



NHS Western Isles Policy

Health and Social Care Partnership

Community Equipment Service Store Policy

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1 Introduction

This Policy will define the requirements of NHS Western Isles and Comhairle nan Eilean Siar for the Community Equipment Service.

- It will define these requirements in relation to legislation, procurement/funding, storage, stock control, distribution, returns, cleaning, refurbishment, protection from cross infection and maintenance, health & safety and IT systems.
- This document will also define how individuals, who have been assessed as in need of equipment for independent living, will receive that service and the timescales within which they will receive it.

The Policy will play a crucial role in the ongoing monitoring of the service.

2 Policy Statement

The Community Equipment Service (CES) will be a crucial front-line service for the promotion of independent living.

3 Policy

3.1 Define Service Users

The NHS Western Isles (NHSWI) and Comhairle nan Eilean Siar (CnES) Community Equipment Service will provide a service to individuals who require support to maintain independent living in the community.

3.2 Define Prescribe

Health & Social Care staff belonging to the Partner organisations and relevant third sector organisations that assess and prescribe equipment shall hereinafter be referred to as 'Prescribers'.

Prescribers should also be aware of the **Joint Policy for Provision of Community Equipment**.

3.3 Areas of Operation

The Community Equipment Service offers the following:

- Delivery, assembly, installation and demonstration of a range of community equipment in the individual's own home as per prescribers' recommendations.
- Uplift of equipment.
- Maintaining stock levels.

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- Technical advice to Prescribers.
- Instruction on use of specific equipment.
- Production of agreed regular reports to the Health & Social Care Partners.
- Recycling and cleaning of returned items to agreed Health and Safety standards.
- Decommissioning/scraping of items no longer safe to recycle
- Communication with the prescribers.
- Record deliveries and asset equipment via the Electronic Loan Management System (ELMS).
- Support induction of new prescribers to familiarise them with equipment, ELMS system and store service operation.
- All written communication (leaflets etc) to Prescribers and individuals should comply with NHSWI and CnES requirements.
- Development and maintenance of the ELMS system.
- Development and provision of a range of ELMS training to meet identified needs of prescribers.
- Will prioritise requests in collaboration with the prescriber.

3.4 The Community Equipment Service will not:

- Assess need (prescribe).
- Move furniture to clear space to enable the installation of equipment.
- Carry heavy/bulky/awkward piece of equipment up flights of stairs e.g. hoists, community beds, specialist seating. There are other alternatives that can be considered by prescribers such as mattress elevator and knee brake, furniture raisers, bed rails.
- Maintenance and repair of existing electrical equipment (PAT + LOLER) will not be carried out by the Community Equipment Service. This is contracted by the Technical Services Department at Comhairle nan Eilean Siar to a private contractor and relevant insurance inspectors.

3.5 Accessing the Service

Business Hours

- The core business hours are:
 - Lewis & Harris: 9.00am - 5.30pm Monday - Friday.
 - Uist & Barra: 8.30am - 4.30pm Monday – Friday, except when CES staff travel to Barra where the business hours have to be flexible.
- A reduced service will be offered on weekends in Lewis & Harris

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- The delivery rota for routine equipment deliveries can be accessed via the partnership websites.
- The prescriber must complete and send in their order prior to 2pm the day before the planned delivery day to the area
- The Community Equipment Service stores are not manned permanently during working hours. They do however both have answering machine facilities and a shared work email system.
- In Lewis & Harris, only one morning delivery for equipment to hospital sites will be made each day

Ordering Equipment

- Prescribers will have access to the service via the Electronic Loan Management System (ELMS).
- It is the responsibility of the Prescriber to ensure that the details provided are accurate and specific instructions with regard to the individual contact details, equipment height, positioning, location etc. are given.
- The Prescribers will specify the urgency of the delivery:
 - Hospital discharge/end of life/prevent admission – will be between 0 – 2 working days.
 - Standard Order – these orders are delivered according to the delivery schedule.
- Non-stock equipment will be delivered in line with delivery timescale indicated by suppliers at the time of placing non-stock order. On receipt of non-stock (special order) the Community Equipment Service will ensure delivery to the individual on the next planned delivery rota day for that area and inform the prescriber of the planned delivery.
- Equipment for assessment purposes - The Community Equipment Service will deliver prescribed assessment equipment to an individual's home, or other specified location, to aid effective assessment.

