

PATIENT INFORMATION

Wheelchair Service

Information for Users, their Families
and Carers



Name of Client	
Name of Therapist	
Wheelchair (Type & size)	
Wheelchair NSV Code	
Wheelchair Ref number	
Wheelchair Serial number	
Wheelchair Service Tel No	01695 556492

RETURNING EQUIPMENT

When the Wheelchair is no longer required, please make sure that it is returned to the Wheelchair Service complete with any footplates, base cushions, back cushions or harnesses that were issued with the chair.

Please contact the Wheelchair Service on 01695 556492 to make arrangements for everything to be collected.

Thank you.

CONDITIONS OF LOAN AND PATIENT INFORMATION

Chorley, South Ribble, West Lancashire and North Sefton Wheelchair Service is based at:

Unit 2
Pendle Place
Pimbo West Industrial Estate
Skelmersdale
WN8 9PN
Tel: 01695 556492

If you have any queries, do not hesitate to contact the Service.

CONDITIONS OF LOAN

The equipment belongs to Southport and Ormskirk NHS Trust and is loaned to you subject to the following conditions.

- The equipment must be returned or given up for repair as soon as we ask you to do so.
- You must let us know straight away if you ever have no further use for it; you must not dispose of it yourself.
- The equipment must be kept clean and in good working order.
- The equipment must only be used to carry the person for whom it was issued.
- The equipment must be protected from damage at all times.
- You must not have it altered or have any attachment fitted without getting our approval first.
- You must let us know straight away if:

- the equipment is involved in an accident
 - the equipment is lost or damaged
 - you change your address
 - you intend to emigrate
 - you no longer need the equipment
- If you take the equipment abroad for a short time, you must pay any costs resulting from loss, damage or repair during travel or while outside the United Kingdom. We recommend that you take our special insurance for this purpose.
- **Please note** - the restraint belts fitted to the wheelchair are not to be used for restraint while travelling in a car, bus, train or other transport.

WHEELCHAIR REPAIRS

We have skilled maintenance and repair staff who will either repair your chair at home or supply a replacement chair until repairs can be carried out.

Repair costs will normally be paid by us except in cases of misuse or negligence.

Contact the Repair Service on 01695 556492.

EMERGENCIES

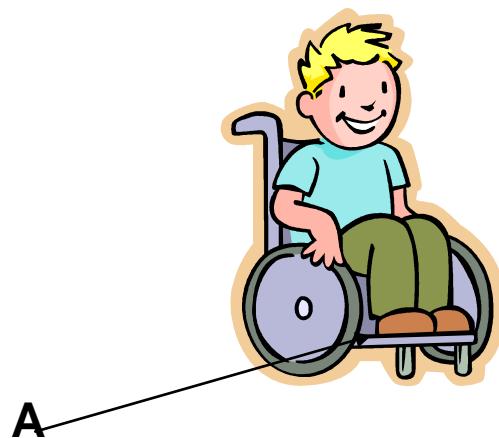
Contact the Repair Service on the above number.

Please sign below to agree to the conditions of loan.

Signature Date

Attention, Wheelchair user!

Pay attention to the position of your footplates. The wheelchair user should be sitting with their thighs horizontally on the seat cushion and their hips and knees at right angles (as in diagram).



If this is not being achieved, the height of the footplates can be altered by loosening the nut (A) with a spanner and set to the correct height. The nut should then be retightened securely.

Important!!

