

## INFORMATION SHEET 14



# How to obtain and return aids and equipment



There may come a time when a person needs help to manage at home. This may be something very small, such as a grab rail or something as expensive as a hoist or stair lift. How does one go about obtaining these items? Who should one contact?

There are three main avenues open to carers - Redbridge Health Care Trust, London Borough of Redbridge or a private supplier of aids and equipment.

### REDBRIDGE HEALTH CARE TRUST

#### Continence Advisory Service 020 8970 5760

Referrals accepted from individuals, carers, relatives or professionals. The Continence Advisory Service will arrange for one of their staff to either see the client at Clinic or in his/her own home if (s) he is housebound. The needs of the client will then be assessed and arrangements made for regular delivery of pads. Clients will be informed how to dispose of used pads hygienically and safely.

#### Hospital-at-Home Service

Clients who require equipment such as commodes, bedpans, pressure relieving equipment, hoists or hospital type beds must be receiving care at home given by the Community Nurse who will organise supplying this equipment.

Once the hospital-at-home service is no longer required, carers or relatives can call **020 8970 5760** (the Continence Advisory Service number) They will arrange for any unwanted equipment to be collected.

#### Wheelchair Service 020 8970 5752



Referrals accepted from GPs, Occupational or Physiotherapists. The client will be seen by department personnel to assess his/her suitability for a wheelchair. If a client wants a motorised wheelchair there is very strict criteria which must be met to be eligible for one. There is a free delivery service. If a wheelchair has been supplied by this service and is being used by the person it was allocated to, it can be repaired and serviced free.

On receipt of a wheelchair, clients get a letter giving the repairers contact number, a reference number and information about the chair. Should you need to contact the repairer and your letter is mislaid call the Wheelchair Service who will be able to give you the relevant information.

The NHS Wheelchair Voucher Scheme is now in operation within Redbridge Health Care Trust. People who are prescribed wheelchairs but who would prefer a more expensive model than that supplied by the NHS can request vouchers towards the cost under this scheme. There are two options 'Partnership' and 'Independent'.

The 'Partnership' option enables the user to contribute to the cost of a more expensive wheelchair from a selected range. NHS will own the chair and be responsible for its maintenance.

The 'Independent' option enables the user to purchase the wheelchair VAT free. He/she will own the chair and be responsible for its maintenance.

When a chair which is owned by the NHS is no longer needed, call the Wheelchair Service to arrange return. Collections are organised by an outside contractor. Date and time of collection depends on the contractor's schedule.

### **Occupational Therapy (OT) Tel: 020 8970 8466**

Referrals accepted from Consultants and GPs. Client is seen for an initial assessment (and rehabilitation if appropriate). Equipment and adaptations may be requested from social services by the Occupational therapist following assessment and the delivery and fitting is organised in liaison with social services.

To return items call the Occupational Therapy department who will be happy to make arrangements with you to discuss collection.

If items are loaned from the OT department's own stock, a Loan Form must be completed and a time scale agreed. At the end of the loan period a check is made with the client to make arrangements for the return of the equipment.

Physiotherapy Department/Community Physiotherapist (Physio)

Referrals accepted from Consultants and GPs respectively. Clients are assessed for any aids needed and these are supplied by the department. To return unwanted items, please call the Physio department on: **020 8970 8363**.

## **LONDON BOROUGH OF REDBRIDGE**

### **Occupational Therapy 020 8708 7333**

Referrals accepted from individuals, social workers and other professionals. The client is assessed for the necessary equipment and delivery is arranged by the OT.

However, items costing less than £30.00 must be paid for by the client. If you need more than one such item you will be asked to pay for all of them if they are each under £30.00.

To return equipment no longer needed, telephone Community Care Advice Centre on **020 8478 3020** and ask to speak to the OT department. Although each item is

originally sent out with a label giving return details, these can go astray. Arrangements can be made to collect items from the client's home.

## **ORGANISATIONS SUPPLYING EQUIPMENT**

There are several companies who supply items of equipment. However, if possible you should get some professional advice from a qualified nurse, physiotherapist or occupational therapist about the type of equipment you need. Otherwise you may find yourself spending money on items that do not benefit the client.

### **Keep Able (formerly Care & Mobility)**

- ☞ 440 Cranbrook Road Gants Hill, Ilford IG2 6LL Tel: **020 8518 3458**
- ☞ Sells many aids both large and small. Deals with new and second-hand wheelchairs etc. Literature and information available on request.

The following companies supply both new and reconditioned equipment:

Local organisations which will loan equipment.

#### **British Red Cross**

- ☞ Local Medical Loan The Exchange Tel: **020 8518 9220** alternatively the Head Office Tel: **020 8518 9210**

#### **Shopmobility at the Exchange**

- ☞ Tel: **020 8478 6864** for details of the scheme

PLEASE NOTE: The inclusion of any organisation or company in this information sheet is not an endorsement of their products.

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