

# **HOW to Access the Devon Community Equipment Service (CES)**

## **The purpose of the document**

To provide the basic information required to be able to access and order equipment provided by the Community Equipment Service.

Also refer to the retail model for community equipment provision prescriber workbook December 2010 for simple aids to daily living (SADLS), retail prescription process

## **Page 2. Process for Registering Prescribers and Authorisers**

## **Page 3. Community Equipment Service (CES) Competency Guidelines for Prescribers**

## **Page 4. Fair Access to Care**

## **Page 6. Financial Authorisation Levels**

## **Page 7. How to Order**

## **Page 11 . Completing the CES Form CES1**

## **Page 12. Delivery Dates**

## **Other Essential reading/reference. All found on [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue)**

- Guidelines for prescribing equipment ; advice on specific equipment.
- Bed safety rail risk assessment & checklist; essential to read and check before ordering bed rails.
- Seating Pathway, Seating Advice and Checklist: refer to these when considering a chair order.
- Prescribing Guidelines Rise &.Recline Chair.
- Prescribing Guidelines Macnish Chair Raiser.
- Satellite Stores List; for reference when considering urgent orders.
- CES in Care Homes Devon: To find out who supplies which equipment.
- Clinical Checklist for the Prescribing for Pressure relieving equipment: essential to read before order.
- Retail model for community equipment provision prescriber workbook; Essential before prescribing.
- Prescriber Feedback form ; to record any concern about the type of equipment available.
- CES Quality Monitoring feedback form; To record any concerns/complaints/compliments about CES

## **PROCESS FOR REGISTERING PRESCRIBERS AND AUTHORISERS**

1. Prescribers to complete prescriber competencies with line managers.
2. Line manager to ensure that competencies have been met and then sign document.
3. Complete 'The Retail Model for Community Equipment Provision Prescriber Workbook'
4. Complete the "Form for Registering Prescribers" find on [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue)
5. Retain one copy of the form for own records  
Retain one copy of the form for personnel file
6. Email/post 'Form for Registering Prescribers' to Devon County Council, The Annexe Reception, Room AG03, County Hall, Topsham Road, Exeter EX2 4QR  
[acsgeneraloffice-mailbox@devon.gov.uk](mailto:acsgeneraloffice-mailbox@devon.gov.uk)
7. From the Annexe Reception you will receive a 4 digit Prescriber Number to use every time a retail prescription or CES order form CES1 is completed. The Annexe Reception will also send you new retail model prescription pads. Please retain old used prescription pads for your records and don't send them back to The Annexe Reception.

## COMMUNITY EQUIPMENT SERVICE (CES) COMPETENCY GUIDELINES FOR PRESCRIBERS

**Aim of this document:** To ensure all prescribers of equipment are competent to prescribe Simple and Complex Aids for Daily Living (SADLS) and (CADLS), so that all service users are issued with appropriate equipment to meet their presenting needs, in a timely manner, in accordance with standard practice and policies including Fair Access to Care Services (FACS).

To ensure accountability and responsibility prescribers should refer to and understand the following information, policies and processes, which are available on the DCC website [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue) or via a link to the DCC website from your local intranet.

