

**6th April No: 2**

**Integrated Community Equipment & Wheelchairs**

**Vale of York and North Yorkshire**

**COVID 19 Bulletin**

**Community Equipment Service**

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.

Please note this is the second bulletin; the first edition outlines strategic direction of services during this time.

* 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.
* We have created a new Authoriser on TCES **Discharges North Yorks Discharges/Admission Avoidance,** please select this if you wish your order to be authorised immediately or if you know your normal authoriser is not available. You must place any orders out of hours as above.
* Equipment update; we have taken the decision to add extra equipment to the standard catalogue, details are below:

|  |  |
| --- | --- |
| Sara Steady | only available for those who are being discharged from a Hot Areas and have / had COVID 19 |
| Bariatric Dynamic Mattress | By Harvest Health Care, Ham Duke Model, order by using the Pressure Care Toolkit, specification attached |

* Medequip have teamed up with NRS to provide a service contingency plan; NRS will support Medequip throughout this pandemic across York and North Yorkshire. (Nottingham Rehabilitation Service are national Community Equipment Provider)
* PPE update from Medequip

Medequip Technicians have not received their training to ensure that they can deliver to all levels, they can at present undertake Level 1 & 2; it is expected that their full complement of PPE will arrive this week. In the meantime NRS will undertake any Level 3 activity. Medequip have provided a detailed explanation (see end of this bulletin).

You may wish to advise patients who are symptomatic or confirmed COVID 19 that a Medequip Personnel may arrive wearing the below attire



* Below are the questions that Medequip Customer Services Team will ask when coordinating a deliveries; please ensure you consider these ahead of your order.

1.      Can the order be delayed?

2.       For simple aids only, can the order be delivered to a P-Store or alternative address or collected from the Medequip depot by prescriber?

3.       For simple aids only, can the OT, family member or care staff assist with the activity to enable the order to be left at the door?

4.      Can the room be vacated for activity to take place?

5.      For discharge only can we gain access prior to patient arriving home?

If no to all the above the next questions are critical to safety

**6.   What proximity will the Medequip Technician come within the service user?**

**7.   Is there currently any AGPs including Oxygen, Respiratory,  Nebulisation, Intubation or suctioning equipment at the address?**

* Peripheral Stores update

We have introduced a number of new P Stores, these are located:

|  |  |  |
| --- | --- | --- |
| New Store | Base | Peripheral Store Manager |
| The Duchy | Harrogate | [emma.havercroft@nhs.net](mailto:emma.havercroft@nhs.net) |
| The Friary Hospital | Richmond | [judith.metcalfe1@nhs.net](file:///C:\Users\kate.maud\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AZED1RFQ\judith.metcalfe1@nhs.net) |

* Stock has been increased in all Hospital Peripheral Stores where requested.
* All YFT Peripheral Stores will be staffed to ensure tracking of Equipment and issue to service users
* Attendant Wheelchairs will also be added to AHP, Neuro, and Scarborough Peripheral Stores to facilitate discharge
* Peripheral Store Managers must manage their stock and when more stock is required they must place an order via TCES. (Medequip do not check your stock levels!) Attached are the instructions for Peripheral Stores..
* Ordering equipment into Step up and Step Down locations/Care Homes
* Please ensure that when you are ordering equipment for the above you must ensure that they are created in TCES using the following format. This is to enable us to track equipment that is not being assigned to an individual; it will enable us to recall this equipment after the pandemic.

|  |  |  |
| --- | --- | --- |
| Service User details | Instruction | Why? |
| First Name: | **COVID**  Default first name will always be the above | So that we have a consistent way to record information |
| Surname: | **The Limetrees**  The name of the organisation that equipment has been delivered to | So that we know where equipment has been delivered |

**Community Wheelchair Service**

* NRS will be available over the Easter period to support Medequip if required.
* NRS have all the relevant PPE and are working to the guidance set out in last weeks Bulletin.

**Medequip’s message to prescribers 5th April 2020**

*Dear Prescriber,*

*In response to the CV-19 Global Pandemic and pending respective guidance from the Department of Health and NHS England, Medequip temporarily implemented a CV-19 Threshold Policy which meant for a short while Medequip Technicians were unable to ‘cross the threshold’ to complete delivery, collection and repair activities where a S/U was identified as CV-19+ and/or showing symptoms.  We must stress that this was a temporary measure and necessary to implement as a preventative measure to allow Medequip to ensure the correct training and PPE was in place for its technicians carrying out the activity – this was a necessary measure to protect our employee’s, service users and also afford Medequip and the NHS commissioners we work with the opportunity to ensure the service is able to operate amidst the Global Pandemic to mitigate substantial service delivery impairment.*

*Medequip team members will* ***now*** *be permitted to enter a property where there is a confirmed case of COVID 19 or where anyone at the delivery address is in self-isolation after displaying symptoms for those activities deemed as priority with the introduction of the Medequip Covid-19 Threshold Protocol.  This protocol is to be used in exceptional circumstances and for deliveries and repairs only relating to the activities listed below:*

*Hospital Discharge*

*End of Life Care*

*Respiratory*

*Pressure Care*

*Hoisting*

*Repairs to Electro/Mechanical Equipment*

*Whilst completing these activities and subject to the parameters surrounding the activity – the technician will be required to Don a level of PPE befitting with the activity detailed.  It is therefore essential that Medequip are furnished with the full details and understanding of the activity request and we must stress that should we be unable to clarify, we will be unable to attend.  Please can we ask for your utmost support when placing orders in confirming with your order that should the S/U be CV-19+ and/or symptomatic that you submit as much detail about the activity request as possible within the activity notes section.  This will ensure Medequip can attend and complete the activity with minimal need for clarification and avoid potential delay.  It is imperative that you confirm the address the equipment is required (in the case of a delivery), identify whether the S/U is located at the property and/or in the same property of the equipment delivery request.  The same level of detail should be conveyed when placing an order for a repair.*

*Medequip have an integral role to play in the supporting NHS and Department of Health and Social care colleagues in the response to CV-19 and we would very much appreciate your utmost support in making this happen.*

*Should you have any queries about the content of this message, please email* [*northyorks@medequip-uk.com*](mailto:northyorks@medequip-uk.com)

*Prescribers may continue to come to the depot for counter collections but will be expected to adhere to enhanced hygiene processes.  Please also note that temporarily and for obvious reasons, the training and meeting rooms at Medequip aren’t available for booking.   We will advise when the situation changes.*

*Please also note, the Medequip service is a 24/7 service and certain critical products can be ordered for delivery and a repair service is also available out of hours (OOH).  To place an order for delivery, please place your order as normal using the TCES platform and contact Medequip Out of Hours on 020 8573 2871 to confirm the activity.  The Medequip OOH team will then arrange for completion.  If a repair is required, simply contact the OOH team using the aforementioned number and they will be happy to assist.*