

Community equipment and adaptations



Community equipment and adaptations services in Leeds

August 2008

Keeping the booklets up to date:

If you find anything wrong in this guide such as telephone numbers, addresses or any of the information please let **DIAL (Leeds)** know, this will help us keep the publication produced up to date.

DAiL (Leeds)
The Mary Thorton Suite
Armley Grange Drive
Leeds
LS12 3QH

Tel: 0113 2143630

Fax: 0113 214 3628

Email: dail.leeds@btconnect.com

Textphone: 0113 247 5963

You can also e-mail your complaint to:

complaints.socs@leeds.gov.uk

Complaints about health services should be made directly to the service that provided your equipment.

The Patient Advocacy Liaison Service (PALS) can help with complaints about health services.

PALS
Bremner House
John Charles Way
Leeds
LS12 6YY

Freephone Number: 0800 0525 270

Textphone: 0113 305 9495

E-mail: pals@leedspct.nhs.uk

Website: www.leedspals.nhs.uk

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Leeds Community Equipment Service need to know what you think about the equipment and adaptation services including if you are unhappy about anything.

Comments

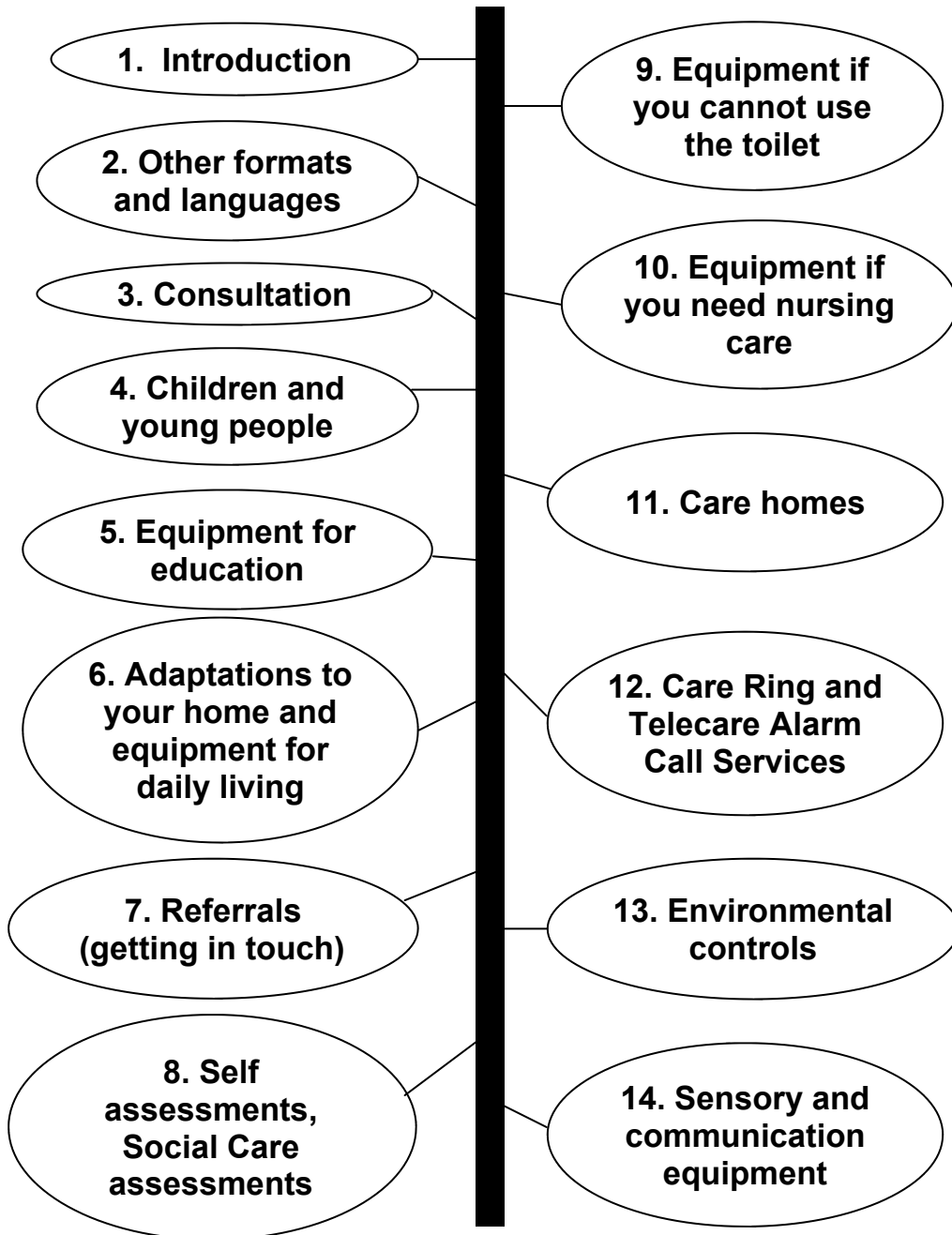
Your comments and suggestions will give LCES a picture of how they are performing and what is important to you. This helps them to improve and develop services.

Please let them know what you think about the service you have received.

