is part of our statutory duty under The Care Act 2014 and is a critical service in terms of keeping people as independent as possible, avoiding admissions to hospital or care homes, reducing the amount of formal home care packages, supporting discharges from hospital and end of life care. The service is well respected within the local health and social care system. The provision, and installation, of appropriate equipment to people at home can prevent, avoid and delay their need for more costly forms of health and social care support. The service provides equipment to all service user groups including children.
- 1.4 Annex A provides some specific data in terms of the performance and outcomes of the current contract. In summary:
 - The service processes an average of 5,500 orders per month with a similar number of people receiving community equipment each month
 - The main KPI for the contract measures the speed at which deliveries are completed within 5 working days. The target for this is 98% and the provider's current performance is 98.7%
 - The current recycling performance is 87% of items returned to the depot are 'returned to shelf'. This, in turn, brings credit to the pooled budget through the 'buy back' model
 - Feedback on a small sample shows that 81% of people report that the equipment they receive helps them to remain as independent as possible at home, with 71% saying the equipment helps them to reduce the amount of help they need from others
- 1.5 Annex B offers two case studies to demonstrate how this service delivers qualitative outcomes for people whilst delivering efficiencies in terms of reduced packages of long term care and support, and avoided cost / demand management savings.

2. Main Issues

- 2.1 An analysis has been undertaken by CCC Finance and Commissioning to determine whether the Section 75 pooled budget risk share contributions from partners remain appropriate. The analysis looked at the type of equipment being prescribed and whether these prescriptions were for primarily health or social care need and how this aligned with the current pool arrangements.
- 2.2 The analysis concluded that, particularly in recent years, there had been a greater call on the service for people with complex health needs. This reflects the national and strategic intentions to support more people with complex long term conditions to live as independently as possible in the community. An evidenced proposal was therefore presented to the CCG who approved the change to the percentage risk share contributions, as detailed in the table at 2.3.

2.3

	CCC contribution	CCG contribution	Total annual pooled budget
Pooled budget 2021-22	£2,464,627 (51.4%)	£2,327,843 (48.6%)	£4,792,470
Indicative Pooled budget from April 2022	£2,309,971 (48.2%)	£2,482,499 (51.8%)	£4,792,470

- 2.4 Cost pressures and underspends will be managed in line with the risk share agreement based on the agreed percentage contributions as per the table at 2.3. Inflation and demography uplifts will be reviewed as part of annual Business Planning processes but will also be considered in line with the contractual requirement of the ICES contract to apply an annual uplift based on the Consumer Prices Index (CPI).
- 2.5 The ICES Section 75 Agreement and pooled budget is one of the County Council's long standing agreements and is a positive example of CCC and CCG partnership working. The pooled budget position is reported to the ICES Commissioning Group on a quarterly basis and continues to fund an established and well respected integrated service. The pool has performed well in recent years with budget pressures kept to a minimum through a number of robust gatekeeping and authorisation processes so as to control demand wherever possible. However, it should be acknowledged that the service is entirely 'demand led' and therefore has to respond to spikes in demand for community equipment. Examples of key areas which could impact on this include supporting hospital discharges, the discharge to assess pathway, the response to Covid and many other system wide initiatives where the

provision of the right equipment at the right time is essential.

3. Alignment with corporate priorities

3.1 Communities at the heart of everything we do

There are no significant implications for this priority.
or

The following bullet points set out details of implications identified by officers:
or

The report above sets out the implications for this priority in [ref paragraph]

3.2 A good quality of life for everyone

There are no significant implications for this priority

3.3 Helping our children learn, develop and live life to the full

There are no significant implications for this priority

3.4 Cambridgeshire: a well-connected, safe, clean, green environment

There are no significant implications for this priority

3.5 Protecting and caring for those who need us

There are no significant implications for this priority

4. Significant Implications

4.1 Resource Implications

The report above sets out details of significant implications in paragraph 2

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category

4.3 Statutory, Legal and Risk Implications

There are no significant implications within this category

4.4 Equality and Diversity Implications

There are no significant implications within this category

4.5 Engagement and Communications Implications

There are no significant implications within this category

4.6 Localism and Local Member Involvement

There are no significant implications within this category

4.7 Public Health Implications

There are no significant implications within this category

4.8 Environment and Climate Change Implications on Priority Areas
There are no significant implications within this category

4.8.1 Implication 1: Energy efficient, low carbon buildings.

Positive/neutral/negative Status:

Explanation: n/a

4.8.2 Implication 2: Low carbon transport.

Positive/neutral/negative Status:

Explanation: neutral

4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.