The process for ordering equipment for this purpose will be:

- as per existing ordering procedures
- the Prescriber must use the dialogue box to indicate clearly that the equipment is required for assessment purposes
- If a joint visit is required with a Technician then the Prescriber should contact the Community Equipment Service Storekeeper to negotiate this and indicate this on the ELMS order.

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3.6 Delivery of Equipment

- The Community Equipment Service shall deliver the equipment specified on the order by the Prescriber, within the agreed timescales.
- All deliveries will be made by appropriately trained Community Equipment Services staff. These employees will wear an authorised identity badge, verifiable by the individual, bearing a photograph of the holder.
- The equipment must be delivered and fitted at the address indicated by the Prescriber, unless otherwise specified.
- The equipment will be delivered, fitted and trialed with the individual at their home address as advised, and should not be left with neighbours or in porches/sheds/garages unless specifically requested/agreed.
- Proof of delivery should not be requested of anyone other than the Service User and/or their immediate family.
- It is the responsibility of the Community Equipment Service to ensure that all equipment is assembled, installed and demonstrated unless advised otherwise by the Prescriber.
- Product information/instructions will be issued to all service users and CES staff will ensure that service users are aware of the instructions contained within it.
- Where possible the Community Equipment Service shall obtain a signature from the Service User as proof of delivery, fitting, adjustment of height, uplift, or other prescribed activity on handheld scanner.
- Service users will be made aware that equipment must not be passed on to anyone else and if no longer needed, should be returned to the Community Equipment Store.
- An automated ELMS email will notify the prescriber of the delivery.
- It is the responsibility of the Prescriber to ensure prompt follow-up following delivery to assess if the equipment meets the identified need satisfactorily.
- Immediate action must be taken by the Community Equipment Service if they have been advised by the Prescriber that the Service User is believed to be at risk, for any of the following reasons:
 - existing equipment is faulty or has broken
 - equipment that has been delivered is incorrectly fitted
 - If electrical equipment requires repair, the Prescriber should follow the procedure outlined in Appendix 1
- In the event that the equipment cannot be repaired, the Community Equipment Service will deliver a replacement.

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- If the Community Equipment Service finds during trial of equipment that there is a safety risk, they will remove the equipment and inform the Prescriber.

3.7 Retrieval of Equipment

- The Community Equipment Service will collect equipment from an individual's home on request from the person or Prescriber using ELMS or through a phone call from individuals who have used the service.
- The Community Equipment Service will adhere to the guidance on Decontamination of Equipment.
- Upon retrieval of equipment the Community Equipment Service will establish whether or not the equipment can be refurbished or requires servicing and take appropriate action to carry this out or implement the write-off procedure.
- The Community Equipment Service will ensure that all refurbished/recycled goods meet appropriate infection control standards prior to re-issue.
- Recycled goods will be placed back in stock following the recycling process. These items will be available for order immediately when they are added to the ELMS stock system.
- Retrieval, recycling rates, and written-off reports will be reported as required.

3.8 Recycling of Equipment

- The Community Equipment Service will adhere to the guidance on Decontamination of Equipment.
- Upon retrieval of equipment the Community Equipment Service will establish whether or not the equipment can be refurbished or requires servicing, and take appropriate action to carry this out or implement the write-off procedure.
- The Community Equipment Service will ensure that all refurbished/recycled goods meet appropriate infection control standards prior to re-issue.
- Recycled goods will be placed back in stock following the recycling process. These items will be available for order immediately when they are added to the ELMS stock system.
- If the equipment is deemed as unsuitable for re-issue, assessment of its viability will be conducted by the Community Equipment Service. The process will include the following aspects:
 - The opportunity to re-cover items, replace parts etc.
 - Items that are rusted and cannot be cleaned to the appropriate infection control standards will be written off.
 - Items not found at individual's homes, will be recorded on ELMS as irrecoverable.

