

Important information for patients

- The equipment is on loan to you and has been checked prior to delivery
- Please refer to the enclosed information leaflet for the specific type of equipment you have been issued with
- During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff, the department or ward if you have any questions or concerns
- Please note that only patients who have been issued or prescribed the equipment are able to use it. Any other person using the equipment will void the insurance and could have implications on the patient it has been issued or prescribed to
- If the equipment that has been issued or prescribed to the patient is no longer required, then it must be returned to ICES by calling **0151 244 4380**.

Help us learn from your experience, let us know what we're doing well and any improvements that we can make to provide a better service.



Please complete our simple, online questionnaire by scanning the QR code.

All responses are anonymous and only used to help improve the quality of our services.

Integrated Community Equipment Service (ICES)

Centre for Independent Living
Unit 11, Brickfields, Huyton Business Park
Liverpool L36 6HY
0151 351 8710

Our patients matter

Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver. If you have any comments, compliments or concerns you can speak with a member of staff or contact our Patient Advice and Liaison Service (PALS) and Complaints Team.

Phone: 0151 471 2377

Freephone: 0800 328 2941

Email: palsandcomplaints@merseycare.nhs.uk

To request this leaflet in an alternative format or language, please speak to a member of staff.

Integrated Community Equipment Services (ICES)

Our Integrated Community Equipment Service (ICES) provides, collects, maintains and decontaminates community loan equipment for residents across the Knowsley area. Supporting clients with equipment to assist hospital discharge, prevent hospital admission, moving and handling, pressure care and end of life pathways. ICES provide and supply monthly continence products to the clients of Knowsley.

ICES work behind the scenes to support school nurses with the transportation of immunisations and the delivery of Knowsley internal mail.

You must let us know straight away if:

- The equipment is involved in an accident
- The equipment is lost or damaged or ill fitting
- You change your address
- You intend to emigrate
- You no longer need the equipment.

If you take the equipment abroad for a short time, you must pay costs resulting from loss, damage or repair during travel or while outside the United Kingdom. We recommend that you take out special insurance to cover any travel.

Conditions of loan

You have been provided with equipment following an assessment of your needs by an NHS or Social Services Health Practitioner. The equipment delivered is and remains the property of Integrated Community Equipment Services (ICES) and is on loan to you subject to the conditions detailed in this leaflet.

- The equipment should only be used as instructed and must not be altered in any way
- The equipment must only be used for the person it was issued to
- If you no longer need the equipment you must not dispose of it yourself, you should contact ICES to arrange for it to be collected
- Do not deface equipment
- You must not remove any identification labels from the equipment
- You must allow ICES or its nominated contractors to access the equipment for regular services and repairs
- The equipment must be kept clean and in good working order
- The equipment must be protected from damage at all times.

Equipment repairs

Some of the equipment requires regular maintenance and on occasions repair. The Equipment Service have trained staff that will maintain the equipment at set intervals and undertaken repairs if required. If the equipment is unable to be repaired, a replacement will be provided.

The service will pay for repair costs, except in cases of misuse or negligence. For servicing and repairs please contact ICES on: **0151 244 4380** or **ICES@merseycare.nhs.uk**

Emergencies

Please contact Integrated Community Equipment Services (ICES) out of hours on **07798 668 773** for emergency repairs:

Weekdays: 4:30pm until 8pm

Weekends and bank holidays: 8am until 4:30pm

For hoists, contact Prisim on: **07768 718 350** up until 10pm.