Competencies	Available from	Sign /date	manager sign
Knowledge and understanding of <b>Fair Access to Care</b> and how to apply this when prescribing equipment. Knowledge and understanding of <b>online CES and Retail Model catalogue</b> and how to access this.	<a href="http://www.devon.gov.uk/ces-catalogue">www.devon.gov.uk/ces-catalogue</a> ,		
Knowledge of where equipment can be purchased – to enable service users to <b>privately purchase equipment</b>	<a href="http://www.devon.gov.uk/ilc">www.devon.gov.uk/ilc</a>		
Be aware of own levels of competency and professional expertise when ordering CES equipment, and seek <b>advice and training</b> when necessary e.g. Moving and Handling, Hoists, Tissue Viability, Assessment and Fitting of Equipment	Information can be found on your local intranet		
<ul style="list-style-type: none"> <li>Know your individual financial and clinical <b>authorisation level</b>.</li> <li>Know who to contact for <b>authorisation for equipment beyond your level</b>, for critical mattresses (local Tissue Viability Lead) and chairs (the Independent Living Centre)</li> </ul>	Page 6 <a href="http://www.devon.gov.uk/ces-catalogue">www.devon.gov.uk/ces-catalogue</a> , or the link to it via your local intranet		
Understand <b>delivery advice</b> when ordering equipment:- <ul style="list-style-type: none"> <li>Authorised Urgent delivery</li> <li>Three days delivery</li> <li>Seven working days delivery</li> <li>Special orders</li> <li>Urgent special orders</li> </ul>	Page 7 and 11		
Know the <b>delivery dates for your area/postcode</b>	Page 12		
Know the correct <b>forms</b> to use and how to complete them:- <ul style="list-style-type: none"> <li>Retail Prescription</li> <li>CES Order form</li> <li>Minor adaptation form</li> <li>Prescriber feedback form</li> <li>Incident reporting through Datix</li> <li>CES Quality Monitoring Form</li> </ul>	<a href="http://www.devon.gov.uk/ces-catalogue">www.devon.gov.uk/ces-catalogue</a> or the link to it via your local intranet		
Read, understand and refer to online <b>policies and information</b> when prescribing equipment:- <ul style="list-style-type: none"> <li>Community Equipment in Care homes document</li> <li>Bed rail policy</li> <li>Medical Devices Agency Management policy</li> <li>Manual Handling policy</li> <li>Tissue Viability policy</li> <li>Bed Equipment flow chart</li> <li>PRESCRIBER GUIDELINES for specific equipment</li> </ul>	<a href="http://www.devon.gov.uk/ces-catalogue">www.devon.gov.uk/ces-catalogue</a> and refer to local intranet		
Be aware of the location of <b>satellite stores</b> in your area, what equipment they stock, who can and how to use them	<a href="http://www.devon.gov.uk/ces-catalogue">www.devon.gov.uk/ces-catalogue</a> or the link to it via your local intranet		
Use the <b>Independent Living Centre (ILC)</b> for: <ul style="list-style-type: none"> <li>Training courses on equipment prescribing</li> <li>Equipment demonstration</li> <li>Advice and assessments for prescribers and clients</li> <li>To identify appropriate recycled equipment</li> <li>To check specials available in CES store</li> <li>Authorising specialist seating orders</li> </ul>	<a href="http://www.devon.gov.uk/ilc">www.devon.gov.uk/ilc</a> Tel no. 01392 687276		

## **FAIR ACCESS TO CARE (FACS)**

The eligibility criteria for Community Care Services used by Devon Social Services and agreed by the Health Community is a way of ensuring fair access to care services. The FACS criteria must be applied at the time of assessment and when reviewing needs.

The framework is based on individuals' needs and associated risks to independence and includes four eligibility bands – critical, substantial, moderate and low. When placing individuals in these bands, the guidance stressed that councils should not only identify immediate needs, but also needs that would worsen for the lack of timely help.

The following criteria for each band describes the seriousness of the risk to independence or other consequences if needs are not addressed. However the Threshold for Services and equipment provision as of October 2011 is: **Critical** and **Substantial** only

### **Critical –when**

- Life is, or will be, threatened;
- And/or**
- Significant health problems have developed or will develop;
- And/or**
- There is, or will be, little or no choice and control over vital aspects of the immediate environment;
- And/or**
- Serious abuse or neglect has occurred or will occur;
- And/or**
- There is, or will be, an inability to carry out vital personal care or domestic routines;
- And/or**
- Vital involvement in work, education or learning cannot or will not be sustained;
- And or**
- Vital social support systems and relationships cannot or will not be sustained;
- And or**
- Vital family and other social roles and responsibilities cannot or will not be undertaken.