Positive/neutral/negative Status:

Explanation: neutral

4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.

Positive/neutral/negative Status:

Explanation: neutral

4.8.5 Implication 5: Water use, availability and management:

Positive/neutral/negative Status:

Explanation: neutral

4.8.6 Implication 6: Air Pollution.

Positive/neutral/negative Status:

Explanation: neutral

4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.

Positive/neutral/negative Status:

Explanation: neutral

Have the resource implications been cleared by Finance? Yes

Name of Financial Officer: Stephen Howarth

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement? Yes

Name of Officer: Henry Swann

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law? Yes

Name of Legal Officer: Fiona McMillan

Have the equality and diversity implications been cleared by your Service Contact?

Yes

Name of Officer: Will Patten

Have any engagement and communication implications been cleared by Communications?

Yes

Name of Officer: Will Patten

Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes

Name of Officer: Will Patten

Have any Public Health implications been cleared by Public Health? Yes

Name of Officer: Kate Parker

If a Key decision, have any Environment and Climate Change implications been cleared by the Climate Change Officer?

Yes

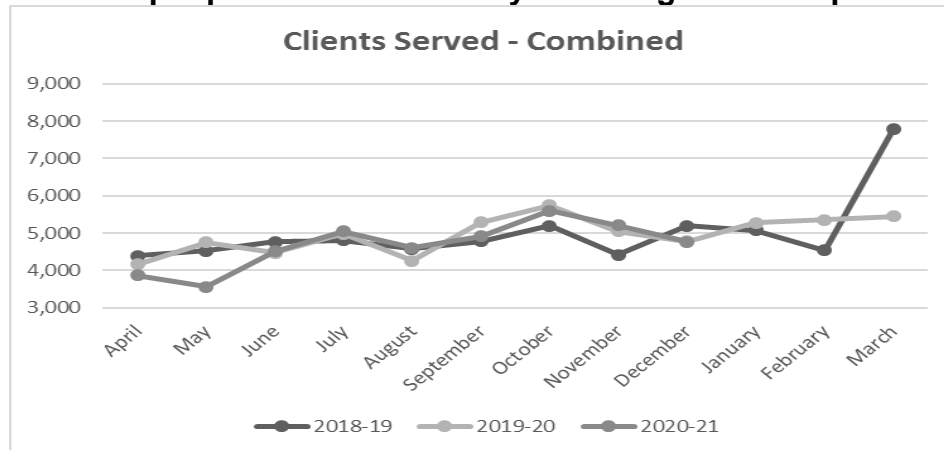
Name of Officer: Emily Bolton

5. Source documents guidance

5.1 Source documents

None

Number of people in the community receiving a service per month

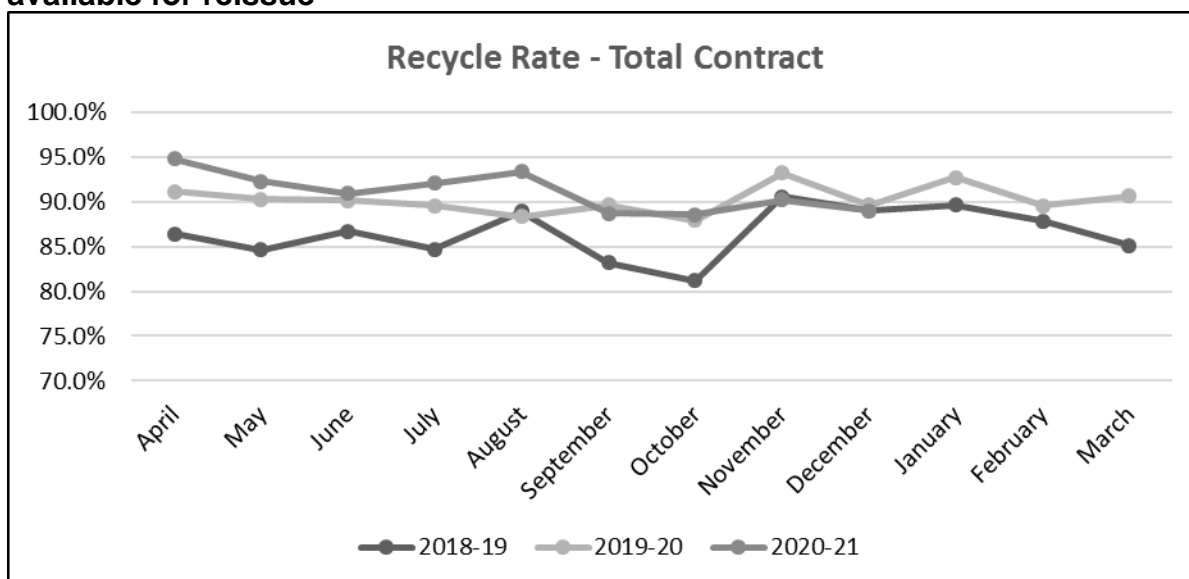


In-time performance showing performance of the contract against KPIs:

- 98% of deliveries completed within 5 working days of receipt of requisition
- 99% of collections completed within 5 working days of receipt of requisition

Financial Year	Cambridgeshire	
	Delivery	Collection
2018-19	96.3%	99.6%
2019-20	95.1%	99.3%
2020-21	94.0%	94.7%

Recycling performance - ie the percentage of collected items returned to shelf and available for reissue



Service user survey results December 2020. Self reported

outcomes for people in receipt of community equipment N=60

	COMPLETELY	A GREAT DEAL	A MODERATE AMOUNT	A LITTLE	NOT AT ALL	N/A
Being able to remain as independent as possible in your home	14%	37%	23%	7%	4%	15%
Making day to day living easier	23%	35%	27%	4%	4%	7%
Reducing the amount of help you need from others	16%	31%	16%	8%	15%	14%

CASE STUDIES

