

Memo

To:

From: Carl Beardsmore

CC:

Date: June 2011

Re: Transforming Community Equipment Services – Retail Model: Simple Aids to Daily Living (SADL's).

The launch of the retail model to introduce equipment prescriptions for Simple Aids to Daily Living (SADL's) is scheduled to commence on Monday 4th July 2011.

Over 200 Torbay Care Trust authorised prescribers have been trained in how to offer an equipment prescription. Predominately Occupational Therapists and Physio's, greater numbers are anticipated from wider disciplines such as District Nursing during the coming months. As well as issuing an equipment prescription, staff will also offer an information leaflet explaining how to redeem in Torbay, the names and addresses of accredited retailers and a feedback card to share their experience and to ensure a high quality of service is sustained.

The initial range of SADL items is 95 and this is expected to increase to reflect the introduction of Healthcare equipment as well as small items of Assistive Technology. SADL items will always be below the threshold of £100.

A total of 20 retailers within Torbay; 3 in Brixham, 8 in Paignton and 9 in Torquay have been accredited against national standards. They will display a 'Trusted Provider' logo to identify themselves to the public. Any retailer may be chosen to redeem an equipment prescription. As well as offering a choice of retailer, the client or clients representative can upgrade for a different brand, colour etc by opting to pay a 'Top Up' fee. The retailers will assist in this choice and have been trained to ensure that the upgraded item will still meet the assessed outcome.

On redemption of an equipment prescription, the item(s) will belong to the client and they will have responsibility for ongoing maintenance and keeping it in good working order. When the item is no longer required or has come to the end of its useful life, the client or client's representative should dispose of it appropriately adhering to environmental and social responsibilities.

If an item becomes faulty *within* the warranty period, the client or their representative should return the item to the originating retailer. Normal Consumer Rights

will apply and in most cases the item will be replaced. Items which become faulty or wear out *outside* of the warranty period will need to be replaced by contacting their Care Manager.

The implementation profile of the retail model for SADL's is planned to take place between July 2011 and March 2012. During wthis time, the redemption of prescriptions is estimated to grow from 50/mth in July to 500/mth in March. If successful in achieving 500/mth, this will be regarded as 'Business As Usual' and will meet the milestone of having a sustainable service for both state and private funded clients.

The expectation is that 75% of prescriptions will be collected by the client or the client's representative. This is significantly lower than the current Community Equipment Service which delivers almost 100% of the prescribed items. The reduction in delivery costs together with reduced collection, decontamination and refurbishment costs are the basis of improved efficiency and productivity.

Existing approved satellite stores will remain in place. The agreed range and quantity of equipment in each will be kept up to date. The process for this is still being developed.