

SERVICE SPECIFICATION

Care Pathway/Service	Leeds Assistive Technology Services (Leeds Community Equipment Service)
Commissioner Lead	Mick Ward – Leeds Adult Social Care Barbara Newton – Children’s Services Diane Boyne/Jane Mischenko – Leeds Clinical Commissioning Groups
Provider Lead	Leeds Adult Social Care Leeds Community Healthcare NHS Trust
Period	2013/14
Applicability of Module E (<i>Acute Services Requirements</i>)	

1. Purpose

1.1 This service specification is not intended to be a detailed operational policy but is aimed at providing clarity for the commissioner and the provider on overall expectations in relation to the service and clinical quality and to performance requirements.

1.2 Service Aims: The primary aim of the service is to obtain, deliver and install the right community equipment within agreed timescales to enable people to live independent inclusive lives. Once the customer has no further use for the equipment it will be returned/collected, cleaned and, where possible, fully serviced and then re-used.

1.2.1 Specific aims include:

- To provide community equipment for people to use in a variety of community settings
- To procure, purchase and lease equipment.
- To deliver and install equipment at the appropriate request of a range of health and social care assessors.
- To collect, clean, refurbish and maintain equipment and maintain equipment that is returned to the store.
- To provide advice, education and support to health and social care professionals regarding the ordering, safe use and maintenance of equipment.
- To provide information to service users, carers and public on Assistive Technologies including signposting to other providers.

1.2 Evidence Base

- Integrating Community Equipment Services, DH (2002)
- Transforming Community Equipment Services (TCES) June 2006
- The Department of Health guidance
- NICE guidance
- MHRA advice and alerts
- HSE legislation
- Putting People First (Transforming Adult Social Care)

- A Vision for Adult Social Care: Capable Communities and Active Citizens
- Vision for Leeds 2011 – 2030.
- The Time Of Our Lives: Ageing Well in Leeds
- CECOPS 2012 – Community Equipment Code of Practice
- TSA Code of Practice – Telecare Services Association.

1.3 General Overview:

Leeds Community Equipment (LCES) and Tele Care Services will provide community equipment to support and enable people to live safe, independent and inclusive lives. The service is important to the prevention agenda and provides a vital gateway to independence, dignity and well-being for many people living in the community. The provision of equipment enables safe rapid discharge from hospital and hospital admission avoidance

1.3.1 The service will also provide, through delivery of community equipment

- Support individuals with chronic health conditions and long term care needs to maximise independence and choice.
- Support the delivery of quality care at the end of life.
- Enable social inclusion.

1.3.2 The service will provide community equipment to four main customer groups:

- Adults with general Health and Social Care needs (including all impairments)
- Children with general Health and Social Care needs.
- Children eligible for NHS Continuing Healthcare Funding.
- Adults eligible for NHS Continuing Healthcare Funding (CHC)

1.4 Service Standards

- To deliver and install standard community equipment within 7 days of request by Health and Social Care Professionals. To deliver and install Tele care equipment to TSA standards.
- To deliver and install standard community equipment within 24 hours of request by Continuing Healthcare.
- To deliver and install standard community equipment within 48 hours of request by Intermediate Care Teams, Hospital Discharge Teams, Re-ablement Teams and Children's Services (end of life care for children).
- To deliver and install non- standard community equipment within 2 weeks of item received in store.
- To maximise value for money and efficiency through re-utilisation of community equipment.
- Ensure that the equipment store's management systems meet the relevant health and safety standards.
- Ensure performance management and quality assurance systems are in place.
- Ensure that the equipment purchased and supplied is of a high standard and meets specifications as agreed.
- To respond to faults of Telecare Equipment within 24 hours and low battery alerts in a timely manner.
- To maintain equipment in accordance with legislation and manufacturers recommendations including portable appliance testing (PAT) on equipment returned to LCES and related record keeping on certification
- Ensure staff working within the Leeds Community Equipment and Tele Care Service, are fully competent and trained in relation to all equipment, to deliver a high standard of service.
- Ensure disabled people, including service users accessing the Leeds Community Equipment Service are consulted and engaged in the delivery and development of LCES.
- Provide comprehensive, up-to-date, accessible information for potential and actual community equipment customers.