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- Equipment items that are static stock (stock items that has not been issued for more than 3 years) or can no longer be issued (clinical reasons) will be reviewed by CES storekeeper and OTSM for decision on writing off.
- When unsuitability for recycling is confirmed, the Community Equipment Service will follow the procedure for writing off equipment:
 - High value idented equipment must be checked by the equipment servicing contractor (CnES Contract) to certify that it cannot be repaired. These equipment items will be recorded on ELMS as written-off/scrapped.
 - Low value equipment must be checked by the Community Equipment Service to certify that it cannot be repaired. These equipment items will be recorded on ELMS as written-off/scrapped.
- Items such as grab rails, personal care items such as bottom wipers, toe washers, long handles sponges and helping hand aids are marked at the point of delivery as single use, and as such written off at the point of issue.
- Retrieval, recycling rates, and written-off reports will be reported as required.

3.9 Maintenance

- All equipment, issued by the Community Equipment Service, must be delivered in a clean and safe condition.
- All hoists and bath lifts will be subject to Loler testing twice per year.
- All electrical equipment, required under legislation, will be tested on return to the Community Equipment Service as part of equipment servicing contract (CnES Contract).
- Should the Community Equipment Service be made aware of misuse or abuse, by individuals using the service, of any equipment, then the Prescriber must be informed immediately of the situation to enable the Prescriber to decide on replacement or alternative provision.

3.10 Health and Safety

Legislative requirements

The Community Equipment Service shall at all times comply with the requirements of Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1992, Electricity at Work Regulations 1989, Control of Substances Hazardous to Health Regulations 1994 and any other Acts, Regulations or Orders pertaining to the Health and Safety of employees (and persons liable to be affected by their undertakings), for staff based at the Community Equipment Service.

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Staff

- Throughout the duration of this Policy, the Community Equipment Service will have full regard for the safety of all persons and ensure that all sites and equipment under its control are kept in an orderly and safe manner.
- Where the nature of the services to be provided dictates the wearing of protective clothing, the Community Equipment Service shall ensure that these items are provided to and worn by employees in accordance with Health & safety guidelines.
- Such protective clothing shall be maintained and replaced as necessary.
- Appropriate training in relation to this matter should also be provided.
- The Community Equipment Service will be responsible for ensuring appropriate risk assessments on activities relating to Community Equipment Service staff are carried out and appropriate training provided if required.
- If for any reason Community Equipment Service staff believe that there is a risk to themselves, or the individual, in carrying out the requested activity, they should seek further instruction prior to undertaking the activities.
- Prescribers should highlight any risks related to the person or environment at the point of requesting equipment.

Visitors

The Community Equipment Service will only be responsible for their own staff within the Community Equipment Stores. Visitors to the store are by arrangement.

Service users

The Community Equipment Service will issue product information/equipment to the individual on delivery of equipment and demonstrate the use of the equipment unless otherwise advised by the Prescriber.

Hazard Notices/Recall notices

Upon receipt of Medical Device Alert /Recall Notices, the Store service manager will circulate relevant alerts and identify appropriate action for the service and communicate this to partners e.g., this may involve the removal of a stock product.

Transport

The vehicles used for transporting equipment will be kept and maintained in a serviceable and hygienic condition in accordance with Health & Safety guidelines by the Community Equipment Service.

The Community Equipment Service will ensure that appropriate precautions are taken to safeguard against clean goods being mixed with returned goods and will ensure that, wherever possible, cross infection risk is minimised.

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The Community Equipment Service will ensure that all vehicles are appropriately equipped with protective clothing/materials, which will allow staff to adhere to health and safety regulations.

3.11 Stock Items

The selection and approval of items as appropriate for supply, shall be made by the Community Equipment Service Advisory Group (CESAG). Decisions on selection and approval of items should reflect clinical and operational matters such as availability of current stock, write offs of current stock and cost.

The Community Equipment Service will maintain agreed minimum stock levels.

3.12 Personnel

The Community Equipment Service will ensure that all CES staff are appropriately trained and skilled in connection with their duties and will carry them out with due diligence.

In addition to the NHS Western Isles Corporate Induction Community Equipment Service staff will undergo specific CES induction training, which will cover the following aspects: -

- Equipment storage
- CES handheld devices and equipment stock control
- Equipment ordering procedures
- Equipment decontamination
- Repair and Servicing of equipment
- ELMS Asset management training
- Vehicle use and maintenance
- Installation and trial of equipment items

The Community Equipment Service shall ensure that all employees engaged in providing services adhere to NHSWI Policies and Procedures.

