

**30th March No: 1**

**Integrated Community Equipment & Wheelchairs**

**Vale of York and North Yorkshire**

**Bulletin**

**Community Equipment**

As lead Commissioners for both services we have taken the decision to try keep you informed of changes to ICES via this news bulletin; we endeavor to communicate any changes that will affect you by this means on a weekly basis. We will also place a copy of this within the TCES document library.

We are working closely with Medequip to maintain an effective service for delivery of community equipment over the coming weeks/months. In light of the changing situation around COVID-19 and the prioritisation of hospital discharges, the following measures will be put in place.

* Delivery of equipment to symptomatic/confirmed COVID 19 cases. Prescribers must advise Medequip in the delivery notes if the service user is symptomatic or there are significant risks around delivery of equipment.
* Deliveries: Urgent delivery of **essential** items will be prioritised for hospital discharge/hospital avoidance. When ordering equipment please consider whether the equipment is **urgent and essential**. To maintain the service user at home – any non-essential equipment will potentially need to be delayed over the coming weeks.
* Urgent requests outside of normal working hours (8:30am-5:00pm Monday to Friday) will need to be ordered on the TCES site and also rung through to the Medequip Out of Hours service on **02085732871** for the on call technician to pick up.
* Weekend Deliveries – the need for weekend deliveries will be under ongoing review dependent on demand, initially the out of hours process should be followed as per the current system.
* Standard deliveries will be prioritised according to demand within the system, this may mean there is a delay on provision, but deliveries will still continue where able, however there might be a delay. Prescribers we ask you to convey this message to patients.
* The need for authorisation of certain types of equipment will be reviewed, we will expect an increase in urgent requests to cope with demand for discharge,
* Please put relevant information in the order notes to help facilitate provision such as any fitting measurements, information relating to the delivery/property, contact information for carers/family.
* Beds to order a pressure care mattress go to the Pressure Care section on the standard catalogue, Select the pressure care toolkit and complete the questionnaire.  The most appropriate mattress will be determined based on your answers and after completion you will be able to add to your basket.
* Polite reminder where a bed package has been ordered for discharge; please ensure that relatives are advised to clear the room before Medequip arrive!
* Requests for seating provision will generally be considered as a low priority.
* Overall collections of equipment be reduced to help deal with the volume of deliveries that are expected. Bereavement collections will be considered on a case by case basis.
* Click and Collect – From Monday, 30th March 2020  Medequip will operate from both the Knaresborough & Scarborough depots a click and collect service open  between **12-3 Monday to Friday**.  Only prescribers who have contacted the Customer Services team following the procedure below will be allowed to visit the site. You are not permitted to arrive or turn out outside of the hours below please do not be offended if you are turned away.

Your orders will in the main be given to you in a bag that satisfies infection control; when transporting the equipment please ensure that until it has reached its destination that the equipment is not opened.  We also kindly request that you appreciate the processes in place on both sites meeting the governments guidance for COVID 19 and request you only enter reception areas.

The process:

1.      On the required date of collection the prescriber emails before 12:00 the following email address North.Yorks@Medequip-uk.com with the order number

2.      Between 12:00noon and 15:00 hours the items will be ready for collection.

* Peripheral stores – To facilitate timely provision of smaller items of equipment and improve patient flow, the peripheral stores stock is in the process of being increased therefore please use these where possible. We are also increasing the number of Peripheral Stores across the footprint, we will advise where these stores are in due course.
* Health Equipment for discharge; we recognise equipment will be required for discharge to various settings, Care Homes Step up/ Step Down sites, Community settings; equipment should be ordered for whatever setting; your order must clearly state the delivery address on TCES.
* Requests for equipment over £1000 will still require a form completing and submitting. Your request will be considered by the relevant funding stream and a response provided.

**Community Wheelchair Service**

**Statement from NRS Healthcare Clinical Service 25/3/2020**

**NHS Vale of York and North Yorkshire CCG**

Following the recent Government Requirement and NHS recommendations the decision has been taken by NRS Clinical Services to suspend all clinic appointments in Vale of York and Outlying Clinics in order to protect our service users and staff.

* All clinic appointment already booked are being cancelled and service users are being contacted by the clinical team and where possible solutions are being offered without a face to face appointment.
* URGENT new and re- referrals will be triaged by clinical staff to ascertain whether it is medically safe and clinically appropriate to visit the service user in their own home. We will continue to accept referrals, however, if these are deemed low to medium priority service users will be contacted and advised we will not be able to offer an appointment at this time and they will be asked to call back when the current social distancing requirements have been lifted.
* We shall also continue support hospital discharge.
* Wheelchair services staff are working hard to provide support to all our users in this difficult time and implementing alternative ways of working to help ensure safe access the service.

If you have any queries or question in relation to referral or appointments, please contact the service using the details below;

NHS Vale of York Wheelchair Services

Blue Beck House, Blue Beck Drive, Shipton Road, York, YO30 5SF.

Tel: 01904 654052 and select option 2

Email: cabsl.nyowheelchairs@nhs.net