### **Substantial – when**

- There is, or will be, only partial choice and control over the immediate environment;
- And/or**
- Abuse or neglect has occurred or will occur;
- And/or**
- There is, or will be, an inability to carry out the majority of personal care or domestic routines;
- And/or**
- Involvement in many aspects of work, education or learning cannot or will not be sustained;
- And/or**
- The majority of social support systems and relationships cannot or will not be sustained;
- And/or**
- The majority of family and other social roles and responsibilities cannot or will not be undertaken.

**The below are NOT within the current threshold for services**

**Moderate-when**

- There is, or will be, an inability to carry out several personal care or domestic routines;
- And/or**
- Involvement in several aspects of work, education or learning cannot or will not be sustained;
- And/or**
- Several social support systems and relationships cannot or will not be sustained;
- And/or**
- Several family and other social roles and responsibilities cannot or will not be undertaken.

**Low –when**

- There is, or will be, an inability to carry out several personal care or domestic routines;
- And/or**
- Abuse or neglect has occurred or will occur;
- And/or**
- Involvement in one or two aspects of work, education or learning cannot or will not be sustained;
- And/or**
- One or two social support systems and relationships cannot or will not be sustained;
- And/or**
- One or two family and other social roles and responsibilities cannot or will not be sustained;
- And/or**
- One or two family and other social roles and responsibilities cannot or will not be undertaken.

If needs are identified below the threshold line then information and advice about available services must be given, e.g. Independent Living Centre, 'Wisebuy' leaflets (available via the ILC website <http://www.devon.gov.uk/ilc.htm>), where to purchase their own equipment.

**FACS ONLINE LEARNING MODULE**

[www.devonlearning.net/elearning/fac](http://www.devonlearning.net/elearning/fac)

## DEVON COMMUNITY EQUIPMENT SERVICE AGREED JOINT AGENCY FINANCIAL AUTHORISATION LEVELS

Price Band (as described in catalogue)	Authorised Person
<b>A – B (up to £100)</b>  Catalogue items only	Any authorised person can prescribe
<b>A – G (up to £1,000)</b>  Catalogue items only  Including standard hoists and slings which may cost more than £1,000.	All authorised qualified Social Care and Health professionals (therapists and nurses)  (Band 5 / newly qualified staff will only be authorised up to £500 until competence has been agreed by line manager and PLUS alerted.)
<b>A – K (£1,001 - £5,000)</b>  And items not in the catalogue (non-urgent specials)  And same day / 1 day deliveries	Community Matrons  ILC authorising OT  ACS OT Practice Managers  Professional Leads  Community Nurse Team Leaders / Managers  Cluster Managers  Therapy Leads / Managers

**N.B.** Bands for authorisation refer to the total equipment value on one order and will be subject to audit.

Professionals will be expected to prescribe equipment that meets client need in accordance with standard practice and policies and to apply FACs.

*For Specials:*

- CES Operational Group decides on specific person and process to authorise 'specials'. Contact line manager for this info.
- Orders above £5,000 to be authorised by Ian Deakin.
- All Critical mattresses to be authorised by Tissue Viability. See 'Special Pathway for Pressure Care Mattresses'
- All chairs to be authorised and ordered through the Independent Living Centre.

Ian Deakin 4.10.11

## How to order

**Simple Aids to Daily Living (SADLs)** use the Retail Model scheme for equipment provision and issue a retail model prescription.

Refer to Retail Model information on [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue)

## **Standard Complex Aids to Daily Living (CADLS)**

- Choose appropriate equipment from the catalogue from the Community Equipment Service; refer to on-line catalogue [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue)
- Prescriber to complete CES1 form; refer to on-line catalogue – [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue) ensure all fields are completed including delivery time.
- Be aware of clinical and financial authorisation levels.
- Orders will be dispatched within 7 working days. Equipment required within 3 working days will incur a higher delivery charge.
- **7 working days delivery and 5 working days collection** to/from client's home works to a published twice weekly delivery schedule. Hospital / satellite stores are replenished with core stock at least weekly. Deliveries beyond 7 working days and collections beyond 5 working days will be made with prior agreement with the prescribing clinician or client / client representative.
- If ordering from nhs.net email address – email as an attachment directly to [CESdevon@nhs.net](mailto:CESdevon@nhs.net)
- If ordering from devon.gov.uk address – email as a password protected attachment directly to [CESdevon@nhs.net](mailto:CESdevon@nhs.net)

