

## INFORMATION LEAFLET

APRIL 2014

### A GUIDE TO HEREFORDSHIRE WHEELCHAIR & SPECIALIST SEATING SERVICE

#### What is the purpose of the Wheelchair Service?

The purpose of the Wheelchair service is to meet the Clinical needs of individuals with a permanent physical disability and requirement for a wheelchair to promote independence to allow them to carry out daily activities predominantly in their home.

#### How does the Wheelchair Service know who it can provide for and what it can provide?

The Wheelchair Service has strict guidelines to determine who it can provide equipment for. Unfortunately, it cannot provide wheelchairs for everyone. Its resources are targeted at those who need wheelchairs to help with independence and daily living activities in their home. The wheelchair service is supported by eligibility criteria. This sets out the areas of need we are able to support and those that we cannot. A copy of the eligibility criteria can be made available to you on request.

#### What does the Wheelchair Service do?

We supply a wheelchair service for residents who are registered with a Herefordshire General Practitioner (GP).

We offer a comprehensive service for those who have a permanent disability or medical condition, lasting more than 6 months, which significantly impairs their ability to walk around the home.

The service can provide you with:

- Assessment, reviews and advice from fully qualified staff.
- A suitable wheelchair from an agreed list, if eligible.
- Training and information on its appropriate use.

- A pressure relieving cushion for full-time wheelchair users when required.
- Adequate support to maintain posture, pressure relief and comfort, where necessary.
- Appropriate alterations and adjustments, as required.
- Maintenance, servicing or replacement of the equipment, as required.

### Who can refer you to the Wheelchair Service?

A qualified healthcare professional involved with your care can refer you to this service, for example:

- GP
- Community Nurse
- Occupational Therapist
- Physiotherapist

### Method of referral into the Wheelchair Service

A specific referral form is required to refer into the Wheelchair Service. This can be obtained from the Wheelchair Service. The minimum set of information that is required to be completed for the referral to be accepted:

- Client's name, address, date of birth, and contact details.
- Referrer's name, address, contact details and signature.
- Name, address and contact details of the client's GP.
- Client's diagnosis and resultant disability.
- Any relevant medical history.
- Client's height and weight.
- What is the client's current mobility situation is.
- The client's goals; what they will use the wheelchair for.

### **What happens when we receive the referral?**

When the referral has been received, the wheelchair Service will review the information provided against the eligibility criteria and prioritise according to your clinical need. It may be necessary to see you for an appointment to assess your wheelchair needs; and if your requirements are considered more complex you may be seen at one of our specialist clinics. You will be contacted to arrange any appointment that is considered necessary.

### **How can I change an appointment?**

If you are unable to attend your agreed appointment, please contact the Wheelchair Service as soon as possible to re-arrange.

If you fail to attend without notifying the service, you may be discharged or offered another appointment at the discretion of the service. If you fail to attend two appointments without notifying the service, you will be discharged.

### **Where will I be seen?**

You will be seen at a place that is most appropriate for your needs. This could be at your home, school, college, day centre or at one of our clinics. However, if you are able to travel into clinic, this would be helpful for service efficiency. An appointment will be made which will provide all the information required for you to attend. If you have problems with transport to get to an appointment, please contact the Wheelchair Service to discuss.

### **Who will I see and what will happen at my appointment?**

You will be seen by a specialist Occupational Therapist and/or a Rehabilitation Engineer. In the more specialist clinics it could also include a Seating Technologist and a Consultant in Rehabilitation Medicine.

Appointments usually take up to an hour, but in some cases it may be longer. Your needs will be reviewed with you and the most appropriate way forward agreed. If further appointments are necessary, you will be advised. If equipment is required, this will be ordered for you. Handover of this equipment may mean a further appointment.

When you receive your equipment you will be provided with a handbook about the equipment and details of our Approved Repairer Service.

## How do I maintain the Wheelchair?

Details of our Approved Repair Service will be given to you at the time your NHS wheelchair is issued. All repairs to issued wheelchairs, through our Approved Repair Service, are free of any charge. This also includes an annual service for powered wheelchairs and a service every 3 years (minimum) for manual wheelchairs.

If a more complex repair is needed to your wheelchair, it may be necessary to bring the wheelchair into the workshop to carry out the work. We will do our best to supply a temporary alternative and ensure the repair is carried out as quickly as possible. This may not always be possible.

If there is any evidence of neglect or misuse of the wheelchair, then the Wheelchair service may consider charging for the repair. If this continues it has the authority to withdraw the wheelchair.

## What is the Voucher Scheme?

The Voucher Scheme aims to give a wider choice by allowing you to contribute to the cost of a more expensive wheelchair, such as a light-weight manual.

An information sheet about the scheme is available from the Wheelchair Service.

## How can the Wheelchair Service be contacted?

Our contact details are listed at the end of his leaflet.

If you require an interpreter or hearing support, please contact the service as soon as possible so this can be arranged.

Please be aware that the Wheelchair Service is not a drop-in clinic. The service operates an appointment basis service.

We welcome your feedback. If you have any queries or would like to be involved in developing the service please contact us. We can also provide information on the Herefordshire Wheelchair User Group which meets at regular intervals and is open to anyone who wishes to attend.

## Privacy and Dignity

The Wheelchair Service will make every effort to protect your privacy, dignity and confidentiality while we are seeing you. If you have any specific concerns or requirements, please contact the service before your appointment so we can do our best to accommodate your needs.

## Wheelchair Service contact details

Herefordshire Wheelchair & Specialist Seating Service,  
Vaughan Building,  
Ruckhall Lane,  
Belmont,  
Hereford.  
HR2 9RP

Telephone: 01432-363903

Email: [wheelchair.service1@nhs.net](mailto:wheelchair.service1@nhs.net)

Fax: 01432-363959

Monday to Friday 8.30am to 4.30pm

During busy periods your call may be diverted to an answer phone.

## Wheelchair Service Approved Repairer & Delivery Team

TPG Disable Aids,

Plough Lane,

Hereford.

HR4 0ED

Telephone: 01432-351666

