

Equipment for Independent Daily Living



City of Westminster

CHILDREN & COMMUNITY SERVICES

Westminster

Primary Care Trust



Your Service in Westminster

Westminster City Council and Westminster Primary Care NHS Trust aim to support you to live as safely and independently as possible in your home. We may be able to assist you in your daily activities through our **Community Equipment Service**.

This service is provided in partnership with **Medequip Assistive Technology Limited** and the **Disabled Living Foundation**.

What is community equipment?

The term 'community equipment' refers to a wide range of items that have been designed to help people who experience difficulties with day to day activities, to remain independent in their own homes. It can also help carers to support someone at home.

“Raising my bed by a few inches made all the difference to being able to manage without help”.

The Westminster Community Equipment Service aims to:

- Help you to be as independent as possible
- Be easy and accessible for you to use
- Respond quickly to your needs
- Provide you with a choice

Who can use the service?

The service is available to permanent residents in Westminster, of any age, who have a disability or chronic illness.

What types of equipment does the service provide?

Typical equipment available includes:

Toileting and bathroom equipment

Raised toilet seat, toilet surround frame

Commode, Grab rails

Bath board, bath seat, bath lift

Kitchen Equipment

Perching stool, Trolley, Special cutlery

Tap turners and special openers, cooking utensils

Bedroom and seating equipment

Pressure relieving mattresses, mattress elevator

Dressing aids, raises to make your bed or chair higher

Sensory Impairment equipment

For the deaf and hard of hearing: home loop system, door bell and telephone alerts, special alarm clocks and

For those with a visual impairment: special lighting, liquid level indicator, talking clock/watch

Mobility and transfer equipment

Walking sticks, frames, hoists.

Wheelchairs are not provided by this service but are provided by Hammersmith & Fulham, Kensington & Chelsea and Westminster Wheelchair Service. Ask your assessor for more details or contact the Wheelchair Service on 020 7316 6910.

The Community Equipment Service does not fund general household repairs or provide equipment as additional household furniture i.e. to provide a bed if there is not one present.

Your Service in Westminster

How do I get help?

The equipment that may help you will depend on your individual needs. You can obtain an assessment of your needs from your nurse, therapist or care manager. If you do not have contact with one of these workers, then you can request an assessment by contacting:

Westminster Children and Community Services Customer Service Centre on

020 7641 1175 or 020 7641 3897

The assessment will normally take place with you in your own home. If you are in hospital you will be assessed there, and possibly at home as well.

If you want independent advice, you can obtain this from the Disabled Living Foundation (see later in leaflet).

How quickly will I receive the equipment?

After your assessment, your assessor will send an order to Medequip, our equipment contractor

In most cases you should therefore receive your equipment within 7 working days after your assessment.

A technician from Medequip will telephone you to arrange delivery, and will carry an identification card with them. It is useful if you keep the delivery note in case you need to refer to it at a later date.

If you live in private rented accommodation, permission may be needed to install certain minor adaptations (e.g. grab rail).

What if the equipment needs fitting?

Medequip will install any items that need fitting and provide any necessary written information about the item of equipment at the time of delivery. In some circumstances the technician may leave the item uninstalled if you need to be trained to use it.

How will I know how to use it?

Your assessor will normally visit or telephone you once you have received the equipment. This is to make sure that you and/or your carer know how to use it safely, and to enable you or your carer to ask any questions.

Will I have to pay?

If your assessor has ordered the equipment for you, you will not have to pay for the items you receive. This service is paid for by Westminster Primary Care NHS Trust, and Westminster Children and Community Services.

What are the equipment loan conditions?

Equipment is loaned for your exclusive use and you should not give it to someone else to use. Whilst the equipment is on loan to you it is your responsibility to take good care of it and use it only for the purpose it was provided.

What if I lose the equipment?

If you need to take an item of equipment out of your home, it is important that you try and ensure that you keep it safe. If you do lose the item, then you will need to contact your assessor to discuss with them about a replacement being provided.

Your Service in Westminster

What if the equipment fails or breaks?

If the equipment you have been loaned fails or breaks, you should contact your assessor. They will discuss with you what has happened, and make arrangements for the provision of a replacement item or repair. This will normally be within six weeks.

