

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**

## **Wheelchair eligibility, referral and assessment information**

## Wheelchair Service

The role of the Wheelchair Service is to carry out assessments and provide wheelchairs to people who need help with their mobility needs and pressure care.

The Wheelchair Service aims to help people to be as independent and as mobile as possible.

### What are the criteria?

We are able to offer this service to adults and children who live in Warrington.

To meet the criteria for a permanent loan wheelchair, you must:

1. Be registered with a Warrington General Practitioner (GP) and
2. Have an identified long term medical condition that directly affects your mobility.

Full details of the criteria are available from Warrington Wheelchair Service.

Telephone: 01925 946080

Email: [alwch.warringtonwheelchairservice@nhs.net](mailto:alwch.warringtonwheelchairservice@nhs.net)

### How long can I keep the wheelchair?

We provide wheelchairs that are for long term use, which is normally for six months or more.

If you only need a wheelchair for short term use (less than six months), you will need to arrange one from a third sector/voluntary organisation. The Wheelchair Service can advise you if required.

### What wheelchairs do you provide?

The Wheelchair Service supplies wheelchairs from a standard range. This range is chosen based on the ability to meet clinical needs, ease of maintenance, value for money and being readily available. They include:

- Manual wheelchairs
- Powered wheelchairs for indoors only
- Powered wheelchairs for both indoors and outdoors.

We also provide:

- Special seating where posture support is required.
- Pressure cushion assessments for use in wheelchairs.

### Who can refer and how?

A health professional should complete the first referral to the Wheelchair Service.

A Wheelchair Service referral form must be completed by a health professional, signed, and sent to the Wheelchair Service by post or email (see contact details at the end of this leaflet).

If you have already been referred to the Wheelchair Service, you can refer yourself or ask a carer or relative to do this for you.



## Where will the assessment take place?

Assessments normally take place at the Wheelchair Service clinic in Warrington. However, depending on the information received on the referral form, we may decide to do the assessment in your home or other community setting, if this is felt to be best.

## How will I get there?

The Wheelchair Service is based at Europa Point, Europa Boulevard, Westbrook, Warrington WA5 7YS; there is a reception at the front of the building.

The Wheelchair Service is close to local bus routes and bus stops. A list of buses and a map with directions is available from the Wheelchair Service.

Patients travelling by car are asked to park in the car park at the front of the building. Parking is free and there are disabled parking bays next to the entrance.

Patient transport can be ordered for people who do not drive or are unable to travel on a bus or taxi due to medical problems. This should be arranged via your GP.

## What happens at the wheelchair assessment?

You will be assessed by a member of the Wheelchair Service team. They will:

- Discuss your individual and clinical needs with you, and the needs of your carer. Some basic information will need to be recorded on your current abilities, such as your level of mobility and your social situation
- With your consent, take your ability and your carer's needs into consideration when making treatment decisions.

As part of the assessment, it may be necessary for a member of the Wheelchair Service team to transfer you in/out of your wheelchair. This will allow them to discuss with you the best way of moving you. If you normally use a sling to transfer by hoist, then please bring this with you to your appointment.

If you have been referred for an electric powerchair, you will need to meet the criteria to provide an indoor or indoor/outdoor powerchair; this will be explained to you at your assessment. This process will also involve an assessment of your home and your ability to drive and control the powerchair where you will be using it.

You have a right to have a chaperone present at your appointment where you consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred. Please ask for a chaperone at the time of booking an appointment.

Following your assessment, we may ask your permission to refer you to other agencies if it is felt that this is in your best interest, for example, other health service professionals and/or charities.

## Will I need a pressure cushion?

Pressure cushions are issued with prescribed wheelchairs where there is a clear risk of damage to the skin, whilst the chair is being used as a mobility aid.

The assessment for a pressure cushion may include computerised pressure mapping to show where pressure areas are or most likely to occur.

## How long will the assessment take?

Standard manual wheelchair assessments may take 45 minutes to an hour.

Electric powered wheelchairs can take several visits to complete an assessment. Each visit can last up to an hour and a half.

A therapist assessment may take up to an hour. More complex posture assessments may take up to an hour and a half.

## Do I need to bring anything to the assessment?

Please bring with you:

- Any existing wheelchair, cushion, and accessories
- A list of any medication you take
- A carer/relative or friend who knows you, particularly if you experience difficulties with communication or memory.

Please bring your own sling if you require a hoist to be transferred in/out of your wheelchair. This is for infection control purposes.

## When will I get my wheelchair?

If you attend for a clinic appointment assessment and there is a suitable wheelchair in stock, then you can take it away with you immediately.

If you have been assessed at home, then we will aim to deliver your wheelchair to you within five working days.

If your wheelchair is a special prescription order, you will be advised at your appointment of an approximate delivery date

## Will I need to return for more appointments?

This may be necessary if your wheelchair and seating needs are more complex, or if you are referred to the Special Seating clinic. You will be informed of this at the time of your assessment.

## What about the maintenance of the wheelchair?

We will contact you to carry out maintenance of the wheelchair. For a manual wheelchair, this will be every three years, and for a powered wheelchair, this will be every 12 months.

We provide a full repair service for your wheelchair; you can contact the service on telephone: 01925 946080 to arrange this.

## Useful information

This information can also be found on the Wheelchair Service webpage by looking on the Bridgewater Community Healthcare NHS Foundation Trust website [www.bridgewater.nhs.uk](http://www.bridgewater.nhs.uk) or can also be requested from reception, allowing sufficient time for posting.

Warrington Wheelchair Service  
Europa Point,  
Europa Boulevard  
Westbrook  
Warrington  
WA5 7YS

Telephone: 01925 946080

Email: [alwch.warringtonwheelchairservice@nhs.net](mailto:alwch.warringtonwheelchairservice@nhs.net)

Monday to Friday: 8.00am – 4.00pm

We want to know what you think of our services. Please let us know if you are happy with the care you have received.

**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

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[www.bridgewater.nhs.uk](http://www.bridgewater.nhs.uk)