



# Wirral and West Cheshire Wheelchair Service

Repair, Safety and Service of your Wheelchair

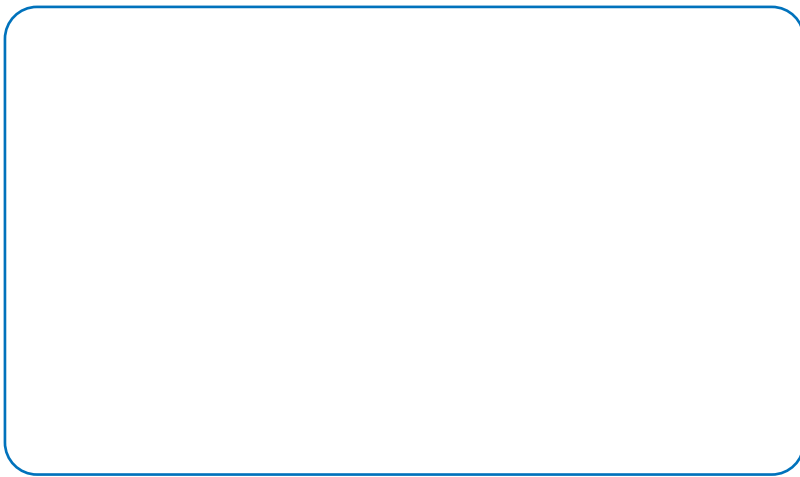
# Contents

---

Authorised repairer details	3
Safety Advice	4
Useful Contacts/Accessories	5
Insurance	6

---

Your wheelchair has been provided by:



The wheelchair and its accessories belong to the Wheelchair Service and are loaned to you on the conditions of loan provided to you at handover. Your wheelchair will receive a regular maintenance inspection and any repairs are free of charge, and must be carried out by our authorised repairer, Tel: 0151 653 6000. See page 3 for further contact details and information about the repair service.

Both the Wheelchair Service and the Approved Repairer have a complaints procedure. In the first instance please contact the Wheelchair Service, at the address above.

**Please take care of your wheelchair as you may be liable for any costs involved due to misuse, neglect or loss. If your wheelchair/cushion no longer meets your needs, or if you are concerned about pressure areas/posture, please contact the Wheelchair Service to arrange a review.**

# Authorised repairer details

---

## The Authorised Repairer contracted to repair your wheelchair is:

**Ross Care** 9 - 13 Westfield Road, Wallasey, CH44 7HX, Tel: 0151 653 6000

Opening hours: Monday to Friday 8.30am - 5.00pm

Out of hours emergency number: 07971 987 844 - Weekdays 5.00pm - 11.00pm,  
Weekend - Friday to Sunday, 5.00pm - 11.00pm.

Email: repairs.wallasey@rosscare.co.uk

Please be aware that Ross Care is unable to carry out roadside repairs or recovery in the event of a breakdown (please see pages 6 and 7 for details).

---

- It is your responsibility to keep your wheelchair in a clean condition and report any faults to the repairers as soon as they occur.
- Repairs are free of charge (see conditions of loan).
- Please keep a record of repairs and services made to the wheelchair on the repair log provided which can be found in your user pack.
- Touching in of paintwork and maintenance of tyre pressures is not included in the repair contract.
- Following a request for a repair, the repairer has three working days to respond (The day the fault is reported is counted as day 0). However in an emergency, the repairers are contracted to respond on the same day, providing the fault is reported before 11.00pm. An emergency is when the wheelchair is not in a mobile or safe condition and the user is dependent on the wheelchair for mobility indoors.
- When arranging a visit to you, the repairer should inform you whether the visit will be in the morning or the afternoon.
- Any employees for the Authorised Repairer that visit you must wear or carry an identification badge/card. We advise that you check this before allowing them entry to 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 on a second occasion with any parts to complete the repair. In some instances it may be essential to collect your wheelchair for repairs to be carried out in the workshop. A loan wheelchair will be provided when required, but there can be no guarantee that an identical model will be issued. Unfortunately it is not possible for powered wheelchairs and 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 for this, because 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 periodic face to face inspections/reviews of your wheelchair.

