

# Q&A with Hertfordshire Equipment Service (HES)



Below you will find a selection of frequently asked questions and their corresponding answers regarding the procedures and best practices for equipment provided by the Hertfordshire Equipment Service (HES). This section aims to support care homes and homecare providers by clarifying the correct handling, return, and disposal of equipment, ensuring compliance and safeguarding for both staff and the people they support.

- 1 Is any equipment provided by HES reusable by a care home if the person using it has passed away?** Any equipment issued by HES must be returned to HES as it has been specifically prescribed for an individual and not to be used by anyone else.
- 2 In the case of reusable equipment, what is the correct IPC procedure to be undertaken by the home?** The equipment will not be reusable as it is prescribed for an individual..
- 3 What do I do if I need to return equipment to HES?** Collection requests go to [Hes.Collection@hertfordshire.gov.uk](mailto:Hes.Collection@hertfordshire.gov.uk)
- 4 Will HES collect any equipment no longer in use when they drop off new equipment for another individual being supported?** To avoid any cross contamination with clean equipment in the van, collections are carried out after all deliveries have been completed.
- 5 What should a care home do with Slide sheets and Raised toilet frames?** These should be disposed of in the same way care homes dispose of any other items.
- 6 What advice should a Homecare provider give to a family who no longer needs equipment?** Privately purchased equipment, families can look into charity donation. Places like the Pad Project will take items and redistribute etc. <https://byoursidehomecare.co.uk/thepadprojectuk/>

