

Provision of Wheelchairs for Care Homes

Which homes are categorised as a care home?

All nursing and residential homes are categorised as care homes.

Will you supply a wheelchair for portering use or for family to take the resident out?

No. If a resident does not have the ability to self propel or operate a powered wheelchair it is the responsibility of the care home to provide a wheelchair for that resident.

What if the resident cannot sit in a standard armchair?

The Care Home is responsible for providing appropriate seating for the resident. Postural supportive armchairs are available e.g. Care Chairs. Care chairs also have casters which enable the resident to be moved around the home or garden. A wheelchair is not a replacement for an armchair.

Which of our residents are entitled to a wheelchair from the wheelchair service?

Residents with the following mobility needs would be entitled to an assessment from our service.

- **Postural needs:** If a resident has significant postural needs and is unable to sit independently in a standard wheelchair the resident can be referred to our service for assessment.
- **Self Propelled Wheelchair:** If a resident has the physical and cognitive ability to be able to self propel safely, they can be referred to our service.

- **Powered Wheelchair:** If a resident has the physical and cognitive ability to be able to operate a powered wheelchair safely, they can be referred to our service.

For a resident to be eligible for a powered wheelchair they must fulfil our full criteria which includes a driving assessment.

Who do we contact if we require a wheelchair for short term use only?

If a wheelchair is required for short term use one can be hired from the British Red Cross or mobility shop.

Who do we contact if a wheelchair provided by your service no longer meets a resident's needs?

Please contact the wheelchair service if a resident's needs have changed.

What do we do if one of your wheelchairs develops a fault?

Please contact our approved repairer Ross Care Tel: 01502 448910. This service is free of charge.

What happens when the resident no longer requires the wheelchair?

Please notify the Wheelchair Service so we can arrange collection of the wheelchair, cushion, and all accessories. The wheelchair remains the property of the Wheelchair Service and should NOT under any circumstances be used for another resident.

Who owns wheelchairs provided by the Wheelchair Service?

The wheelchair remains the property of the Wheelchair Service. The wheelchair is on loan to the resident of the care home and not to the care home itself.

Compliments, concerns or complaints

Tel: 01502 445447

Email: patientliaison@ecchcic.nhs.uk

Or write to:

PALS, East Coast Community Healthcare,
Hamilton House, Battery Green Road,
Lowestoft, NR32 1DE



If you would like this leaflet in large print, audio cassette, Braille or in a different language, please contact us on **01502 445447**.

Jej šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tłumaczeniu na język polski, prosimy o kontakt z pod numerem telefonu: **01502 445447**.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosim kontaktujte ovou na telefonním čísle **01502 445447**.

Bu yayinin kendi dilinizde bir nüshasını isterseniz, lütfen **01502 445447** nolu telefondan ile temasa geçiniz.

Se pretender uma cópia desta publicação no seu idioma, por favor contacte no número **01502 445447**

WHEELCHAIR SERVICES

Information for Patients

ECCA **01493 809977**

ROSS CARE **01502 448910**