## **If equipment is urgently required for the same day or in 1 working day:**

- Check postcode delivery schedule to see when delivery drivers will be in your area.
- Standard delivery is 'WITHIN' 7 working days (excluding Saturday, Sunday and bank holidays) so depending on postcode delivery schedule equipment order might come in less than 7 working days.
- Check Satellite store for the equipment required, if in stock, issue equipment complete CES1 form, send to CES and copy to satellite store manager.
- If equipment is not available in satellite store prescriber to complete CES1 form – ensure all fields are completed and email as an attachment to authoriser with explanation in the email about the need for urgent delivery. Prescriber to contact authoriser by telephone to prompt.
- If agreed, authoriser to forward order direct to [CESdevon@nhs.net](mailto:CESdevon@nhs.net) confirming authorisation and copy to prescriber.
- **Please note decision to supply date is the date authorisation has been gained.**
- **Same day delivery to a crisis response only will be available in exceptional circumstances and needs appropriate authorisation.** Orders **MUST** be received and accepted by 4.30pm latest at CES for that same day delivery.
- **1 working day delivery or collection will be available in exceptional circumstances and needs appropriate authorisation.** Orders **MUST** be received and accepted at CES by 1pm latest the day before the delivery on the next working day.
- Equipment required the same day or in 1 or 3 working days will incur a significantly higher delivery charge than a standard 7 working day delivery.

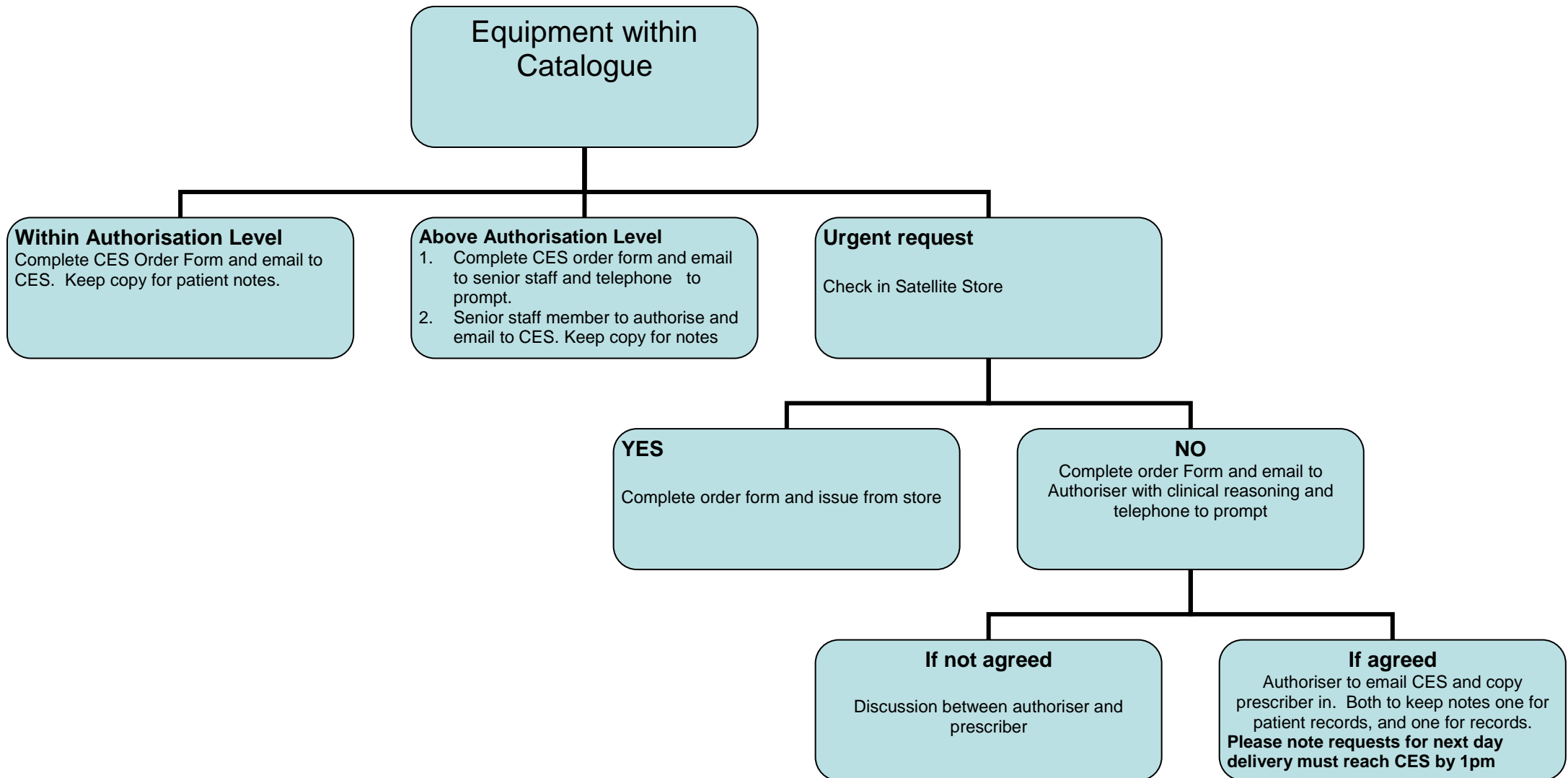
## **When Standard CES equipment will not meet the assessed need and alternative equipment is required**

