



**Bridgewater
Community Healthcare**
NHS Foundation Trust

A decorative graphic on the left side of the page, consisting of several overlapping, angled bars in shades of blue, yellow, teal, purple, and magenta. These bars transition into horizontal bars on the right side of the page.

Warrington Wheelchair Service

**Repair, maintenance, and
safety of your NHS wheelchair**

Wheelchair Service

The wheelchair and any accessories we have loaned to you belong to the Wheelchair Service. They have been loaned to you based on the 'conditions of loan' document you received at your handover appointment.

The Wheelchair Service provides repairs and maintenance free of charge to any NHS issued wheelchair and associated equipment.

It is your responsibility to keep your wheelchair in a clean condition and report any faults to the service as soon as they happen.

If you are experiencing any difficulties with your wheelchair or accessories, please contact the Wheelchair Service on 01925 946080 to arrange a reassessment.

Repairs and maintenance

We ask that you take care of your wheelchair, as you may be liable for any costs due to misuse, neglect or loss.

Repairs can be carried out at your home address, place of work, school, or day centre within the Warrington area. You can also bring your wheelchair in to the Wheelchair Service in Warrington for a repair if you prefer.

Standard repairs are carried out within three working days of receiving the request; emergency/urgent requests are carried out within 24 hours.

Emergency/urgent needs are classed as full-time active users, who are at risk/harm due to significant equipment failure (complete immobility of the wheelchair or where there is risk of collapse of the equipment and therefore harm to the service user).

There may be a delay in carrying out repairs to some specialist wheelchairs and seating units if parts need to be ordered from the manufacturer. However, we will always try to carry out a safe temporary repair so you can use your wheelchair until we receive the parts.

If we are unable to carry out a safe temporary repair, a standard wheelchair may be loaned to you until your chair is repaired; this will depend on availability and if the standard wheelchair meets your clinical needs.

How do I request a repair?

You can arrange a repair by contacting the Wheelchair Service on 01925 946080 or by email at:

alwch.warringtonwheelchairservice@nhs.net

Opening hours are Monday to Friday 8am-4pm.

Please be aware that we are unable to carry out roadside repairs or recovery if you have a breakdown.

Our out of hours repairs service is provided by Rosscare. They can be contacted by telephone or email Monday to Friday from 5pm to 11pm, and on Saturday and Sunday from 8am to 11pm:

Telephone number: 0151 653 6000

Email: repairs.wallasey@rosscare.co.uk

Important information

- The touching up of paintwork and tyre pressure maintenance is not included in the repair contract.
- When we arrange the repair visit, we will let you know if the visit is in the morning or the afternoon.
- All Wheelchair Service employees must wear or carry an identification badge/card with them. We strongly advise you to check the staff members identification before you allow them into your home.
- Every effort will be made to carry out the repairs to your wheelchair on site. However, it may be necessary to call back a second time to complete the repair. In some instances, we may need to collect your wheelchair and repair it at our workshop.
- If we are unable to repair your wheelchair, we will loan you a standard wheelchair if one is available and meets your clinical needs. However, we cannot guarantee that an identical model will be issued. Unfortunately, a loan is not possible for powered wheelchairs and is not always possible for bespoke wheelchairs.
- It may be necessary for you to transfer out of the wheelchair to allow the engineer to repair it. It will be your responsibility to arrange this, as for safety reasons, the engineer will not be able to transfer you.
- You must allow the authorised repairer and Wheelchair Service staff to carry out face to face inspections/reviews of your wheelchair.
- We may ask you to put animals in another room during the visit.
- We ask you not to smoke during the visit.

Please note: the authorised repairers cannot replace your wheelchair or make any comments or recommendations regarding the suitability of your current equipment.

If you feel that your wheelchair is unsuitable for your needs, or you have outgrown your wheelchair, you must seek advice from the Wheelchair Service admin and clinical team by ringing 01925 946080.

Planned preventative maintenance

Your NHS wheelchair will receive a regular maintenance inspection; this is every three years for a manual wheelchair and every 12 months for an electric powered wheelchair.

You will be contacted by the Wheelchair Service to make an appointment for the maintenance to be carried out; this will be a date and time agreed with you.

The planned maintenance can be carried out either in your own home, school, day centre, or at the Wheelchair Service if you prefer.

How do I request a collection of my wheelchair?

Wheelchairs issued by the NHS remain the property of the NHS throughout their lifespan and must be returned when no longer used or required.

You can contact the service to request a collection of your wheelchair on 01925 946080 or by email at:

alwch.warringtonwheelchairservice@nhs.net

Wheelchairs can also be returned to the Wheelchair Service at Europa Point in Warrington if this is better for you.

If your wheelchair or cushion no longer meets your needs, or if you are concerned about pressure areas and/or your posture, please contact the Wheelchair Service to arrange an assessment review.