- Ensure an effective system for reporting adverse incidents is in place.
- To work in partnership with the Leeds Disabled Living Centre.
- To be responsive to changing requirements for community equipment as identified by statutory regulations.
- Work with other assistive technology services across health and social care and the third and independent sector.
- To engage with assessors, equipment manufacturers and suppliers.
- To provide opportunity for assessors to view equipment across the Service by appointment.
- To provide 24 hour telephone monitoring centre for Tele Care customers, ensuring a response is given to an alert is raised if the sensor activates or detects any problems.
- To provide accurate information about current stock in stores, including service and maintenance history, on request

1.5 Service Objectives

Service users receive their equipment in a timely manner, and are given guidance and information on safe use of equipment -

- Assessors are informed when specific equipment, which requires fitting and training by the Assessor, is delivered.
- Assessors receive information about the service.
- Service user feedback and complaints are used to inform onward development and improvements to the service.
- Incidents and near misses are reported in accordance with Local Authority, NHS and national reporting requirements.
- The services are compliant with MHRA Medical Device guidance, the Local Authority and NHS Infection control and Prevention policies to ensure that the risk of contamination and cross infection is minimized
- The Services used different methods of decontamination to address varying levels of contamination, depending on the equipment, risk assessment classification and it's use, in accordance with infection control guidance and manufacturing guidelines

Service Outcomes

1. Disabled Adults, Older People and Children can stay at home in a safe environment.
2. Paid and unpaid carers are supported and safe.
3. Statutory organisations' risks are managed.
4. Assessors are skilled and working efficiently.
5. The service shall be responsive to the needs of Service users and assessors.

2. Scope

2.1 Service Description:

LCES and Tele Care will provide community equipment to support and enable people to live safe, independent and inclusive lives, supporting health and social care statutory responsibilities.

2.2 This service specification sets out the requirements relating to the activity to be carried out within the following four service areas:

- Adult Equipment
- Children's Equipment
- Continuing Care
- Telecare and Care-Ring.

2.3 To provide opportunity for assessors to view equipment in LCES by appointment.

2.4 Key components of the service include:

- § Equipment ordering, purchasing and storage
- § Information sharing on stock
- § Delivery and collection
- § Installation/Fitting
- § Maintenance and cleaning, as well as keeping accurate maintenance records
- § Training
- § Information/signposting.

2.5 Accessibility/acceptability

- The Service will respond to the cultural, ethnic and lifestyle needs of the population it serves across all equality strands. It will be committed to equal opportunities and equality and diversity. It will not discriminate against customers or staff regardless of gender, race, sexuality, religion, faith, age, marital status or disability.
- Effective systems will be in place to ensure an ease of access for those referring into the service.
- Information will be available to the public and customers in formats appropriate to the specific populations.
- Customers will be treated with dignity and respect. It is expected that the Service Provider will comply with the Dignity Challenge, further information available from the Department of Health Dignity in Care campaign website at www.dh.gov.uk.

2.6 Whole System Relationships

The service will work closely with health and social care professionals across the Leeds health and social care economy engaged in the provision of community equipment for patients, taking account of agreed authorised and trusted assessors.

2.7 Interdependencies

The service will work in partnership with Health, Social Care and Third Sector services and those organisations included in the Section 75 Agreement.

2.7.1 Key stakeholders include

- Leeds City Council – Adult Social Care
- Leeds City Council – Children’s Services
- Leeds three Clinical Commissioning Groups
- Leeds Community Healthcare Trust
- Leeds Teaching Hospital Trust
- Leeds and York Partnership NHS Foundation Trust.

2.8 Relevant networks

- National Association of Equipment Providers
- Telecare Services Association
- Cuhtec – Centre for Usable Home Technology.

3.1 Service model: The information outlined within item 3.1 outlines the service delivery requirements within all elements of the service. The information outlined within item 3.2 outlines the service delivery requirements within specific elements of the service.

