

Equipment that is not provided through ICES

This includes wheelchairs, communication aids, environmental control systems and specialist equipment loaned through hospital clinics. This type of equipment will have a label with the provider details.

Compliments, Concerns and Complaints

We welcome your views on the equipment service which can be made in writing to:

The Manager
NRS Healthcare
Unit 1a, Kestrel Place
Hinchingsbrooke Business Park
Huntingdon PE29 6FJ

Contact Details

Telephone 0845 121 3456 Fax 0845 121 4120

Email: enquiries@cambspeter.nrs-uk.net

Customer Service operates Monday to Friday, 8.00 – 18.00 and Saturday 8.00-16.00. Messages can be left on an answering service outside office hours.

If you would like a copy of this leaflet in large print, other languages or other formats, please call NRS on 0845 121 3456. Or write to them at their address above.

ICES Data Protection Privacy Notice

We collect and use your personal data in order to be able to provide these services and to carry out our public tasks described in the Care Act 2014. The aim is to ensure that we care for people for require these services. Please note that your personal data may be shared with Cambridgeshire Fire and Rescue Service, who may subsequently contact you regarding a Fire Service Safe and Well visit. Details about how we use the information you provide us with and the rights you have around this can be found in our privacy notices at www.cambridgeshire.gov.uk/privacy . If you have any queries, please contact the Data Protection Officer at data.protection@cambridgeshire.gov.uk . The national regulator for Data Protection is the Information Commissioner's Office: <https://ico.org.uk/> .



Cambridgeshire & Peterborough Integrated Community Equipment Service (ICES)

This leaflet is intended to provide information to people and their carers about the Integrated Community Equipment Service (ICES). ICES loans equipment to people who have been assessed and their needs could be met most appropriately through the provision of equipment. The periods of loan can be for short or long term providing the equipment is in regular use.

Who provides the ICES?

In Cambridgeshire and Peterborough the ICES is provided by a NRS Healthcare. NRS are contracted to provide this service on behalf of Cambridgeshire County Council, Cambridgeshire and Peterborough Clinical Commissioning Group and Peterborough City Council. If you need to have equipment provided to you from NRS your contact details will be shared with NRS so that they can make contact with you to arrange delivery of collection.

How can you help NRS?

There are several ways you can help NRS operate as efficiently and effectively as possible. Please could you:

- Ensure that someone is present at the house when NRS have arranged to deliver, collect or service equipment. You may telephone NRS to confirm the engineer's identity if you wish.
- Return equipment as soon as you no longer use it regularly.
- Have all the essential information about the equipment, such as the product number from the NRS label as well as the details from the manufacturers label when you contact NRS.
- Let NRS know if you change address.

How you can help with returning and recycling equipment?

If you are no longer using your equipment please contact NRS to arrange collection. If you leave a message on the answer phone please ensure you give all essential personal details i.e. name, address and telephone number so that NRS can call you back.

All items returned need to be complete including accessories such as batteries and battery chargers. NRS will collect bulky items and / or several items of equipment at the same time. For single small items that readily fit into a car and low value items of equipment it would help the service increase the rate of recycling if you, or a family member, or friend, could take the equipment to the nearest drop-off point. Alternatively small items can be posted to the address on the back page.

There are drop-off points at the following locations:

- Addenbrookes Hospital, Cambridge, CB2 0QQ
- Chesterton Medical Centre, Cambridge, CB4 1PX
- Brookfields, Cambridge, CB1 3DF
- Hinchingsbrooke Hospital, Huntingdon, PE29 6NT
- Princess of Wales Hospital, Ely, CB6 1DN
- Doddington Hospital, Doddington, PE15 0UG
- North Cambs Hospital, Wisbech, PE13 3AB
- Peterborough City Hospital, PE3 9GZ
- 5 Royce Road, Peterborough, PE1 5YB
- NRS Healthcare Kestrel Place Huntingdon PE29 6FJ

Please go to reception between at any of the above, 9.00am – 5.00pm, Monday to Friday to be advised where to take the equipment.

Please ensure the equipment is clean and labeled with the name and address of the person who had the loan of the equipment.

Important points of safety

Please could you:

- Ensure that you and your carers know how to use the equipment safely. If you do not know how to use it please contact the professional that assessed you and arranged for you to have the equipment.

Name**Tel no:**

- Keep the equipment clean and in good working order
- Report any faults or breakages as soon as possible
- Report any alterations to the original set up including; change of bed, additional pressure relieving devices or bed rails etc. as these may compromise the functionality of the device
- Ensure the equipment is used by the person it is issued to only. It should not be lent to anyone else and children should not be allowed to play with it
- Check hoist slings regularly for defects such as tears, loose stitching, frayed tapes or worn Velcro
- Remember that any electrical equipment should be checked regularly and lifting equipment serviced 6 monthly for safety and insurance requirements. If this is out of date please contact NRS, who will arrange for an engineer to attend.
- Please note that batteries will be issued free of charge on delivery where needed – subsequent batteries will need to be supplied by the user

What equipment is provided through ICES?

The types of equipment loaned through ICES include walking aids, equipment used in daily activities including bathroom, moving and handling equipment, telecare and some nursing equipment. You will be able to recognize all equipment provided by ICES as it will have an NRS label with a product number, a barcode with a unique identifying number.