**Service Manager
Leeds Community Equipment Service
Leeds Social Services Department
Merrion House
Leeds
LS2 8QB**

Tel: 0113 247 8682

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Comments and complaints

Information for Mental Health

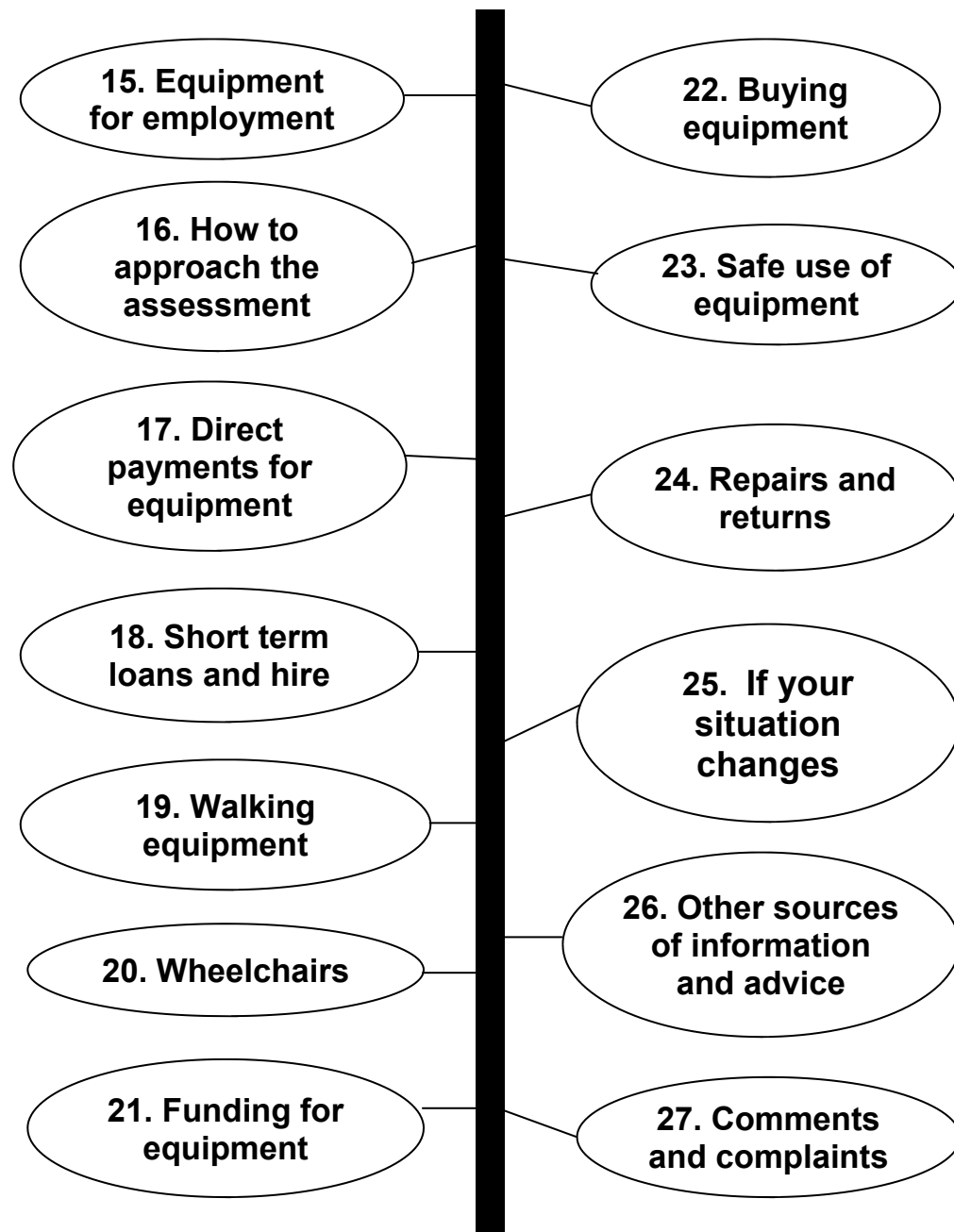
A continually updated database of organisations and services for mental health, in and around Leeds.

www.mentalhealthleeds.info

The Self Assessment, Rapid Access (SARA)

An online service which allows older and disabled people to find out more about equipment. After entering information SARA provides a detailed report on products that would be of most benefit.

www.dlf.org.uk/sara



Websites

DisabledGo!

Printable directory of accessible accommodation, restaurants and leisure facilities in Leeds.

www.disabledgo.info

Disability Equipment Register

Not for profit service for disabled people and their families to buy, sell or exchange equipment

www.disabilityequipment.org.uk

Voluntary, Community and Faith Organisations in Leeds

Fully searchable database of nearly 2000 clubs, societies and groups.

www.leeds.gov.uk/volsec

**Touchstone MEMHO
(Minority Ethnic Mental Health
Opportunities)**

Offers a wide range of activities and services to improve the mental health and well being of black and minority ethnic communities in Leeds.