Management and administration

- The service will maintain a comprehensive information management system to monitor: stock control (including status of stock), timescales for delivery/collections, cleaning /decontamination, maintenance records and recalls.
- The service will maintain an accessible stock list catalogue, stating the criteria for ordering.
- Robust financial systems for budgetary management and reporting will be in place.
- The service will provide information to service users, carers and public on Assistive Technologies including signposting to other providers.

Equipment ordering, purchasing and storage

- The service will be responsible for the ordering and purchasing of equipment. Further review of the ordering and purchasing processes for children's services will be carried out in 2014/15 (see section 7).
- The service will be able to demonstrate cost effective procurement processes ensuring value for money.
- The service will contribute to identifying suitable equipment; standard and non-standard stock in partnership with health and social care professionals.
- The service will store equipment safely and ensure appropriate management to facilitate re-use.
- The service will ensure efficient stock control is in place to ensure the service meets demand.

Delivery and collection

- The service will deliver equipment directly to, the service users' home address, care homes, community clinics and educational establishments, depending on the type of equipment and care package.
- Service users will be notified when equipment is due to be delivered
- Each item of equipment is to be delivered with a delivery form, basic equipment care instructions and manufacturer's instructions for safe use, where applicable.
- The service will collect items of equipment when no longer required, normally within 21 days.
- The service will deliver standard community equipment within 7 days of request by Health and Social Care professionals.
- The service will aim to deliver non-standard equipment within 2 weeks of item received in store.
- The service will deliver standard community equipment to Continuing Healthcare; Intermediate Care (discharge in person's own home), Hospital Discharge, Hospital Admission avoidance, Reablement and Children's Services (end of life care for children) within 24 hours.
- The service will ensure equipment is refurbished and re-issued where possible.

Installation/Fitting

- The Service will be required to inform the assessor when equipment, which requires fitting by the assessor, is due to be delivered.
- The Service will be required to install/set up community equipment, which requires fitting by the service, as prescribed by the assessor and to liaise with the assessor for joint visits.

Cleaning

- The service will ensure that all items returned to the LCES and Tele Care stores are cleaned and decontaminated in accordance with infection control guidance and manufacturer's instructions/guidelines following the risk assessment classification.
- Routine maintenance will be undertaken to ensure re-cycled equipment remains safe and fit for purpose.

Infection Control

- In compliance with the Health and Social Care Act 2008, providers will be able to demonstrate a robust approach to Infection Prevention and Control (IPC) and have policies and procedures in place to fulfil the service requirements outlined in this specification.
- All staff will be trained in the prevention and control of infection as outlined in the Health and Social Care Act (2008). This will be included in all new staff induction programmes, and an on-going process of infection prevention and control update training will be integrated into the organisation's training portfolio.

Safe Disposal

- Community equipment will be cleaned, dismantled and disposed of in a safe secure container.

Training

- The service will provide information and training to assessors on how to access equipment.
- Formal training will be provided to assessors to understand the functions of the equipment and how it is best used. This includes but not limited to: Basic Equipment training, Tele Care and Practical Bed Demonstration. The training will be supplemented by appropriate written information.

Planned Preventative Maintenance

- The service will provide PAT testing to returned equipment and servicing and LOLER to Tracking Hoist, Mobile Hoist and Stand-aids.

3.3 Service Model – Specific Service Areas:

Adult Equipment

- The service will ensure that equipment is purchased using appropriate and robust procurement arrangement.
- The service will stock/store both new and re-cycled equipment at the main store and limited equipment in identified peripheral stores around the city.
- Re-cycled equipment will be reviewed based on the length of time it remains in store without being reissued and a decision made on retention or disposal.

Children's Equipment

- The service will stock/store both new and re-cycled equipment at the main store and limited equipment in identified peripheral stores around the city.
- Re-cycled equipment will be reviewed based on the length of time it remains in store without being reissued and a decision made on retention or disposal.