3.13 Finance

Operational Costs

The resourcing of the Community Equipment Service is the responsibility of the Health and Social Care Partnership. This will enable the CES to procure a wide range of standardised core equipment (and non-stock products as required) for people of all ages and needs including equipment assessed for by all relevant Health and Social Care staff, with an annually agreed budget which ensures appropriate levels of funding throughout the year.

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Purchase Process: Stock Items

The CES will where available utilise existing procurement frameworks such to get best value for purchasing of core stock items. Where this is not available orders will be placed from alternative suppliers considering factors such as supply times and carriage costs to get best value.

The Community Equipment Service shall maintain an electronic catalogue of all stock items including cost of item.

Non-Stock Items

The Prescriber will gain approval from their departmental manager for approval of non-stock items.

Recycled Equipment

The Community Equipment Service will ensure that effective arrangements are in place to maximise recycled stock for ordering.

4. Accountability and Responsibilities

4.1 Quality Management

Equipment supplied under the Agreement shall be delivered in a serviceable and clean, safe and hygienic condition.

The Community Equipment Service shall establish and maintain regular staff and Service User surveys of satisfaction then subsequently report the findings to the CESAG.

4.2 Complaints Procedure

The Community Equipment Service will follow the NHS Western Isles Complaints Procedure.

4.3 Service Development

Service developments will be supported by the CESAG.

4.4 Risk Register

The Occupational Therapy Services Manager will collate and escalate any risks associated with the service delivery.

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5 Implementation, Education, Training, Monitoring and Reviewing

5.1 Implementation

The Community Equipment Service will liaise with Prescribers and assist where possible with additional equipment training, relating to newly introduced product ranges/types

5.2 Education and Training

The Community Equipment Service will ensure that the web-based information sites include guidance and detail on the areas detailed below. The Community Equipment Service will ensure that this information is reviewed and updated regularly:

- Services provided
- Contact and location information
- Delivery rota

5.3 Monitoring and Reviewing

The Community Equipment Service will report as required to the Health and Social Care Partnership.