Tel: 0113 219 2727

Website:

www.touchstone-leeds.co.uk/healthy-living-centre.asp

**Leeds Refugee and Asylum
Support Service**

Provides help and advice for refugees and asylum seekers in Leeds.

Tel: 0113 224 3478

E-mail: asylum@leeds.gov.uk

Introduction to community equipment and adaptations



If you have difficulties with carrying out daily living activities you may need to use community equipment and adaptations services.

There are lots of different places where you can get equipment.

This guide is intended to point users of equipment, carers and staff to the right service and the people who can help.

It is not a comprehensive guide to all items of equipment available. That information can be provided by the services themselves.

The guide explains how an assessment of your needs is made and how equipment and minor adaptations to your home may be provided.

Leeds Community Equipment Service (LCES) is an integrated service funded by the Leeds Primary Care Trust and Leeds City Council.

LCES provides daily living and nursing equipment for people at home. Your GP or a District Nurse, Physiotherapist, or Occupational Therapist will be able to contact Leeds Community Equipment Store for you.

Leeds Irish Health and Homes

Provides housing and outreach services to Irish people in Leeds who need support.

Tel: 0113 262 5614

Fax: 0113 284 9040

E-mail: info@lihh.org

Website: www.lihh.org

Leeds Chinese Community Association

Offers health advice, information and advocacy services to Chinese people in Leeds.

Tel: 0113 234 6019

Fax: 0113 234 6019

E-mail: lcca@leedschinese.co.uk

Association of Blind Asians

Social group for visually impaired Asian people, their family and carers.

Tel: 0113 214 4538

Leeds Jewish Care Services

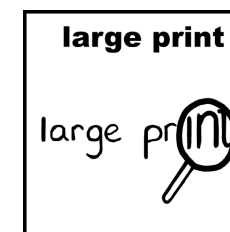
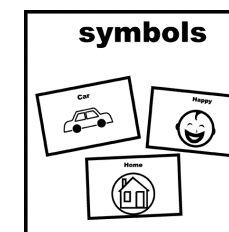
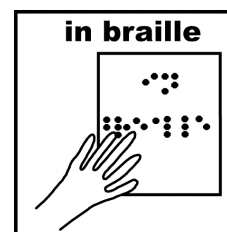
Provides appropriate welfare services to Jewish people in Leeds in need of help and support.

Tel: 0113 268 4211

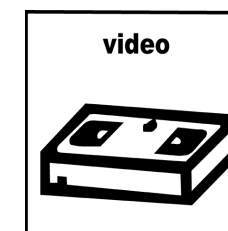
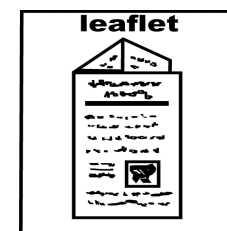
Fax: 0113 203 4915

E-mail: enquiries@ljwb.co.uk

Website: www.ljwb.co.uk



Other formats and languages



© Leeds City Council Communications
(Social Care).

This information can be provided in large print, Braille, audio or a community language, and different background colours please contact:

Training and Information Officer
Leeds Community Equipment Service

Tel: 0113 247 8645

Textphone: 0113 247 8682

For general information about Social Care telephone Contact Leeds on 0113 398 4702 or 0845 125 4113.

Neighbourhood Network Schemes

Local social and support groups for older people.

Call Adult Social Care Contact Centre for your closest group.

Tel: 0113 398 4702 or 0845 125 4113

Textphone: 0845 127 1113

BME - Black and Minority Ethnic Organisations

Leeds Black Elders Association

Cares for the needs of black and minority ethnic elders in the community, providing advice and support and information.

Tel: 0113 237 4332

Fax: 0113 237 4313

E-mail: marc.james@btconnect.com

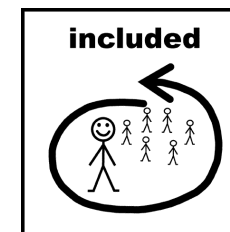
Website: www.lbea.co.uk

Remap

Supplies specialised equipment for disabled people, including equipment not available from commercial sources.

Tel: 01484 715 748 / 01422 203 138

E-mail: leeds-bradford@remap.org.uk



Carers Leeds

Provides information, advice and support to all carers regardless of age or background.

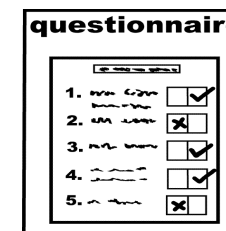
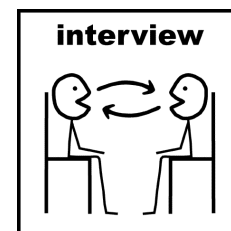
Tel: 0113 246 8338

Fax: 0113 234 6255

E-mail: info@carersleeds.org.uk

Website: www.carersleeds.org.uk

Consultation



This guide has been produced by D.I.A.L (LEEDS) on behalf of Leeds Community Equipment Service after widespread consultation in 2007.

Users of equipment and adaptations and staff working in the relevant fields have been asked about what sort of information they think is needed, how it should be presented and where it should be available.

Thank you to everyone who contributed their opinions and ideas.

Hopefully the guide reflects as many of your views as possible and will be helpful to you when accessing equipment and adaptations services.

