

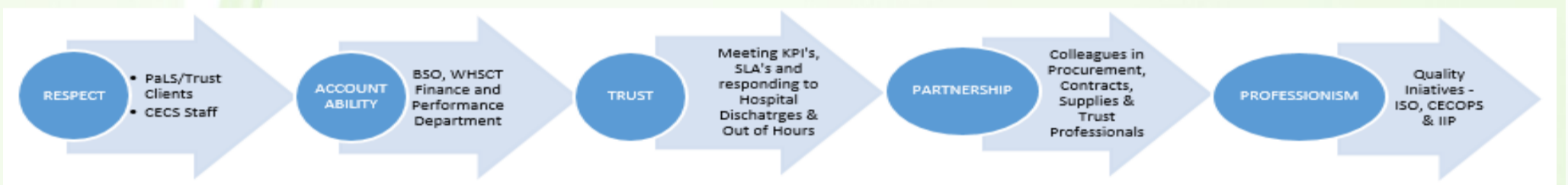
Team Name: PaLS Community
Equipment and Continence Service (CECS)
Campsie 4B





Nominating Manager: Louise Payne

Service Improvement of the Community Equipment & Continence Service to the WHSCT from PaLS CECS Campsie

Before	After
Community Equipment Service in the Western Trust was delivered in the Northern Sector by BSO Pals from a store in Gransha Park. In the Southern Sector of WHSCT in house arrangement with stores located in Omagh and Enniskillen.	One Centralised Service- Staffed by BSO PaLS (28 Staff) incorporating an in-house delivery service direct to clients home from 25,000sqft Warehouse in Campsie.
Service was fragmented, inefficient and inequitable due to different processes and availability of equipment.	Standardised process to ISO 2018 QS- Warehouse Management System introduced. Delivery Zones identified and schedules shared with trust professionals. One stock head instead of three allowing for an equitable service.
There were always waiting lists for community equipment- funded at year end.	Model of funding for stock changed after submission to BSO Board to allow PaLS to carry stock holding thus eliminating waiting list for stock Community Equipment. Achieving 99.9% of equipment available to meet demand first time requisitioned. Regular used complex equipment e.g. Mattresses, hoists and beds are help as a stock line in the new model.
Stores operated independently with 2 separate software databases.	One warehouse management system (Red Prairie) - One centralised database to record all barcoded equipment and record clients' loans. New community Information System purchased and Go Live 17 September 2018.
No home delivery service for Continence products- clients called to one of 17 pick-up points normally health centres where Trust staff manned at specific days and limited times.	Continence products now home delivered to 6500 clients in WHSCT. No longer any continence products held at Health Centres. Continence Database developed by BSO IT in collaboration with PaLS CECS Staff. Significant savings achieved alongside a greatly enhanced service.
Non Stock- No catalogue to advise Trust professional staff on availability of specialised equipment which tends to be expensive.	Introduction of an on-line catalogue available through Trust SharePoint to allow professionals to search under any category and order on line if a suitable piece of equipment is identified.
Decontamination- No automated decontamination machine available- process was manual cleaning.	Automated Decontamination Machine purchased and a bespoke Decontamination area planned and built to ensure work flow is efficient
No Quality Standard Recognition.	CECS Campsie recently attained the CECOPS accreditation- Community Equipment Code of Practice (independently accredited).
No formal monitoring of activity.	Monthly Key Performance Indicators maintained. Quarterly meetings with Senior WHSCT Finance & Performance staff. User group established

Corporate Missions, Values & Objectives 2018-21



Community Equipment - Value of Deliveries £3.034million	Community Equipment - Recycling Value £2.4million	Population Western Trust 320k	Non-Stock Value of Deliveries £2.55million
Continence Service - Value of Deliveries £882k	Community Equipment - Disposal Value £135k	BSO Pals Fleet - 8 Vans 	Non-Stock Recycling Value £1.52 million
Total CECS Value of deliveries £3.9 million 	Recycling Rate 94% of Value 	BSO Pals CECS Staff- 28 	Non Stock Disposals £223k Recycle Rate- 85% of Value