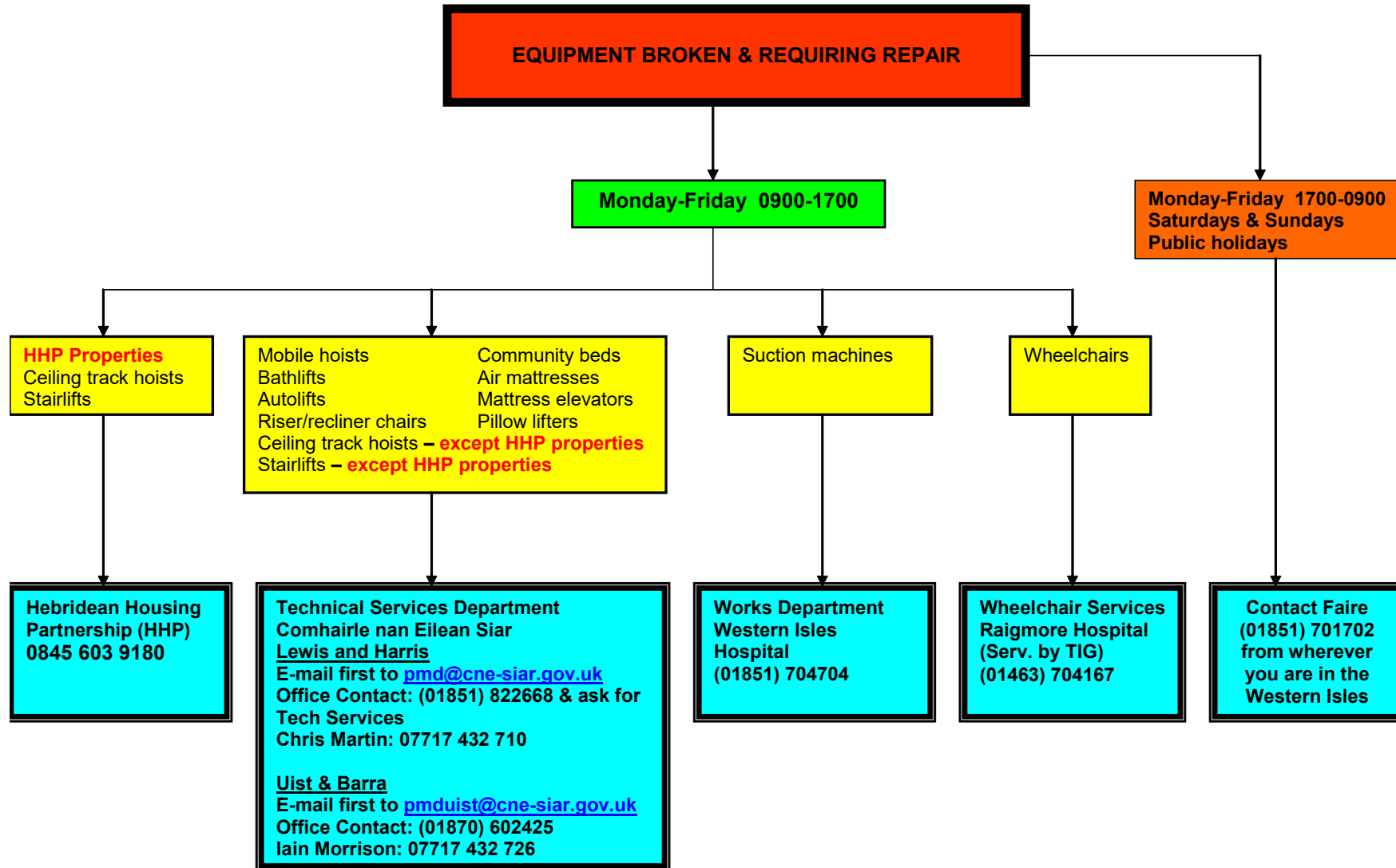
6 References

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COMMUNITY EQUIPMENT SERVICE - EQUIPMENT BREAKDOWN FLOWCHART



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7 Appendices

7.1 Appendix 1: Patient Focus Public Involvement

7.1a: Please show how this policy will address the area of patient focus and how you will deliver against the national programme for Person Centred Health and Care and how this will be monitored.

Assessments for equipment are person specific

7.1b: Please outline what steps have been or will be taken to involve the public in the development of this policy.

Public has not been involved

7.1c: Please outline what mechanism is most appropriate to ensure good governance regarding participation that relates to this policy.

Patients consent to assessment and provision of equipment and choice is encouraged where there is more than one option

7.2 Appendix 2: Fairness Assessment

Key steps for conducting a Fairness Assessment

1. Identify the key aims and outcomes of the policy.
2. Gather information and evidence around protected characteristics and identify the gaps.
3. Assess the impact: consider alternatives and mitigate negative impacts.
4. Involve and consult on impact assessment, internally and externally.
5. Make a decision: develop an Action Plan based on evidence.
6. Send to the Strategic Diversity Lead for sign off.
7. The final Fairness Assessed policy will be published on the NHS WI Show website.
8. Monitor and review the final assessment.

Section 1: About your Policy

Please answer the following questions:

1. Is this a new policy?

Yes No

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If yes, please explain why it is being done and what the effects of it will be.

2. Have you checked if there are any other current guidance on this topic in the Health Board?

Yes No

If the answer is No, please stop and check now.

3. Please list who is likely to be affected by this project and how they will be affected

Who?	How?
Patients	Recipients of equipment prescribed
Staff	Prescribers and CES Store staff

4. Please tell us how you are going to involve these people in the project

Review of existing policy will be shared with prescribers and staff for comment

Section 2: Protected Characteristics

These are about the people or groups of people whose rights are specifically protected under the 2010 Equalities Act.

This page gives you information on each of the nine protected characteristics.

1. Age

Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18-30 year olds, 65-80 year olds)

How will these groups be affected?
This policy positively affects all age groups equally

2. Disability

A person has a disability if s/he has a physical or mental impairment which has a substantial and long term adverse effect on that person's ability to carry out normal day to day activities.