Through the Maze Information Service

Provides information to people with learning difficulties / learning disabilities, their carers, family and professionals.

Tel: 0113 262 6928

Fax: 0113 262 6928

E-mail: throughthemaze@mencap.org.uk

Website: www.through-the-maze.org.uk

Age Concern Centre

Offers information, advice and a wide range of practical services for older people.

Tel: 0113 389 3004

Fax: 0113 389 3007

E-mail: i.brown@ageconcerncentre.net

D.I.A.L (LEEDS)

Telephone helpline for disabled people, carers & professionals in Leeds. Independent, impartial and confidential advice and information on benefits, services, facilities and opportunities for disabled people.

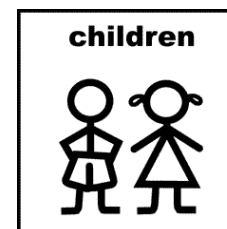
Library and specialist disability database available for research by appointment. Supplier of RADAR toilet keys.

Tel: 0113 214 3630

Textphone: 0113 214 3627

Fax: 0113 214 3628

Children and young people



If you care for a disabled child or young person it can often be made easier with certain equipment and adaptations.

Equipment to help with daily living

Having the right equipment can help your child to become more independent and ease their transition into adulthood.

In general you can get the same sorts of equipment and adaptations for children and young people as for adults.

The processes to go through are similar but this section gives information on the important differences.

Disability Service Teams within Children's Social Care have Occupational Therapists who advise on equipment and adaptations. You can get in touch with them by calling the Social Care (previously Social Services) Contact Centre.

Tel: 0113 398 4702 or 0845 125 4113

Voluntary Organisations

William Merritt Disabled Living Centre and Mobility Service

Disabled Living Centre

Provides free, impartial assessments, demonstration and advice on equipment and adaptations to help disabled and older people to lead independent lives. Assessments are carried out by Occupational Therapists. Produce lists of equipment retailers and have fact sheets about equipment.

Tel: 0113 305 5332

Fax: 0113 231 9291

Mobility Service

Offers assessments to disabled and older people who wish to continue driving, return to driving, or find out if they have the potential to learn to drive. There is a charge for this service.

Tel: 0113 305 5288

Fax: 0113 231 9291

Leeds Homes

The Leeds Homes Register is a waiting list of Council and some Housing Association properties which can be applied for via one application form. If you have medical needs you may be given priority level or priority extra level. This has to be renewed every three months.

You can then bid on suitable properties that become available.

Tel: 0113 247 6313

Textphone: 0113 247 6234

E-mail: leeds.homes@leeds.gov.uk

Website: www.leedshomes.org.uk

The Leeds Wheelchair Service

Following referral from your GP, an assessment will be carried out to supply you with the most suitable wheelchair for your needs.

Tel: 0113 206 3855

Fax: 0113 206 3857

Your GP, School Nurse or other healthcare professional can also get equipment from Leeds Community Equipment Service for you.

If necessary equipment can be provided that is “made to measure” for the child or young person. Often simple adaptations and equipment are all that are needed.

The William Merritt Disabled Living Centre and Mobility Service have an assessment, demonstration and advice service for a wide range of children’s equipment.

Tel: 0113 305 5332

Wheelchairs and buggies

Manual and powered wheelchairs can be provided by the NHS Wheelchair Service following an assessment of your child’s needs. Your child must need to use the wheelchair for more than 12 weeks.

The Wheelchair Centre can also provide major buggies. Following an assessment you can get a standard buggy from 30 months of age, or if a special seating system is needed, 6 months of age.

Double, twin, and tandem buggies are also available.

Leeds Wheelchair Centre
Seacroft Hospital
Tel: 0113 206 3855

Whizz-Kidz

Raises money for mobility equipment not provided by NHS Wheelchair Service.

Provides a variety of customised mobility equipment including:
lightweight manual wheelchairs
power wheelchairs and scooters
trikes and buggies
walking aids

Tel: 020 7233 6600

Fax: 020 7233 6611

E-mail: info@whizz-kidz.org.uk

Website: www.whizz-kidz.org.uk

Statutory Organisations

Leeds Social Care

Adult Social Care (previously Social Services Department) provides a range of services to help people carry on living in their own home.

Tel: 0113 398 4702 or 0845 125 4113

Textphone: 0845 127 1113

Leeds Community Equipment Service

Provides, delivers, collects and refurbishes a wide range of equipment for daily living.

Tel: 0113 247 7387

Fax: 0113 247 7392

Publications

The A-Z Health and Social Care Information in Leeds - Mini Guide for Older People and Disabled People

Tel: 0113 247 8630

Textphone: 0113 247 8629

The Family Hub Directory - The essential guide for parents, carers, children and young people in Leeds

Tel: 0113 247 5487

Fax: 0113 395 0284

E-mail: family.hub@leeds.gov.uk

Website: www.thefamilyhubleeds.org

Easy Riders

Easy Riders provides funding for wheelchairs and buggies. Applications are made to the Variety Club.