Helen

Case study demonstrating how the provision of equipment can avoid the need for double-up care, deliver demand management savings and maintain the well-being of the service user...

- *80 year old lady with multiple long term conditions*
- *Lived alone in own bungalow & keen to remain so*
- *Supportive family but felt she might need more care, or care home*
- *Care package = 3 times per day to assist with personal care and transfers*
- *Care agency reporting difficulty managing to transfer Helen with only one carer and requested approval to increase care and support to two carers per visit*
- *Occupational Therapy assessment recommended some changes to the home environment and provision of better moving & handling equipment*
- *Equipment delivered and installed by ICES*
- *Daughter said: "now I can help mum in a safe way without feeling that I am doing something wrong..."*
- *Care package maintained at 3 calls per day with one carer*
- *Equipment costs: £1880*
- *Estimated cost avoidance for one year : £12,000*

Peter

Case study showing how the provision of the right equipment can reduce a package of care, deliver cashable savings and improve the quality of life and well-being of the service user

- *72yr old gentleman with Multiple Sclerosis. Full time wheelchair user*
- *Often spent the day in bed as couldn't face the "hassle" of being transferred into his wheelchair. Consequently became very depressed*
- *Lives with his wife in fully adapted and accessible bungalow*
- *Double-up care package in place comprising three calls per day to assist with personal care and transfers*
- *Assessed by Occupational Therapist who recommended alternative transfer aid and gantry hoist (more comfortable than a mobile hoist)*
- *Equipment delivered and installed by ICES and successfully used by the carers*
- *Care package reduced to single-handed care, saving 14 care hours per week and delivering £12,800 cashable savings over 12 months*
- *Total cost of the equipment provided to Peter was £2,000*
- *Peter and his wife said he had been "given his life back". Peter said "the carer talks to me now, rather than the two of them talking to each other"*
- *Two subsequent annual reviews confirmed that the equipment and single handed care were still working well, so saving had been maintained*



Molift raiser, profiling bed and gantry hoist

Examples of ICES equipment that can help facilitate single handed care