

# Adult Social Care Committee

Item No:

<b>Report title:</b>	<b>Integrated Community Equipment Service (ICES) provision into Waveney Health &amp; Social Care</b>
<b>Date of meeting:</b>	<b>14 May 2018</b>
<b>Responsible Chief Officer:</b>	<b>James Bullion, Executive Director of Adult Social Services</b>

## **Strategic impact**

Expanding the provision of community equipment to Waveney aligns with the Sustainable Transformation Partnership's Norfolk and Waveney footprint. Providing community equipment is a statutory requirement under the Care Act and supports our Promoting Independence and prevention agendas, in keeping people supported at home for as long as possible. Norfolk Integrated Community Equipment Service (ICES) is also an enabling service which supports discharges from acute and community hospitals. Norfolk County Council's agreement to accept the delegation of powers from Suffolk County Council to provide community equipment for social care prescribers in the Waveney area is necessary in order to achieve the expansion of ICES services into Waveney.

## **Executive summary**

ICES, currently commissioned by Norfolk County Council on behalf of NCC and five Norfolk Clinical Commissioning Groups, delivers community equipment to people in Norfolk. In January 2018 the ICES Management Board agreed that expansion of the service to support those in Waveney offered benefits for both customers and commissioners.

Waveney health prescribers already use the same equipment provider as Norfolk ICES, Nottingham Rehabilitation Services (NRS), and inclusion of this service into the Norfolk contract is straightforward and easily achieved by Great Yarmouth & Waveney Clinical Commissioning Group (GY&WCCG) being a partner to the current Norfolk ICES contract. However, the current contract references GY&WCCG regarding provision to Great Yarmouth (and not Waveney), so this proposal would also include the acceptance of Waveney health into the contract.

Waveney social care prescribers currently use a different provider for community equipment. Suffolk County Council are keen to join Norfolk ICES. Given the current model used with the CCGs, it is therefore proposed that Suffolk County Council delegate their powers for the purchase of community equipment for social care in relation to the Waveney area to Norfolk County Council. The recommendations in this Committee report reflect the two governance systems and the actions that need to be undertaken to join Waveney to the Norfolk ICES Contract. Suffolk County Council are meeting to discuss this proposal on 15 May 2018 and Norfolk County Council's acceptance of the delegation is subject to this agreement.

Following acceptance of this delegation by Norfolk County Council, the parties will enter into a formal delegation agreement. It is proposed that the agreement will be drafted to allow Suffolk County Council to benefit from the governance arrangements already in place and to allow funds for the purchase of social care equipment to be pooled with monies already allocated for the service. In addition to this, additional income of £26.4k will be provided by Suffolk County Council to fund administration of the contract.

## **Recommendations:**

**Committee are asked to approve that:**

- a) Norfolk County Council to accept the delegation of powers from Suffolk County Council for the purchase of community equipment for social care in relation to the Waveney area**
- b) Norfolk County Council to accept the inclusion of Waveney health into the contract and for Norfolk County Council to extend its purchase of community equipment for health in relation to the Waveney area**
- c) The delegation in 1 and agreement in 2 shall be subject to the execution of the relevant agreements which shall include the contributions that Suffolk County Council and Great Yarmouth & Waveney CCG will make towards the contractual and management costs of the wider ICES arrangements. The completion of this agreement shall be delegated to the Head of Integrated Commissioning (Norwich)**

## **1. Proposal**

- 1.1 The ICES service is an integrated equipment service in Norfolk, delivered by Nottingham Rehabilitation Service (NRS), commissioned by Norfolk County Council on behalf of itself and all five Norfolk CCGs. Norfolk County Council's Integrated Commissioning Team have developed and held responsibility for this contract for service since 2012, following the completion of a s.75 agreement whereby the five Norfolk CCGs delegated their commissioning powers to Norfolk County Council and the necessary procurement exercise.
- 1.2 The ICES service currently delivers to Norfolk County Council's footprint. Great Yarmouth and Waveney CCG have a mirror contract with NRS for the Waveney health component and are party to the existing s.75 agreement for the provision of community equipment to Great Yarmouth. Suffolk County Council currently commission the Waveney social care equipment services from another provider.
- 1.3 **Creating a Coherent Community Equipment Service for Norfolk and Waveney**  
Colleagues from Waveney health and adult social care have been keen to purchase from the Norfolk ICES contract for services. The benefits of this approach are:
  - a) Service delivery of integrated equipment is across the STP Norfolk & Waveney footprint
  - b) Clinicians from Great Yarmouth & Waveney will no longer have to use two systems to prescribe community equipment
  - c) ICES Norfolk is considered to have robust management and Waveney wish to come under this umbrella
  - d) There are opportunities for economies of scale and increased funds from Waveney health and social care into the Norfolk ICES Management Team
  - e) Increased management fees to the ICES Management Team would enable a greater emphasis on improving service quality, service standardisation and engagement into pertinent issues such as reducing Delayed Transfers of Care (DTC) from acute and community hospitals for the whole of Norfolk and Waveney

For clarity the Waveney area is co-terminus with Waveney District Council and includes all service users who are registered with a Great Yarmouth & Waveney CCG GP surgery.