Tel: 020 7428 8100

Fax: 020 7428 8111

E-mail: wheelchairs@varietyclub.org.uk

Website: www.varietyclub.org.uk

**Vision, hearing
and communication equipment**

If a child has a visual impairment a Rehabilitation Officer for visually impaired people may be able to help.

Tel: 0113 398 4702 or 0845 125 4113

If a child has a hearing impairment you will need to ask your GP to refer your child to the hospital for a hearing test.

If a child has communication problems you should contact a speech and language therapist. You can contact a therapist through your GP.

Continence Services

You can access this service through a Health Visitor, the School Nursing Team or another health professional who will be able to address your child's needs.

If you have further enquiries regarding these services then you can contact:

Clinical Services Manager for Child Health
St Marys Hospital
Greenhill Road
Leeds
LS12 3QE

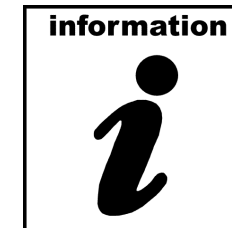
Tel: 0113 305 5263

The prescribed products such as bedding protection, nappies, catheters, pants and odour controls can be delivered on a regular basis for a reasonable price.

This service is confidential and provided by:

Care and Repair
323 Roundhay Road
Leeds LS8 4HT

Other sources of information and advice



Tel: 0113 240 6009

Textphone: 0113 240 6053

Fax: 0113 249 3349

E-mail: enquiries@care-repair-leeds.org.uk

Website: www.care-repair-leeds.org.uk

Play and Leisure equipment

All children including disabled children need to be able to play and take part in play and leisure activities.

For advice and information on suitable toys you can speak to a children's Occupational Therapist that you see at the hospital or child development centre. You can also telephone the Social Care Contact Centre.

Tel: 0113 398 4702 or 0845 125 4113

The William Merritt Disabled Living Centre and Mobility Service also has a Paediatric Occupational Therapist. Their Switches 4 Kidz service offers an assessment for switch activated toys that are adapted for children with special needs.

There is a short term loan service available.

Tel: 0113 305 5332

Adapting your home

If you need to adapt your home to make it easier for you and your child to manage you may either be able to :

- Have the work carried out by your ALMO (previously known as the Housing Management Office-HMO) if you are an ALMO tenant OR
- Get a Disabled Facilities Grant (DFG)

Disabled Facilities Grants for parents of disabled children and young people under the age of 19 do not take into account your income and savings.

You will need to make sure that your new home has the correct adaptations for you. Before you move you will need to contact Social Care for an assessment.

Tel: 0113 398 4702 or 0845 125 4113

If you are intending to move to another part of the country you may be able to take the equipment you have on loan with you, for a limited period.

Please contact either your Occupational Therapist or Leeds Community Equipment Service manager to make the necessary arrangements.

Tel: 0113 247 7387

Sometimes your situation may change. For example if a piece of equipment is no longer suitable for your needs then you will need to contact Adult Social Care (previously Social Services) or your district nurse for a new assessment.

Social Care can be contacted on:

Tel: 0113 398 4702 or 0845 125 4113

Textphone: 0845 127 1113

If you move home in Leeds you can take the equipment as long as it is not a fixed item, but please let Leeds Community Equipment Service know. Some items eg a bath seat, may not be suitable for your new home.

This means you can take wheelchairs, walking frames and commodes for example. If you are an ALMO or Housing Association tenant and have any adaptations such as a stairlift or ramp you can not take them with you. They have to be left in the property.

If you are a home owner and have any adaptations provided through a Disabled Facilities Grant (DFG) they belong to you and you can do what you like with them.

The grant covers the cost of the adaptations you are assessed as needing. These could include:

- installing a stair lift
- building a new bathroom
- Or other types of work

The work must be necessary and appropriate for the disabled person's needs. It must be reasonable and practicable to carry out at your home.

For more information and an assessment of your needs get in touch with the Social Care Contact Centre.

Tel: 0113 398 4702 or 0845 125 4113

Other sources of help

Interagency Transitions Team

The Interagency Transitions Team work with young people aged 14 – 18 who have a range of impairments and complex health needs.

Ideally the team should be contacted when the young person is aged 14 – 16.

The team help young people, their parents and carers plan for the future by providing specialist assessment, advice and support.

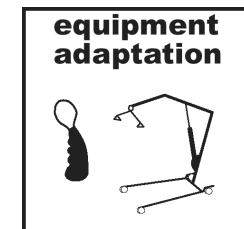
They offer support with:

- accommodation and respite breaks
- assessment and planning education
- training, decision making and choices
- leisure activities and developing independence
- health and employment

The Interagency Transitions Team can be contacted by you or someone else on your behalf including:

- a family member or carer
- social worker or doctor
- teacher or school nurse
- anybody who knows you well

If Your situation changes



Visual Impairment Equipment

Tel: 0113 214 4544

Fax: 0113 214 4543

Leeds Community Equipment Service returns

If the item given to you is no longer required or is unsuitable for you it should be returned to the Leeds Community Equipment Service for cleaning and safety checks.

You should not pass on your item of equipment to another person.