Safety advice

Please observe the following safety advice:

- Read the user manual and supporting information thoroughly. If you have any queries about any of this information, please contact the Wheelchair Service
- You will risk tipping the wheelchair if:
 - You stand on the footplates
 - You try to go forwards down a step or kerb onto the front castors
 - You travel at speeds more than a brisk walking pace
- When unfolding and folding your wheelchair, take care your hand or fingers are not placed between moving parts, so they do not become trapped
- When straightening the wheelchair backrest, make sure the levers are pushed down fully (where applicable)
- Always apply your wheel locks/brakes before transferring to or from your wheelchair
- Do not try to slow down or stop your wheelchair by applying the wheel locks/brakes
- Do not use your wheelchairs on stairs
- Never use an escalator to move your wheelchair between floors.
- Never attempt to lift a wheelchair by its armrests or footrests, or any other part that is easily detached
- Never use your wheelchair after drinking alcohol
- Inform us if you have any adverse reactions to any equipment
- Take care when using your wheelchair in places you are not familiar with, and on rough ground; avoid grids, potholes
- Do not use your wheelchair in snow, ice, or on the beach.

The lap/posture belt must not be used for restraint, it is fitted to the wheelchair for safety and positioning only. The belt must be used at all times when using the wheelchair and in line with the manufacturer's instructions. You must ensure the belt is in good condition and adjusted correctly. The belt should be firmly fastened across your hips but not too tight to hurt or cause distress.

It is equally important the belt is not too loose. There have been incidents of people slipping down their wheelchair when the belt has not been fastened correctly. The belt should be fastened so that it stops you from sliding off the seat of your wheelchair. This will stop the belt ending up around your neck, resulting in strangulation, or causing you to fall from the wheelchair.

Please note the above is not an exhaustive list of hazards you can encounter in your wheelchair.

Please report any concerns, accidents or 'near misses' to the Wheelchair Service.

Wheelchair insurance

We advise you to insure your NHS wheelchair and accessories, as you may be liable for any costs incurred due to damage/loss/theft. You may be able to add this to your existing house and contents policy for little or no extra cost.

If you are going on holiday abroad and wish to take your wheelchair with you, you need to make sure that your insurance covers any repairs that may be required whilst you are away.

If your holiday company require details of your wheelchair, please be reminded that the specification of your wheelchair (including the dimensions and weight) can be found in the manufacturer's instructions given to you at handover.

Right to travel (UK)

The wheelchair service supports the Right to Travel (UK) initiative. Should your NHS wheelchair require a repair when travelling or whilst on holiday in the UK, please contact us straight away and we will put you in touch with the local wheelchair service close to where you are staying,

Breakdown recovery

For users of electrically powered wheelchairs, we strongly recommend breakdown cover (roadside assistance and recovery in the event of breakdown). In the event of breakdown, it is your responsibility to return the wheelchair to your home address before arranging the necessary repairs with us.

The following companies who are known to offer specific insurance for wheelchair users and/or breakdown cover; however, we are not able to recommend a specific company.

Fish Insurance

Telephone: 0333 331 3770

www.fishinsurance.co.uk

Provides cover for manual and powered wheelchair users against theft, damage, public liability, and reimbursement of costs associated with breakdown recovery.

Surewise

Tel: 01268 200 020

www.surewise.com

Provides insurance for manual and powered wheelchairs against theft, damage, public liability and recovery costs associated with breakdown recovery.

Lockton Mobility

Tel: 0345 602 8000

www.locktonmobility.co.uk

Provides insurance for manual and powered wheelchair users against theft, damage and public liability. Provides breakdown recovery service for powered wheelchairs.

First Call GB Ltd

Tel: 0844 99 33 999

www.firstcallmotorbreakdown.co.uk

Provides breakdown recovery service for powered wheelchairs.

Blue Badge Mobility Insurance

Tel: 01730 233101

www.bluebadgemobilityinsurance.co.uk

Provides insurance for manual and powered wheelchairs. Provides breakdown recovery service for powered wheelchairs.

Useful contacts/accessories

Shopmobility schemes are available at the following shopping centre:

Warrington Golden Square Car Park, The Mall, Legh St, Warrington WA1 1QU
Telephone number: 01925 231941

The following local companies are also known to sell wheelchairs and accessories; however, the Wheelchair Service does not endorse any particular company:

Warrington Disability Partnership

Centre for Independent Living
Beaufort Street
Warrington
WA5 1BA
Telephone number: 01925 240064

Millercare

1 Kerfoot Street
Warrington
WA2 8NU
Telephone number: 01925 651114 or 0800 652 8533
Email Address: warrington@millercare.co.uk

CareCo Warrington


Unit 7
Gemini Trade Park
Warrington
WA5 7YF
Telephone number: 01925 988295

For impartial and confidential advice or information on the services provided by Bridgewater or to receive this leaflet in an alternative format call our Patient Services team on 0800 587 0562.

Headquarters: Europa Point, Europa Boulevard, Warrington, Cheshire, WA5 7TY

© Version No: BRIDGE0331 – Date: October 2022 to October 2023
Reviewed by Bridgewater Lay Reader Panel

 01925 946400

 bchft.enquiries@nhs.net

 www.bridgewater.nhs.uk