- Prescriber to contact ILC to check if an alternative item is available in store that will meet the need.
- If a suitable alternative is available in the store, ILC staff will label item.
- Prescriber will complete CES form and send as an email attachment to AUTHORISER with an explanation of need and confirmation that recycled equipment is available in store.
- Prescriber to contact authoriser by telephone to prompt.
- If authorised, the authoriser will forward order to [CESdevon@nhs.net](mailto:CESdevon@nhs.net) and copy to prescriber. **Please note decision to supply date is date authorisation has been gained.**
- If alternative is not available complete CES1 form, with details of the most cost effective equipment required to meet the need and send form as attachment to AUTHORISER with explanation.
- Prescriber to contact authoriser by telephone to prompt.
- Authoriser to forward order direct to [CESdevon@nhs.net](mailto:CESdevon@nhs.net) and copy to prescriber.

**Please note decision to supply date is the date authorisation has been gained.**

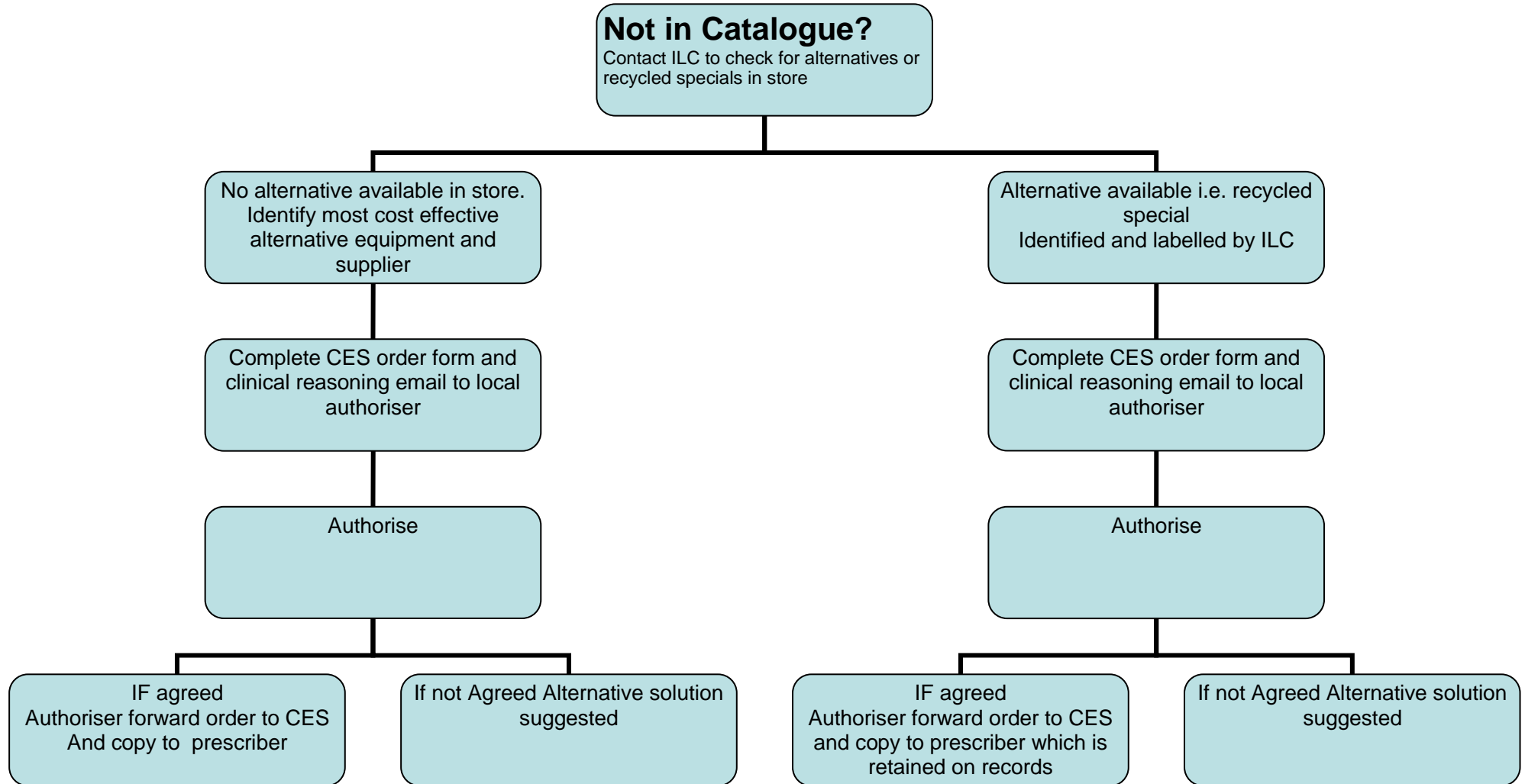
## How to Order Standard Equipment from CES

All Simple Aids to Daily Living (SADLs) to be ordered with a retail prescription. Refer to Retail Model information on [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue)