Once cleaning safety checks and refurbishing has been done, equipment can then be reissued to another person by Leeds Equipment Service.

Tel: 0113 395 1617

Fax: 0113 247 5366

E-mail: linda.randall@leeds.gov.uk

Young Adult Team

The Young Adult Team works with people aged 16 – 25 who have a physical impairment. The team assesses the needs of the young person on leaving school.

They offer:

- information and advice
- training and practical help

The team includes a:

- physiotherapist
- speech and language therapist
- clinical psychologist
- occupational therapist
- doctor
- family planning worker

Young people can contact the team themselves.

Tel: 0113 305 5388

Fax: 0113 305 5389

E-mail: leeds.yat@nhs.uk

Website: www.leeds.yat@nhs.uk

The Family Fund Trust

The Family Fund Trust aims to ease stress on families who care for severely disabled children under the age of 16 by providing grants, equipment, advice and information related to the care of the child.

Tel: 0845 130 45 42

Textphone: 01904 658 085

Fax: 01904 652 625

E-mail: info@familyfund.org.uk

Website: www.familyfundtrust.org.uk

Equipment from other places

If you got your equipment from anywhere else you should contact them directly about returns and repairs.

For example:

- The Wheelchair Centre

Tel: 0113 206 3855

Fax: 0113 206 3857

- Leeds Society for Deaf and Blind People

Hearing Impairment Equipment

Tel: 0113 243 8328

Textphone: 0113 243 8328

Fax: 0113 243 3553

Equipment you have bought

If you have bought your own equipment you should contact the place you got it from.

The section 'Buying equipment' has information on who can help if you have a problem with equipment you have bought.

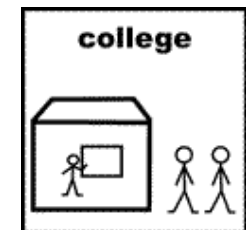
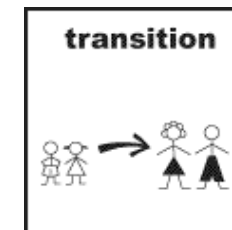
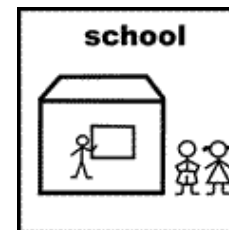
Leeds Community Equipment Service repairs

If your LCES loan equipment needs repairing you should contact the Leeds Community Equipment Service for advice.

Tel: 0113 247 7387

Fax: 0113 247 7392

Equipment for education



School and college

Education services provide equipment needed while at school or college.

Equipment for a child or young person may include:

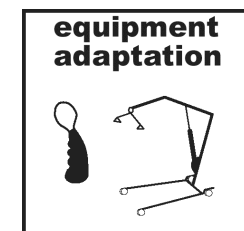
- wheelchairs for use in school
- special chairs and desks
- special writing equipment
- speech and communication equipment

Equipment and adaptations for the school or college may include:

- ramps
- platform lifts
- hoists
- stair lifts

The equipment should be needed and used for education purposes only.

Repairs and returns



It is important that the equipment is used safely. It can only be used for the purpose it was provided for.

All equipment should only be used as advised by the provider of the equipment.

For some equipment you may be given special training.

Any faults with the equipment should be reported straight away and you should not carry on using the equipment until it has been checked.

It may be helpful to have the child's equipment needs included in their statement of educational need.

Education Leeds can provide more information on equipment you may need for school and college:

Education Leeds
10th Floor West
110 Merrion Centre
Leeds
LS2 8DT

Tel: 0113 247 5590

Textphone: 0113 395 0927

Fax: 0113 247 5611

E-mail: educ.info@educationleeds.co.uk

The Parent Partnership Service

The Parent Partnership Service can help you as a parent or carer of children get the advice, information and guidance needed to make the right choices for your child.

For advice:

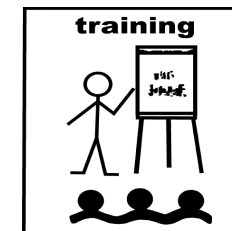
Tel: 0113 395 1200

For general enquiries:

Tel: 0113 395 1222

E-mail: education.pps@educationleeds.co.uk

Safe use of equipment



Further and Higher education

If you are in further or higher education you may be able to get specialist aids and equipment, funding for equipment or practical help.

To find out what help you can get, contact the disability office at your college or university for an assessment.

The National Bureau for Students with Disabilities (SKILL) can provide further information and advice.

SKILL Chapter House, 18-20 Crucifix Lane London SE1 3JW.

Tel: 020 7450 0620

Textphone: 020 7450 0620

Freephone Advice 0800 328 5050

Fax: 020 7450 0650

E-mail: info@skill.org.uk

Website: www.skill.org.uk

If you have a problem with a second-hand item bought from a shop or business you should follow the same advice given in 'Problems with new equipment you have bought' earlier in this section of the guide.