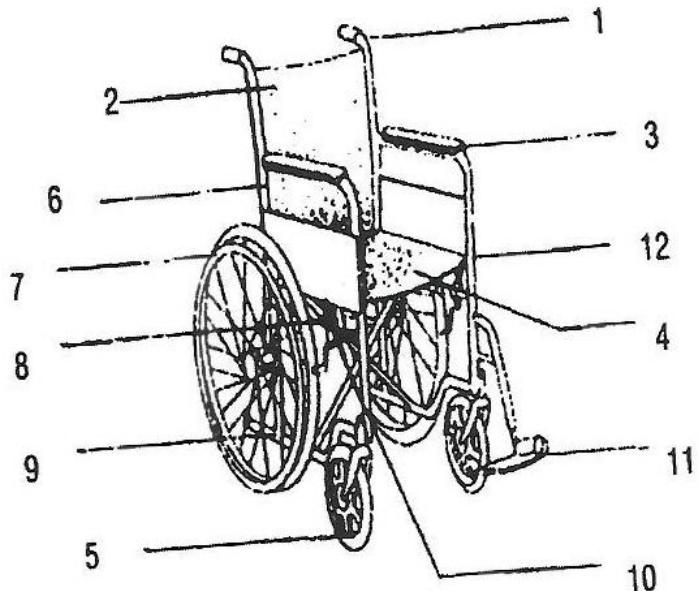
It is not advisable to remain seated in a wheelchair while travelling in a motor vehicle. The Wheelchair Service cannot approve this practice and will take no responsibility for any injury sustained in these circumstances.

Arrangements for school transport should observe the guidelines issued by the Department of Transport's publication VSE 87/1 and the Department of Health Report No MDD/92/07.

INSTRUCTIONS FOR PATIENTS

This wheelchair is on permanent loan to you. It has recently been serviced and should not require any attention during the period of loan. **Please do not make any adjustments.**

Wheelchair parts –



1. Push handle
2. Backrest canvas
3. Armrest
4. Seat canvas
5. Front castor
6. Lever to fold backrest
7. Handrim
8. Rear propelling wheel
9. Tipping lever
10. Brake lever
11. Footplates
12. Armrest release lever

USING YOUR WHEELCHAIR

To open the chair –

1. With the chair in front of you, push the armrests (3) outwards, about 12" apart.
2. Keep fingers turned towards the middle of the seat. Push down with the flat of the hand on the two sides of the seat until the chair is completely open.

To close the chair –

1. Turn the footplates (11) to the upright position and remove any cushions from the seat or backrest

2. Grasp the middle of the seat canvas (4) at the front and back and give a sharp pull upwards.
3. Press the armrests inwards (together) until the chair is fully closed.

SAFE USE OF THE WHEELCHAIR

1. Ensure that the brakes are applied to both wheels before trying to sit down on or leave your chair.
2. Before sitting on or leaving the chair, ensure the footplates are out of the way by swinging them to the side or lifting them off.
3. When moving in the wheelchair, put the footplates into position, ensure they clip into place and rest your feet on the plates.
4. Do not use the footplates as a step when getting out of the chair. Take care not to lean forward if sitting towards the front of the seat when your feet are on the footplates as there is a risk of the chair tipping.
5. Do not forget – always put both brakes on when the wheelchair is stationary.
6. Ensure that blankets and clothing are not in the way of the wheels.
7. When going through doorways, ensure that elbows and hands are not in the way of door frames.

OUTDOOR USE OF WHEELCHAIR – ADVICE FOR ATTENDANTS

There are several ways of getting a wheelchair up and down a kerb.

To get up a kerb –

1. When the footplates are barely touching the kerb, the attendant can push down the tipping lever (9) with one

foot and, at the same time, pull the handle (1) toward himself so that the wheelchair tips backwards enough for the front castors (5) to lift off the road and come down on the pavement.

2. With the push handles held firmly, the attendant should push the wheelchair forward onto the pavement.

To go down a kerb –

1. Turn the chair round so that the chair back is to the kerb.
2. Lower the back wheel onto the roadway then lower the front castors.

It is important not to tip the chair forward as the occupant may fall out.

Crossing a road –

1. If at all possible, cross at the Pedestrian Crossing.
2. Allow yourself more time to cross the road when pushing a wheelchair than you would do normally.

Folding the backrest –

1. To fold the backrest, stand behind the chair, grip the two small levers positioned on each side of the backrest (6) and slide them upwards. Fold the backrest down.
2. To put the backrest into the upright position, push the handles (1) upwards and then slide the levers down.

