

The role of KICES is to provide activities of daily living equipment to support people to remain independent in their own home, prevent unnecessary hospital admission and to facilitate a timely discharge from hospital. With c.6000 pieces of equipment being handled each month across c.2000 activities. When equipment is no longer required, it is collected, recycled, and made available for re issue.

Provision of Equipment and aids for daily living is an essential component of the Health and Social Care system. An efficient Community Equipment Service can enable independent living, facilitate hospital discharge, prevent hospital admission as well as reducing overall costs to the system.

The objectives of the service are:

1. To provide a quality Service with high levels of customer satisfaction.
2. To ensure that Equipment orders are delivered on time, in full and are fit for purpose.
3. To deliver Equipment at times to suit the Service Users and Prescriber.
4. To provide a cost- effective Service that achieves good value for money on Equipment purchases through buying power and optimise reuse of Equipment, collection, and recycling.
5. To provide a reliable Equipment Service, trusted by clinicians to deliver.
6. To communicate effectively with clinicians, taking on board their views and providing information and training regarding new Equipment and procedures.
7. To offer a range of Equipment that is modern and keeps up to date with developing technology.
8. To ensure that there are no incidents of contamination or transfer of Health Care Associated Infections from any Equipment provided.
9. To maintain an exemplary safety record, with health and safety policies in place and implemented.
10. To offer equality of access to Services for the community.
11. To have a robust complaints procedure.
12. To provide good quality intelligence on changing patterns of demands and usage of Equipment when supporting Service Users at home. (m) To engage with Service Users and their families / carers and demonstrate their views are listened to in shaping the service

The expected outcomes are:

- Evidence of Service Users who are enabled to remain living in their chosen home.
- Evidence of parent Carers being enabled to meet the needs of their children themselves.
- A reduction in the number of Service Users requiring admission to hospital, residential or nursing care.
- Evidence of efficient hospital discharges facilitated by a responsive Equipment Service.
- Evidence that the provision of appropriate Equipment can in some cases prevent deterioration of a condition or the complications of additional related health problems.
- A reduction in the need for more complex / costly interventions such as housing adaptations.