Problems with second-hand equipment you have bought

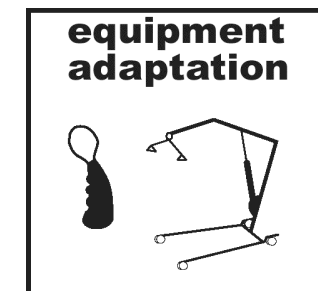
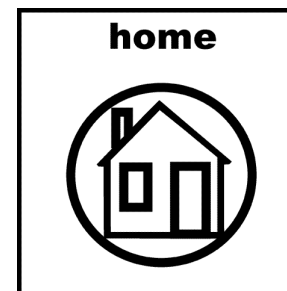
You will have a lot more legal protection if you have bought your second-hand equipment from a reputable supplier of equipment.

There is often little or no comeback if you buy from a private individual. This is because the parts of the Sale of Goods Act that say things must be 'of satisfactory quality' and 'fit for their purpose' do not apply to private sales.

The law does say that private sellers must not 'misrepresent' goods by misleading you or lying to you about something. You may be able to claim compensation from them if this happens to you, but you would probably need consumer advice on how and if you could do this.

If you buy from a shop or other business your legal rights do apply to second-hand equipment. Although the law says you must take into account the price you have paid, and be prepared to accept lower quality. For example, it would not be reasonable to expect a 10 year old powered wheelchair to perform as well as a new one, or to last as long.

Adaptations to your home and equipment for daily living



Equipment for Daily Living

Daily living equipment covers a wide range of items that help people with everyday life. It is usually thought of as equipment that does not meet a nursing, medical, educational or employment need.

In practice there can be some overlap because equipment intended to meet a medical need may also help with daily living.

Here are some examples of equipment which may help you.

In the kitchen:

- kettle tippers
- large control knobs for cooker
- trolley with wheels to put items on at easy height
- perching stool

Some words of warning are needed here:

Do not be tempted by a bargain until you are sure that it really is good value for money. Remember... if it sounds too good to be true, it probably is!

You need to think about all the same things that you would if you were buying new equipment. See the previous section 'Things to consider when choosing equipment' for further advice.

It is helpful to know the history of an item of equipment and whether it has had safety checks and regular services.

Second-hand items can often be bought from equipment suppliers.

Although the equipment will probably be more expensive than if bought privately, it should have the benefit of being safety checked, refurbished and come with a guarantee.

Where to get equipment from

You can get a list of equipment suppliers from the William Merritt Disabled Living Centre and Mobility Service.

Tel: 0113 305 5332.

Many local chemist shops have catalogues from which you can order small items of equipment to buy at a fair price.

Second-hand equipment

Many items of equipment including wheelchairs and scooters can be bought second-hand through advertisements on notice boards and in magazines from disability organisations. There is also a Disability Equipment Register of equipment for sale and articles wanted.

Tel: 01454 318 818

Website: www.disabilityequipment.org.uk

In the living room:

- chair raisers
- Large control knobs for gas fires
- specialist seating

In the bedroom:

- specialist beds
- bed poles and ladders

In the bathroom:

- raised toilet seat
- shower stools
- bath seats
- toilet frame
- over toilet chair on wheels

Hoists

Moving and handling tasks need to be assessed by a District Nurse, Physiotherapist or Occupational Therapist who can recommend the right equipment and methods.

Mobile hoists and other moving and handling equipment are held by Leeds Community Equipment Service.

Hoists fixed to the ceiling are considered as adaptations and are organised by Leeds Adult Social Care (previously Leeds Social Services).

All staff have to work under the Health and Safety at Work Act and use equipment if it is the safest way to move someone.

Sometimes a piece of equipment may have to be specially made to meet your particular needs.

Adaptations to your home

Using equipment can help you to be more independent and safer at home. You might also need to think about some changes to your home to make it more suitable.

Textphone: 08451 28 13 84

www.consumerdirect.gov.uk

The supplier of your equipment may be a member of the British Healthcare Trades Association (BHTA). This means they have to meet certain standards. If your supplier is a member of the BHTA you can make a complaint by contacting them.

Tel: 020 7702 2141

Website: www.bhta.com

- If you are having the item delivered make sure that it is in perfect condition before signing for it. If you do not have time to do this, then write “not checked” at the side of your signature.

Problems with new equipment you have bought

If you are not happy with the item you have bought, contact the supplier as soon as possible. You may be able to get an exchange or a replacement. If the item is faulty you should be able to have it repaired, replaced or get a refund. You do not need to accept a credit note.

You may want to make your complaint first by speaking to the shop manager. If you are not happy with the answer, you should write them a letter.

If you are still unhappy, you can get advice about your legal rights from Consumer Direct which offers telephone and online consumer advice.

Tel: 08454 04 05 06

These changes are called adaptations.

Adaptations include:

- an extra handrail on the stairs
- grab rails around the bath or toilet or door into your home
- a shower instead of a bath
- ground floor toilet
- anything which adapts your home so that it is suitable for you

Work that cannot be done through Adult Social Care

It is not possible to provide:

- storage and access for powered wheelchairs and scooters
- pathways and access across shared areas

Although Arms Length Management Organisations (ALMO's previously known as Housing Management Offices), may be able to assist their tenants with this work.

They will also consider their tenant's adaptation needs when carrying out general refurbishment on their properties.