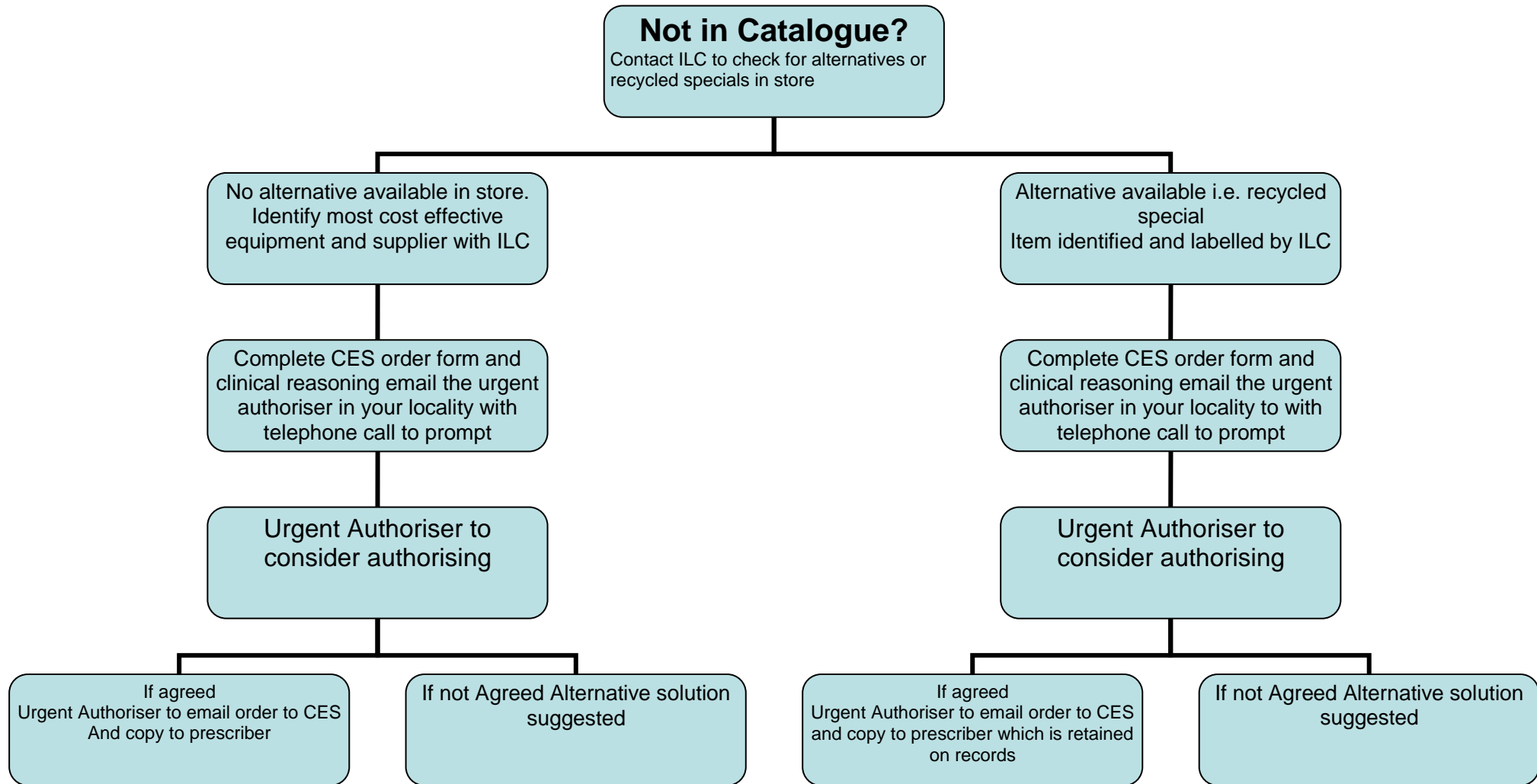
## How to Order Non Urgent Specials

This is non catalogue equipment required to meet FACs eligible clinical need



## How to Order Urgent Specials

This is non catalogue equipment required immediately to meet the FACs eligible urgent clinical need



## Completing the CES order form CES1 for equipment from the CES store

(For all simple aids for daily living (SADLs) use a Retail Prescription - refer to retail workbook [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue))

### **BEFORE YOU START**

- Check the date on the top right hand corner to make sure you are using the current version of the online CES1 form; check with your line manager.
- Refer to online catalogue [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue) to identify equipment required. Read relevant policies and guidelines for that equipment.

### **PRESCRIBER DETAILS**

- Fill in prescriber name, prescriber no. and value authorised to prescribe
- Specify if service user is a child or an adult.
- Requisition ID box will be filled in by CES office on receipt of order.
- Use drop down box to specify which area and agency you represent.
- Complete name, email and phone number of the staff member who is raising the order, usually the prescriber.
- The 'Order Date' is the date you are filling in the form BUT the 'Decision to Supply' date is when order is **SENT to CES by prescriber or authoriser**.