Removable armrests –

Removable armrests may be removed to enable you to transfer in and out of the chair more easily or when putting the chair into a car boot.

1. To remove – turn the armrest lever (12) upwards and, at the same time, hold the armrest at the centre and lift it out of its sockets.

2. To replace – put the front armrest tube into the main frame socket first, then put the rear armrest tube into its socket. Press down on the front of the armrest until it is firm and you hear a click. Check the armrest is locked in place.

If you need any assistance with your wheelchair, please contact the Wheelchair Service on Tel 01695 559142.

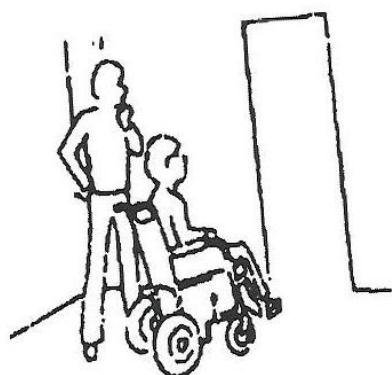
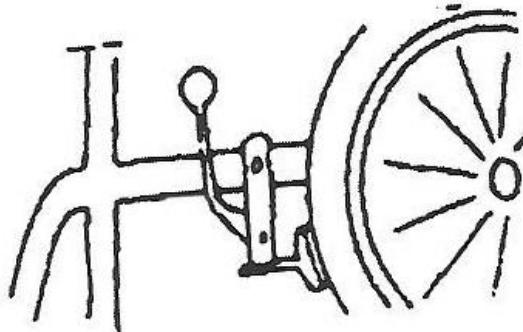
If your wheelchair needs repair, please contact the Repair Service on Tel 01695 556492.

SOME SAFETY GUIDELINES

Remember, the wheelchair user's comfort and safety depends on you. Always:

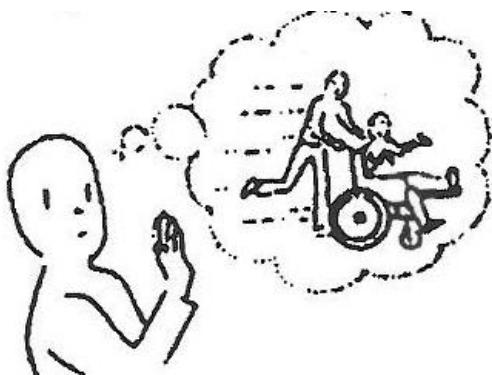
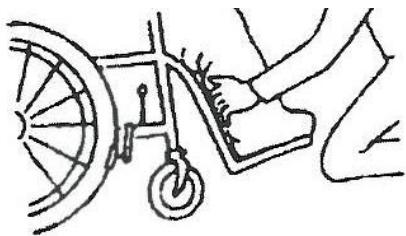
Apply brakes at the proper time, eg use them when:

- ✓ Waiting or resting
- ✓ Transferring or lifting
- ✓ Leaving the chair unattended



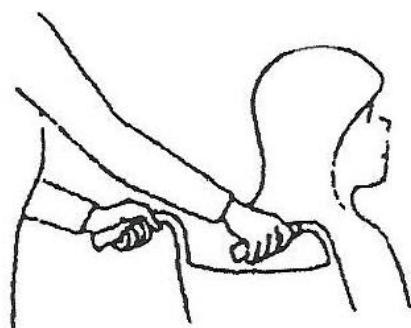
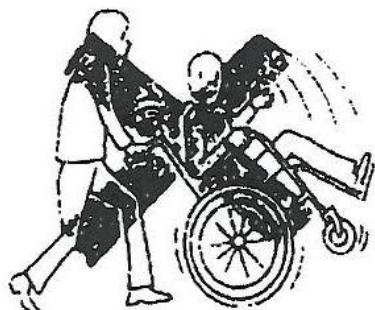
Check the position of his or her legs, feet and arms to prevent injury. Put feet on footrests.