Adult Continuing Care

- The service will ensure that equipment is purchased using appropriate and robust procurement arrangements.
- The service will stock/store both new and re-cycled equipment either at the main store and limited equipment in identified peripheral stores around the city.
- Re-cycled equipment will be reviewed based on the length of time it remains in store without being reissued and a decision made on retention.

- Provision of a dedicated enhanced Planned Preventative Maintenance Fitting service for Adult continuing care (1 WTE post)

Telecare and Care-Ring

- The service will ensure that equipment is purchased using Local Authority procurement arrangements.
- The service will stock/store both new and re-cycled equipment at the main store in the city.

3.4 Governance

3.4.1 Appropriate interagency groups will meet at regular intervals to support the development and on-going quality of the service. These will include

- Service User advisory group
- Adults Interagency Group
- Children's Equipment Working Group
- Equipment Review Group
- Leeds Community Equipment Service and Continuing Care Review Group.

3.4.2 The Service Provider will be required to have the following policy/procedures (these may be additional to any requirements for policies and procedures given in other parts of this Agreement) and is required to make sure that they are implemented:

- Complaints and Compliments Policy
- Safeguarding Adults and Children Policies and Procedures
- Data Protection (computer and manual data and information) and Information Sharing.
- Confidentiality
- Learning and Development Policy
- Equal Opportunities (Diversity and Inclusion)
- Quality Assurance
- Recruitment and Staff Selection Procedures
- Grievance and Disciplinary Policy
- Managing/responding to violent, aggressive, inappropriate and challenging behaviour (Behaviour Management)
- Health and Safety at Work Policy
- Supervision Policy
- Financial Policy
- Environment (Green) Policy
- Lone Working Policy
- Risk Assessment and Risk Management Policy.

3.4.3 The Service will be responsible for ensuring that it follows the citywide procedures for safeguarding and protecting children and vulnerable adults.

3.4.4 The Service will keep the following records and they will be made available to commissioners upon request:

- i) Record of complaints and compliments.
- ii) Learning and Development Policy.
- iii) Learning and development records, showing dates and attendance.
- iv) Financial records relating to payments made by commissioners.

v) Quality Assurance audits/review.

3.4.5 The Service Provider will ensure that all records outlined in item 3.4.4 are kept securely and comply with confidentiality and data protection requirements.

3.4.6 Ownership of client data resides with the commissioners, who will be able to have full access to all client records and any service database, subject to the provisions of the Data Protection Act.

3.5 All staff must have a planned induction programme and be equipped with the necessary training, supervision and appraisal to support them in delivering their role.

3.5.1 The service must have a recruitment policy that promotes equal opportunity and anti-discriminatory practice to enable them to attract and retain a high quality, competent workforce in adequate numbers, for the duration of the contract.

3.5.2 The provider's recruitment policy must include a process for ensuring that all required pre and post-employment checks are implemented i.e. Disclosure and Barring Checks, and must ensure that any new staff that they propose to recruit will be suitably qualified, experienced and competent to deliver the intermediate care services safely and to a high quality.

3.6 The service will involve Service Users in the planning, delivery, monitoring and evaluation of the Service.

3.7 Information sharing agreements between the key stakeholders will be in place.

4. Referral, Access and Acceptance Criteria

4.1 Geographic coverage/boundaries

Adult Equipment Service

- The service will be accessible to people who are registered with a Leeds GP and/or pays council tax to Leeds City Council.

Children's Equipment

- The service will be accessible to people who are registered with a Leeds GP and/or pays council tax to Leeds City Council.
- Children placed in Leeds by another LA.
- Leeds children placed outside of Leeds.

Adult Continuing Care

- The service will be accessible to people who are eligible for Continuing Healthcare funding from Leeds Continuing Care Team.

Telecare and Care-Ring

- The service will be accessible to people who are registered with a Leeds GP and/or pays council tax to Leeds City Council.

4.2 Location(s) of Service Delivery

- The location of the Service will be in Leeds. However the service will be primarily delivered at and through the patient's address/residence in domiciliary or other care settings depending on

the type of equipment and care package.