## 1.4 Governance Process to Achieve the Norfolk and Waveney Service

To be able to expand Norfolk ICES into Waveney the following governance process applies:

- a) Norfolk ICES Management Board approve a decision to expand the reach of ICES into Waveney health and social care – **Approved on 24 January 2018**
- b) Suffolk County Council ask Norfolk County Council offer the delegation of powers from Suffolk County Council to purchase community equipment for social care in relation to the Waveney area – **SCC Cabinet Decision 15 May 2018**
- c) Norfolk County Council accept the delegation of powers referred to in point 2 at Adult Social Care Committee – **Decision to be made on 14 May 2018**
- d) Norfolk County Council and Suffolk County Council enter into the relevant agreement which shall include the contributions that Suffolk County Council will make towards the contractual and management costs of the wider ICES arrangements. Great Yarmouth & Waveney CCG add include their contributions regarding the Waveney health component. The completion of this agreement shall be delegated to the Head of Integrated Commissioning (Norwich) – **Decision to be made on 14 May 2018**
- e) Norfolk ICES Management Board shall be reshaped to include a member from Suffolk County Council – **Decision at the next Management Board Meeting**

## 2. Evidence

### 2.1 System-wide Benefits

The main benefits of expanding the reach of the current Norfolk ICES into Waveney health and social care are system-wide benefits and end user benefits. Norfolk ICES has a robust clinical foundation, with standard operating procedures, good quality practice, a direct relationship with the provider, NRS (via a jointly funded NRS-NCC Occupational Therapist) and nearly five years of operating as an integrated system.

### 2.2 Enabling Prescribers to Work More Efficiently

Waveney Health currently operate under a similar contract for services, commissioned by GY&WCCG and provided by NRS, which is performing well. Currently clinicians in Waveney have to use two different providers for community equipment with separate patient record systems, service levels and equipment catalogues which reduces the effectiveness of the system overall.

- 2.2.1 Bringing Waveney Health and Social Care community equipment under the reach of the Norfolk ICES provides standardised and equitable practices across the STP footprint.

## 3. Financial Implications

- 3.1 The financial implication for Norfolk County Council in accepting Suffolk County Council's delegation of power to purchase community equipment for social care and Great Yarmouth & Waveney CCG's inclusion into the contract is that Norfolk County Council will receive and manage the monies from Suffolk County Council and GY&WCCG to provide the service. It is proposed that the delegation agreement would allow Suffolk County Council to benefit from the governance arrangements already in place.
- 3.2 In addition to this, income of £26.4k from Suffolk County Council will add to the management fee of ICES, this will be utilised by the Management Team to enable a greater emphasis on improving service quality for beneficiaries, service standardisation

and engagement into pertinent issues such as reducing Delayed Transfers of Care (DTOC) from acute and community hospitals for the whole of Norfolk and Waveney.

#### **4. Issues, risks and innovation**

- 4.1 The procurement implications from a health and social care perspective have been examined with no issues arising from either system in adding Waveney into the Norfolk ICES.
- 4.2 The inclusion of additional commissioners will involve agreeing a contribution to the ICES management fee. The additional management fee will be utilised to ensure that administration of the contract is sufficient given that the prescribing footprint will expand. It is considered this will be necessary to maintain/improve the level of service.
- 4.3 The Management Team hosted by Norfolk County Council already have innovative initiatives in place and plan to deliver more in 2018-19 to improve the quality of the use of community equipment by prescribers and to support domiciliary care providers in using equipment.
- 4.4 The extension of the delivery of ICES into Waveney is anticipated from June 2018 and there is a mobilisation team from Norfolk County Council, GY&WCCG and Suffolk County Council working together towards this goal. The team is also ready to continue working to a later go live date, if this is deemed necessary, and has contingency measures in readiness.

#### **5. Recommendations**

- 5.1 **Committee are asked to approve that:**
  - a) **Norfolk County Council to accept the delegation of powers from Suffolk County Council for the purchase of community equipment for social care in relation to the Waveney area**
  - b) **Norfolk County Council to accept the inclusion of Waveney health into the contract and for Norfolk County Council to extend its purchase of community equipment for health in relation to the Waveney area**
  - c) **The delegation in 1 and agreement in 2 shall be subject to the execution of the relevant agreements which shall include the contributions that Suffolk County Council and Great Yarmouth & Waveney CCG will make towards the contractual and management costs of the wider ICES arrangements. The completion of this agreement shall be delegated to the Head of Integrated Commissioning (Norwich)**

#### **Officer Contact**

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

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