Tuck in any clothes, rugs etc before you set off. Check that fingers cannot be caught in wheels.



Aim for a smooth, steady move, avoid rough handling, rushing, quick turns etc.

Use both hands to ensure safe control and balance.

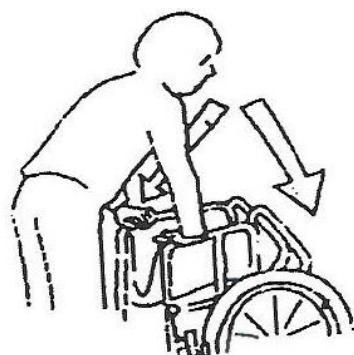


Never tip the chair forwards or too far back.

KNOW HOW TO FOLD, UNFOLD AND STOW THE WHEELCHAIR

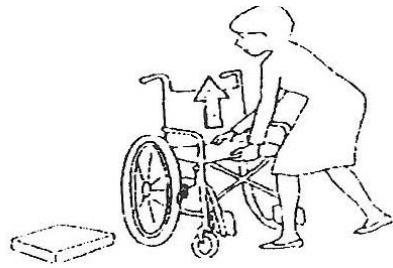
To unfold most wheelchairs:

- Push down and out on the side edges of the seat, keeping fingers inward.
- Don't force open a chair and never put your fingers between the frame and the seat.



To fold most wheelchairs:

- Turn footplates upright and rotate out (or remove).
- Pull upward on the seat or use the grab handles.



TO STOW MOST WHEELCHAIRS IN A CAR BOOT

- Remove cushions, armrests and other removable parts.
- Fold the wheelchair, including backrest.
- Apply brakes to prevent wheel from spinning.
- Bend your knees, keeping your back straight.
- Grip the chair by the frame with one hand forward and one back.
- Lift the chair and balance it on the car boot edge, then slide it into the boot.

WHEELCHAIR USERS' RIGHTS

- The right to receive a list of services provided by the Wheelchair Service.
- The right of information about services and the ways they are provided that is easy to understand.
- The right to know how to obtain information and to be able to obtain it easily.
- The right for wheelchair users and their carers to have their needs assessed and to know how to obtain an assessment.

- The right to know who makes decisions about prescriptions for wheelchairs, accessories and appropriate adaptations, and the criteria on which decisions are made.
- The right to emergency repairs within 24 hours and other repairs within 3 days.
- The right to give opinions on the quality of services provided and to have any views recorded.
- The right of access to a complaints procedure and information about how to find out about it.
- The right to confidentiality, access to information about yourself held on file and to know on what basis it might be shared with others.
- The right to appropriate help for people with hearing or visual handicaps when they receive explanations of services and to advocacy when this is requested.
- The guarantee that these rights for wheelchair users and their carers will be upheld.

NOTES

During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department Manager/Sister/Charge Nurse if you have any questions or concerns.

REHABILITATION

If you have any concerns or questions regarding your rehabilitation, please contact the Director of Rehabilitation, on tel no 01704 547471.

INFECTION CONTROL REQUEST

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

SPECIAL INSTRUCTIONS

ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:

CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION

Your own GP –

OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:

NHS 111

Stop Smoking Helpline (Sefton) - 0300 100 1000

Stop Smoking Helpline (West Lancashire) - 0800 328 6297

**Please call 01704 704714 if you need
this leaflet in an alternative format**

Southport and Ormskirk Hospital NHS Trust

Ormskirk & District General Hospital
Wigan Road, Ormskirk, L39 2AZ
Tel: (01695) 577111

Southport & Formby District General Hospital
Town Lane, Kew, Southport, PR8 6PN
Tel: (01704) 547471

FOR APPOINTMENTS

Telephone (01695) 656680
Email soh-tr.appointments@nhs.net

Please remember to complete the **attached Friends and Family Test**.

Alternatively, you can complete the *Friends and Family Test* on-line by going to: southportandormskirk.nhs.uk/FFT
Thank you

Author: Yvonne Baron
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