4.3 Days/Hours of operation

LCES

- Monday to Thursday – 8.00am to 6.00pm
- Friday – 8.00am to 5.30pm
- Saturday 9.00am to 1.00pm Commissioned to provide a service for Adult Continuing Care only
- Out of Hours – Commissioned for Adult Continuing Care repairs only

Tele Care

- Monday to Thursday – 8.00am to 6.00pm
- Friday – 8.00am to 5.30pm.

4.3.1 In addition to the hours outlined in item 4.3, Telecare and Care-Ring will provide a 24 hour telephone monitoring centre.

4.3.2 Service hours to be reviewable at through discussion with Service commissioners and providers and changes subject to available resources.

4.4 Referral criteria and Sources

Service user's access to community equipment is provided via formal assessment of needs by trained assessors who are employed by the NHS, Social Care or Trusted Assessors.

Referral Criteria for Adult Continuing Health Care Eligible Service Users

Service Users eligible for continuing healthcare funding have access to the core community equipment service. Where these Service Users have additional individual equipment needs this will be provided from the Adult Continuing Care funding stream, which requires specific authorisation by the Adult Continuing Care team.

Specialist equipment can be authorised by the Adult Continuing Care clinical leads or Continuing Care occupational therapists. In exceptional circumstances where a highly individualised piece of equipment is needed this will require authorisation by the Adult Continuing Care Clinical Service Manager.

To facilitate a speedy response to people at the end of life who have been clinically determined as to meet Fast Track criteria, authorisation to access a limited stock list of specialist equipment has been delegated to named district nurses. In these circumstances a copy of the Fast Track form must be provided with the equipment order.

If Adult Continuing Care eligibility status is rescinded, equipment funded by CHC will be collected. If there is an on-going equipment need, this will be re-provided by the community equipment service.

4.5 Referral route

Once the Services receive the appropriate assessment from the assessors, equipment will be provided within predetermined performance targets.

4.6 Exclusion criteria

For services provided in residential care environments (i.e. care homes and care homes with nursing) certain exclusions may apply to the equipment available through LCES. These are described in the relevant commissioner contracts for these providers.

Adult Continuing Care

Only Adults (aged 18 and over) determined as eligible for Adult Continuing Care funding by the Leeds CCG's are eligible to receive equipment funded by NHS Leeds Continuing Healthcare.

4.7 Response time and detail and prioritisation

- LCES will deliver standard community equipment within 7 days of request by Health and Social Care professionals.
- LCES will aim to deliver non-standard community equipment within 2 weeks of item received in store.
- LCES will deliver standard community equipment for Intermediate Care (discharge to home address), Hospital Discharge, Hospital Admission Avoidance and Re-Ablement, customers within 48 hours during a weekday.
- The LCES will deliver standard community equipment for Adult Continuing Care customers within 24 hours during a weekday.
- Saturday is commissioned for Adult Continuing Care only. Out of Hours contract is in place for Adult Continuing Care repairs only.
- Tele Care will aim to install all urgent referrals for Continuing Health Care, Intermediate Care (discharge to home address), Hospital Discharge, Hospital Admission Avoidance and Re-Ablement, customers within 2 working days, as required by TSA.
- Tele Care will aim to install all non-urgent referrals within 15 working days, as required by TSA.

5. Discharge Criteria and Planning

N/A

6. Prevention, Self-Care and Patient and Carer Information

Information about the Assistive Technology Service will be made available to service users, professionals and the public, in a range of formats and languages, appropriate to the local population.