How will this group be affected?
This policy positively affects all people regardless of the presence or absence of a disability

3. Gender Reassignment

The process of transitioning from one gender to another.

How will this group be affected?
This policy will positively affect people undergoing gender reassignment

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4. Marriage and Civil Partnership

Same-sex marriage has now been enshrined in legal statute, in England in March 2014 and in Scotland in December 2014. Both mixed-sex and same-sex couples can now marry in the eyes of the law, while respecting the freedom of religious bodies and celebrants not to perform these ceremonies. Couples in a civil partnership in England can now convert this into marriage in England, although this option is not yet available in Scotland. Civil partnership is not available to mixed-sex couples throughout the UK.

How will this group be affected?

This policy positively affects all people regardless of marital status

5. Pregnancy and Maternity

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. Under the terms of the 2010 Equality Act, action can now be taken in the civil courts when a person has suffered a disadvantage because of unfair treatment because of pregnancy, breastfeeding or having given birth.

How will this group be affected?

This policy positively affects all people equally

6. Race

Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

How will this group be affected?

This policy positively affects all people regardless of race

7. Religion and Belief

Religion is the term given to a collection of cultural belief systems based on narratives, traditions and symbols that give meaning to life and instil a moral framework of conduct. Belief includes religious and philosophical beliefs including lack of belief (e.g. atheism). Generally, a belief should affect your life choices for it to be included in the definition.

Does your proposal discriminate or disadvantage any religious or non religious group?

There is no discrimination or disadvantage towards any religious or non-religious groups

8. Sex (Gender)

A man or a woman (male or female).

Does your proposal discriminate between men and women, if so how and why?

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There is no discrimination between men and women in this policy

9. Sexual Orientation

Whether a person’s sexual attraction is towards their own sex, the opposite sex or to both sexes.

How will this group be affected?
 This policy positively affects all people regardless of sexual orientation

10. Negative Findings

If you have found negatives in the above assessments, how do you intend to deal with these and why?

No negatives found

Section 3: Human Rights

It is unlawful for a public authority to act in a way which is incompatible with a European Convention of human rights requirements. There are 15 protected rights which public authorities must ensure that they comply with in their policies, services and practices. Those listed below are the ones which can directly be affected by Healthcare provision.

- The right to life - protects your life, by law. The state is required to investigate suspicious deaths and deaths in custody.

Does your proposal affect this right?
 No

- The prohibition of torture and inhuman treatment - you should never be tortured or treated in an inhuman or degrading way, no matter what the situation.

Does your proposal affect this right?
 No

- The right to liberty and freedom - you have the right to be free and the state can only imprison you with very good reason for example, if you are convicted of a crime.

Does your proposal affect this right?
 No

- The right to a fair trial and no punishment without law - you are innocent until proven guilty. If accused of a crime, you have the right to hear the evidence against you in a court of law.

Does this proposal affect this right?
 No

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- Respect for privacy and family life and the right to marry - protects against unnecessary surveillance or intrusion into your life. You have the right to marry and raise a family.

Does this proposal affect this right?

No

- Freedom of thought, religion and belief - you can believe what you like and practice your religion or beliefs, so long as this does not harm others.

Does your proposal affect this right?

No

- No discrimination - everyone's rights are equal. You should not be treated unfairly because for example, of your gender, race, sexuality, religion or age.

Does your proposal affect this right?

No

Equality Lead's Use

Received for review: 5th June 2026

Checked by: T K Shadakshari, Lead Chaplain & Strategic Diversity Lead

Owner of Fairness Assessment: Sonja Smit & David Nicolson

Comments and recommendations: Checked the fairness assessment and found it satisfactory.

Signed:



Date: 5th June 2026

By Strategic Diversity Lead

7.3 Appendix 3: Audit Checklist

Audit Criteria	C	N/C	O	Comments
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The policy document is present in all locations required and is the current version.				
Staff know where the policy is located and can access it.				
Staff can demonstrate a working knowledge of the policy.				
Add additional criteria as required.				

KEY: C Compliance **N/C** Non-compliance **O** Opportunity for improvement

Auditor's Signature: Date Completed:

Auditor's Name:

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