### **DELIVERY**

- Use the drop down box to specify if you require delivery or collection. **USE SEPARATE FORMS FOR DELIVERY AND COLLECTION.**
- Use the drop down boxes to specify times of delivery; '7 days' means WITHIN 7 working days, depending on the postcode delivery schedule. '3 day delivery' or 'Authorised Urgent' delivery will incur a substantially higher delivery charge.
- Fill in 'Specific Delivery Date' **only** if urgently required same day or next working day, and refer to 'Postcode Delivery Schedule' to check possibilities. [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue)
- Use drop down box to indicate loan period.

### **CLIENT DETAILS**

- Fill in all boxes in the client information section; Include Care First 6 number only if known.
- Remember to use drop down box if service user is in a care home and then refer to **Equipment in Care Home** document. [www.devon.gov.uk/ces-catalogue](http://www.devon.gov.uk/ces-catalogue)

### **EQUIPMENT DETAILS (standard equipment)**

- Consult online catalogue and record CES order code, price band and quantity.
- Describe item as described in the online catalogue AND always specify height and all adjustments as required, the drivers cannot do this N.B. If the equipment does not fit or is unsafe to fit in the environment, the driver is instructed to return it to the store.
- Use tick boxes to specify type of delivery required;  
**Deliver**; item will be delivered to the person's home.  
**Deliver and Fit**: Item will be delivered, adjusted and fitted in the person's home as specified by prescriber on the order form.  
**Deliver fit and demonstrate**: Item delivered, adjusted and put in position as specified by prescriber. Driver will give information about how the equipment works BUT the driver cannot assess for clinical safe use of equipment and the prescriber must provide instruction to user if required.
- Use 'Special Instructions' box to indicate information about height and positioning of equipment as well as instructions for access to the home.
- 'New Product Special Priority Only' to be used when new special equipment is authorised.
- Please ensure that the delivery/collection address and contact person fields are completed **ONLY** if different from those already recorded on form.
- 'Financial/Special Authorisation' to be completed by authoriser if requiring 'authorised urgent' delivery or ordering Non Standard/Special Equipment.

**EMAILING YOUR ORDER:** Orders **MUST NOT** be sent to CES by fax, or post

### **Password protection:**

- nhs.net email addresses: No need to password protect the order form when sent to CES as they have an nhs.net email address
- devon.gov.uk email addresses: Prescribers must password protect all orders sent to CES
- For standard equipment with standard delivery, please email order form CES1, as an attachment to [CESdevon@nhs.net](mailto:CESdevon@nhs.net)
- For Special/non standard equipment/ urgent deliveries of standard equipment email form to designated authoriser to forward to CES.

## Delivery Date

Postcode	MTWTh	MW	MWF	TTh
DT6		15		
DT7		15		
EX1		16		
EX10		11		
EX11				11
EX12		15		
EX13		15		
EX14				11
1EX15				8
EX16	8A			
EX17		8		
EX18				5
EX19				5
EX2				1A
EX20		6		
EX21		6		
EX22		5		
EX23		5		
EX24		15		
EX3		1		
EX31	4A			
EX32		4		
EX33				4
EX34				4
EX35				4
EX36				5
EX37				5
EX38		5		
EX39	5a			
EX4				1B
EX5		1		
EX6				12
EX7				12
EX8	11a			
EX9		11		

M = Monday T=Tuesday, W=Wednesday,  
Th=Thursday, F=Friday

Postcode	MTWTh	MW	MWF	TTh
PL15				6
PL16		6		
PL17				6
PL18				6
PL19		7		
PL20		7		
PL21				7
PL5		7		
PL6		7		
PL7				7
PL8				7
PL9				7
TA20				11
TA21				8
TA22				8
TA24		4		
TA3				11
TA4				8
TQ10		3		
TQ11		3		
TQ120			2	
TQ13				2
TQ14				2
TQ2			2	
TQ3			2	
TQ4		3		
TQ5				3
TQ6				3
TQ7				3
TQ8				3
TQ9		3		