7. Continual Service Improvement/Innovation Plan

Description of	Milestones	Expected	Timescales	Frequency of
----------------	------------	----------	------------	--------------

Section 75 Part 3 – Schedule 3 – Leeds Community Equipment Service

Scheme		Benefit		Monitoring
<p>Review of Service Specification and KPIs</p>	<p>Q3-Q4 2014/15</p> <p>Joint review and update of service specification taking account of upcoming developments including:</p> <ul style="list-style-type: none"> • Evaluation of 13/14 winter bid service developments • Impact of premises change 	<p>Production of updated service specification and KPIs</p>	<p>Joint review to take place during 14/15 aiming for updated and agreed specification by the end of Q3</p>	<p>Joint progress updates provided to the commissioning group quarterly</p>
<p>Information Management System upgrade</p>	<p>Tender invites May 2013</p> <p>Evaluation of systems including Key Stakeholder contribution July 2013</p> <p>Communications with key stakeholders May to December 2013</p>	<p>Efficiency production</p> <p>Reduction in duplication</p> <p>Improved customer experience</p>	<p>December 2013 for the Services to use.</p> <p>Rolled out to Assessors from January 2014</p>	<p>1. Bi-Monthly AT Hub project Board meetings</p> <p>2. Quarterly Executive and Finance Board meetings</p> <p>3. Quarterly Partnership Board meetings</p> <p>4. Monthly Work stream reports.</p> <p>4. Fortnightly project team meetings.</p>
<p>Re-provision of improved accommodation and facilities as part of the Assistive Technology Hub</p>	<p>1. Approved by LCC Executive Board April 2013</p> <p>2. Planning submission May 2013</p> <p>3. Detailed design July 2013.</p> <p>4. Planning approved July 2013</p> <p>5. Tender - August 2013</p> <p>6. Tender award Oct 2013.</p> <p>7. Start on site</p>	<p>A single point of contact within a multi-purpose centre for Assistive Technology Services.</p> <p>Assessment facilities.</p> <p>Improved integration increase efficiencies within the service</p>	<p>September 2014</p>	<p>1. Bi-Monthly ATHub Project Board meetings</p> <p>2. Quarterly Partnership Board meetings</p> <p>3. Monthly Work stream reports.</p>

Section 75 Part 3 – Schedule 3 – Leeds Community Equipment Service

	<p>November 2013</p> <p>8. Testing & commissioning July 2014</p> <p>9. Completion and fit out August 2014</p> <p>10. Relocate in September 2014</p>	provision		
Re-configuration of staffing	<p>1. April/May 2013 Staff skill mix informal feedback.</p> <p>2. June/September Formal consultation.</p> <p>3. November/December implementation</p>	<p>Efficiency production.</p> <p>Effective business processes in place.</p>	March 2014	1. Service Manager Report.
Development of interface with Children's services	<p>Q1 -14/15 Joint review of ordering and procurement processes – identification of service development/improvement proposals</p> <p>Q2 –Q3 14/15 Review and update of children's elements of Service Specifications</p>	<p>Efficiency and ensuring robust and consistent processes are in place that are suitable for the needs of assessors and the service.</p>	July 2014	Joint progress updates to the commissioning group

8. Baseline Performance Targets – Quality, Performance and Productivity

8.1 The Service Provider will have a electronic database in place that provides the required performance monitoring information and meets commissioner requirements.

8.2 Quarterly monitoring information is to be provided to Commissioners, which demonstrates that targets and outcomes are being achieved, using an agreed monitoring form. Discussions shall take place between the Service and it's Commissioners regarding the appropriate tools/methods to evidence outcomes.

8.3 The monitoring form will report on the following activity. This shall include the following:

- numbers and demographics of people referred and assessed by the Service
- number of people who used the Service during the period
- source of referrals received and the outcome of these referrals
- waiting times for Service Users to access the Service

- number of Service Users that were not provided with a Service during the period, with information relating to the reasons why Services were not provided
- numbers and types/description of items of community equipment delivered
- numbers and type/description of items of community equipment collected.

8.4 Mechanisms in place for collecting performances data includes:

- LCES – Monthly Activity Data collection
- LCES – Monthly Operational Managers plan
- Tele Care – Monthly Activity Data Collection
- Tele Care – Monthly Operational Managers Plan
- LCES Monthly Budget Management report
- Quarterly Equipment Review report
- Quarterly Adults Interagency group report
- Quarterly Children’s Interagency group report
- Quarterly Service User Reference Group.