### 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 your Wheelchair Service.

# Safety Advice

---

**If you are experiencing any difficulties with your wheelchair/accessories contact the Wheelchair Service, to arrange a reassessment.**

**Please observe the following safety advice:**

1. Read the user manual and supporting information thoroughly. If you have any queries about any of this information contact your Wheelchair Service.
  2. You will risk tipping the wheelchair if:
    - You stand on the footplates
    - You try to descend forwards down a step or kerb onto the front castors
    - You travel at speeds in excess of a brisk walking pace.
- Please read the leaflet – Guidelines on Wheelchair Stability for further advice.**
3. When unfolding and folding your wheelchair take care to ensure that your hand or fingers are not positioned between moving parts and therefore likely to become trapped.
  4. When straightening the wheelchair backrest make sure the levers are pushed down fully (where applicable).
  5. When replacing the armrests make sure that both ends are located in their sockets and the safety clips are secured (where applicable).
  6. Always apply your wheel locks before transferring to or from your wheelchair.
  7. Do not try to slow down or stop your wheelchair by applying the wheel locks.
  8. Never attempt to negotiate stairs unassisted.
  9. Never use an escalator to move a wheelchair between floors.
  10. Never attempt to lift a wheelchair by its armrests or footrests, or any other part that easily detached.
  11. Never use your wheelchair under the influence of alcohol or drugs.
  12. Inform us if you have any adverse reactions to any equipment.
  13. Take care when using your wheelchair in unfamiliar environments, and on rough ground. Avoid grids, potholes etc.
  14. Do not use in snow, ice or on the beach.
  15. Take care when approaching automatic doors to avoid colliding with a partially open door.
  16. The lap/posture belt fitted to the wheelchair is fitted for safety and positioning only, it must not be used for restraint. The belt must be used at all times of occupancy and in line with the manufacturer's instructions. You must ensure that the belt is in a satisfactory condition and adjusted correctly. It should be firmly fastened across your hips but not too tight to cause you unnecessary distress. At the same time, the belt should not be too loose to allow you to slide down your wheelchair, which may cause you to end up with the belt around your neck resulting in strangulation, or cause you to fall from the wheelchair. There have been incidents of people slipping down their wheelchair when the belt is too loose.
  17. Report any concerns, accidents or 'near misses' to the Wheelchair Service.

**Please note that this is not an exhaustive list of hazards you can encounter in your wheelchair.**

# Useful Contacts/Accessories

**Shopmobility schemes are in operation at the following shopping centres:**

- Birkenhead Shopping Precinct - 0151 647 6162
- Chester City Centre - 01244 312 626
- Liscard Shopping Centre - 0151 606 4665
- Port Arcades, Ellesmere Port - 0151 355 1420
- New Brighton - 0151 647 6162 (weekdays) 07729 334445 (weekends)

**Information on these schemes and other advice can be obtained from:**

## **WIRED**

St James Centre, 344 Laird Street  
Birkenhead, CH41 7AL  
Tel: 0151 522 7990  
Email: [contact@wired.me.uk](mailto:contact@wired.me.uk)  
[www.wired.me.uk](http://www.wired.me.uk)

## **Accessories**

We have a small range of wheelchair and buggy accessories available to buy from the wheelchair service. If you are interested, please contact us.

**The following companies are also known to sell wheelchair accessories:**

### **Able 2 Wear**

44 Pure Offices  
Hatherly Lane  
Cheltenham  
GL51 6SH  
Tel: 0141 775 3738  
Email: [info@able2wear.co.uk](mailto:info@able2wear.co.uk)

### **NRS Healthcare**

Sherwood House  
Cartwright Way  
Forest Business Park  
Bardon Hill  
Coalville  
Leicestershire  
LE67 1UB  
Tel: 0345 121 8111  
[www.nrshealthcare.co.uk](http://www.nrshealthcare.co.uk)

### **Active Mobility**

Active Mobility  
174 Belasis Avenue  
Billingham  
Cleveland  
TS23 1EY  
Tel: 01642 805 050  
[www.activemobility.co.uk](http://www.activemobility.co.uk)

**Merseyside Fire Service offers a free home fire safety check, including the installation of smoke alarms where necessary – all free of charge. They can be contacted by telephone: 0800 731 5958**



# Insurance

---

## 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) are contained within the manufacturer's instructions issued 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 arrange to put you in touch with the local wheelchair service close to where you are staying for support with any repairs that may be required

## 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 Ross Care.

Contact details of companies who are known to offer specific insurance for wheelchair users and/ or breakdown cover are provided on the next page.

---

**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**

Tel: 0333 331 3770

[www.fishinsurance.co.uk](http://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](http://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](http://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](http://www.firstcallmotorbreakdown.co.uk)

Provides breakdown recovery service for powered wheelchairs.

### **Blue Badge Mobility Insurance**

Tel: 01730 233101

[www.bluebadgemobilityinsurance.co.uk](http://www.bluebadgemobilityinsurance.co.uk)

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

If you would like this information in another format or language, or would like to provide feedback about any of our services, please contact the Your Experience team:

Freephone: **0800 694 5530**

OR **[wcnt.yourexperience@nhs.net](mailto:wcnt.yourexperience@nhs.net)**

Wirral Community NHS Foundation Trust 2013 November 2020 Version: 10



[wchc.nhs.uk](http://wchc.nhs.uk)



[@nhsbuzz](https://www.facebook.com/nhsbuzz)



[@wchc\\_nhs](https://twitter.com/wchc_nhs)