In an emergency, for certain types of equipment (for example a hoist, or items with mechanical components), then Medequip will provide an out of hours emergency service, within four hours of a request being made. This cover will only be provided for equipment which may place you at risk if it should fail. A red label with white writing is attached to this equipment giving the out of hours emergency telephone number. During office hours please contact 020 8750 1580.



What if the equipment needs servicing?

Some equipment (mainly electronic and mechanical) will require servicing to ensure it is fit for continuing use. Medequip will service and maintain the equipment in accordance with legislation and the manufacturer's recommendations. This will generally take place in your home and if it is necessary to remove the item for servicing, a replacement will be provided.

What if I no longer need the item of equipment?

If you no longer need one or more items of equipment, then it is important that you contact your assessor at the earliest opportunity. If together you agree that the item(s) is no longer required to meet your needs, then they will arrange for a technician from Medequip to come and collect the equipment from your home (Medequip will aim to collect items within 5 working days of receiving the request). It is also helpful if you let us know if you move home.

Is there a centre where I can see what is available?

The **Disabled Living Foundation** has a large Equipment Demonstration Centre located in the north of Westminster at 380-384 Harrow Road, W9. The centre has a special area that displays items of equipment available through Westminster's Community Equipment Service.

It is open Monday to Friday, 09.00 – 17.00 hours, and has qualified therapists who are able to offer independent and expert advice. **It is advisable to make an appointment on 020 7432 8014.**

What if I see something at the centre that may help me?

If you find a piece of equipment that you feel would help you, the therapists at the centre can provide you with written details and advise you what to do next.

If you want to purchase the equipment, the DLF will be able to give you details of costs and who to contact. **They are not able to offer items for sale.** The therapists will also be able to advise you of how to obtain assistance from health or social services.

How can I let you know about my views of the service?

When you receive your equipment you will have two copies of the delivery note. The reverse of one copy has a feedback survey form that you can complete and return in the envelope provided to Medequip. Your comments are helpful to enable us to make improvements to the service.

You can also contact the person who carried out your assessment and organised the equipment for you, to discuss any concerns or complaints.

Translation Information

If English is not your first language and you do not have a relative or friend who can translate this document for you, we can arrange to send you a translation. Please write to the address below, giving your name, address and first language.

Chinese

如果英語不是你的母語，而且你沒有親戚或朋友能為你翻譯這份文件，我們可以安排寄給你一份翻譯。請寫信到以下的地址，告訴我們你的姓名、地址和母語。

Bengali

যদি ইংরেজী আপনার প্রথম ভাষা না হয় এবং আপনার কোনো আত্মীয় বা বন্ধু না থাকে, যিনি আপনার জন্য এই ডকুমেন্ট অনুবাদ করতে পারেন, তাহলে আপনাকে আমরা একটি অনুবাদ পাঠাতে পারি। অনুগ্রহ করে নিচের ঠিকানায় লিখুন, আপনার নাম, ঠিকানা ও প্রথম ভাষা উল্লেখ করুন।

Arabic

إذا لم تكن الانكليزية هي لغتك الأصلية، ولا يوجد لديك من أقارب أو أصدقاء ممن يستطيع مساعدتك في ترجمة هذه الوثيقة، فمن الممكن أن نرتب لك مترجماً. يرجى الكتابة إلى العنوان أدناه مع ذكر اسمك وعنوانك ولغتك الأصلية.

Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے، اور آپ کا کوئی ایسا رشتہ دار یا دوست نہیں ہے کہ جو اس دستاویز کا ترجمہ آپ کے لئے کر سکے، تو ہم آپ کے لئے ترجمہ بھجوانے کا انتظام کر سکتے ہیں، برائے مہربانی، اپنا نام، پتہ، اور پہلی زبان جو آپ بولتے ہیں، نیچے دیکھیں گے پتہ پر لکھیں۔

We can also provide this leaflet in large print, Braille, audiotape, or in other accessible formats.

Disability Policy Officer

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9th floor west, City Hall, 64 Victoria Street, London SW1E 6QP