8.4.1 Quarterly performance monitoring reports will cover the periods 1 April to 30 June; 1 July to 30 September; 1 October to 31 December; and 1 January to 31 March in each year.

8.5 Performance monitoring reports will be provided to Commissioners, two weeks after the monitoring period has ended.

8.6 The Council will aim to provide written feedback to the Service regarding performance monitoring reports, within one month of receiving the reports. The feedback will highlight any missed targets or underperformance and will request further detail as to how this is to be managed, if not already provided.

8.7 An annual summary of monitoring data will be provided by the Service Provider, drawing together the activity that has been carried out throughout the financial year.

8.8 The following table outlines specific targets and outcomes to be collected by the Service:

Performance Indicator	Indicator	Method of Measurement	Frequency of Monitoring
Quality			
Service User Experience	Service Users surveyed are satisfied with the services they receive	Customer satisfaction survey	Annually
Experience Improvement Plan	Record of issues raised in patient satisfaction survey	Action plan to address issues raised	Annually

Section 75 Part 3 – Schedule 3 – Leeds Community Equipment Service

CECOPS Accreditation	Action plan detailing the requirements to achieve accreditation.	Accreditation achieved	Annually
Targets			
1. LCES: Percentage of Collection of items of equipment when no longer required – 100%			
2. LCES: Percentage of standard community equipment is delivered and installed within 7 days of receipt of request – 97%			
3. LCES: Percentage of standard community equipment is delivered and installed for Continuing Healthcare, within 24 hours of receipt of the requested - 97% (Requested must be received before 3pm for next day delivery) Saturday Service is for CHC Only (requests must be received by 11am)			
4. LCES – Percentage of standard Intermediate Care for home, Hospital Discharge, Hospital Admission Avoidance Re-ablement and Children’s Services (end of life care for children) within 48 hours on receipt of request Weekdays. Requests must be received by 3pm to be delivered within 48 hours – 97%			
5a. Tele Care - Percentage of urgent referrals to CHC, Intermediate Care for home, Hospital Discharge, Hospital Admission Avoidance Re-ablement and Children’s Services (end of life care for children) installed within 2 working days requests must be received before 3pm – 90%			

Section 75 Part 3 – Schedule 3 – Leeds Community Equipment Service

<p>5b. The remaining 10% to be installed within 5 working days.</p>			
<p>6a. Tele Care – Percentage of non urgent referrals to be installed within 15/20 working days - 90%.</p> <p>6b. The remaining 10% to be installed within 20 working days.</p>			
<p>7. Telecare - Numbers of referrals per month - 230.</p>			
<p>8. Telecare - Number of Tele Care installations - 2400 per annum (average 600 per quarter)</p>			
<p>9. Care-Ring Numbers of referrals per month - 180.</p>			
<p>10. Care-Ring - Number of installations - 1800 per annum (average 450 per quarter)</p>			
<p>11. Percentage of equipment issued to be re-cycled/re-issued – 80%</p>			
<p>Outcomes</p>			
<p>1. Disabled Adults, Older People and Children can stay at home in a safe environment. 2. Provision of equipment helps</p>			

Section 75 Part 3 – Schedule 3 – Leeds Community Equipment Service

<p>users maintain independent living at home, in education and in work.</p> <p>3. Paid and unpaid carers are supported and safe.</p> <p>4. Statutory organisations' risks are managed.</p> <p>5. Assessors are skilled and working efficiently.</p> <p>6. The service shall be responsive to the needs of Service users and assessors.</p>			
Additional Measures			
Staff turnover rates	Number of leavers	Partnership Board Operational Managers Report	Quarterly
Sickness levels	Number of days lost sickness per FTE	Partnership Board Operational Managers Report	Quarterly
Appraisals	100% of staff to have appraisal and review	Operational managers' report. Pals/ESR	Quarterly
Supervision	100% of staff to have supervision	Operational managers' report. Pals/ESR	Quarterly
Training	100% of staff to complete mandatory training	Operational managers' report. Pals/ESR	Quarterly
Agency and bank spend	Number of agency staff and cost	Partnership Board Service Managers Report	Quarterly