Housing Associations may also be able to provide these facilities for their tenants.

Self assessment

In certain circumstances small items of equipment and minor adaptations can be provided simply by calling the Social Care Contact Centre on 0113 398 4702 or 0845 125 4113.

After you have contacted them your needs will be assessed from the information you have given. You may be contacted by telephone if more information is needed.

The equipment or minor adaptation will then be approved unless your needs appear to be for more than a small piece of equipment or a minor adaptation then you will have an assessment. These are done by Occupational Therapist based in Adult Social Care.

- What is the company policy on returning items?
- Some shops have a buy-back scheme.
- Do you need insurance cover for breakdown repairs or accidents?
- Think carefully about buying a display item as these are usually sold as seen.
- If the item is reduced in price because of a fault that should have been obvious to you in the shop or was drawn to your attention you will not be able to get a repair, refund or replacement because of that fault. Apart from this, when you buy discounted or sale items, you still have the same rights to repairs, refunds and replacements.

- Think about if you need to transport the item, such as a wheelchair or walking aid, how easy is this?
- Will it fold or come apart, fit in your car?
- Who will put it in the car? Are they physically fit enough to do this?

All these issues can be covered during an impartial assessment at The William Merritt Disabled Living Centre and Mobility Service.

Tel: 0113 305 5332

You should also:

- Check about repair and maintenance. Can you get spare parts easily?
- Does it need to be serviced regularly and how much will this cost?
- Is there an after-sales service and a guarantee?

Social Care assessments

Assessments for equipment and adaptations must take into account your current and long term needs.

Minor Adaptations

These are adaptations that have been assessed as costing less than £1,000. You will not have to pay anything. Housing Associations and ALMOs meet the cost for their tenants and Adult Social Care pay for everyone else.

Only adaptations which are essential for your safety can be provided.

There is a fast track system if you need minor adaptations to allow you to leave hospital. NHS Occupational Therapists will make recommendations for adaptations and contact Occupational Therapists in Social Care if necessary.

Major Adaptations

These are adaptations costing more than £1,000. In working out how your home can be made more suitable the easiest way of meeting your needs will always be investigated first. For example, if your bathroom is upstairs then additional handrails or maybe a stair lift would be looked at before ground floor facilities are considered.

All work has to be necessary and appropriate.

ALMOs fund major adaptations for their tenants. If you live in a Housing Association property a recommendation will be made to your housing association. How they fund adaptations can vary.

If you are an owner occupier or live in private rented accommodation a recommendation will be made to the Environment and Neighbourhoods Department for a Disabled Facilities Grant.

Disabled Facilities Grants are means tested and you may have to make a contribution to the cost of the work.

In all circumstances you should:

- Make sure equipment has the British Standards Institute (BSI) Kitemark to show it has been tested and approved
- Check how easy to use and comfortable the item is, make sure you try it out before you buy, including in your home to check for space, storage and compatibility with your home or other items of equipment.
- If it is a battery powered item, for example a scooter, you will need a suitable charging point where it can plugged into the mains electric.
- Make sure the item is suitable for what you need it to do.
- Can you use it without help?
Are the instructions clear?
Is training given?

Before you consider spending money you are strongly advised to contact the William Merritt Disabled Living Centre and Mobility Service for a free, impartial assessment by a qualified Occupational Therapist to make sure you buy the correct piece of equipment for your needs.

They can also send useful information and advice sheets by post.

Tel: 0113 305 5332.

The section “short term loans and hire” gives information on possible ways that you can get help to raise money for buying equipment.

Things to consider when choosing equipment

Always get professional advice, especially if it is a large, expensive item. Occupational Therapists or Physiotherapists can advise you on equipment which is suitable for your needs and on what is available.

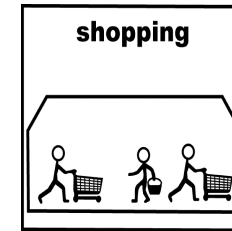
Your ALMO, housing association, landlord or the Neighbourhoods and Housing Department have to consider whether the adaptations recommended are reasonable and practical.

They may want to look at other options including rehousing. If necessary a meeting will be arranged at your home with the Occupational Therapist, a surveyor and the ALMO if you are their tenant.

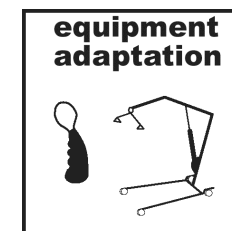
The Adaptations Agency in the Neighbourhoods and Housing Department organise the technical planning and building works for people having adaptations funded by a Disabled Facilities Grant. ALMOs organise the work for their tenants.

If you think an adaptation will help you the best starting point is to telephone the Social Care Contact Centre.

Tel: 0113 398 4702 or 0845 125 4113

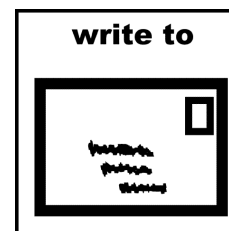


Buying equipment



Referrals

(getting in touch)



If you are having difficulties managing around your home, for example you may be having problems using the toilet or difficulty getting in and out of the bath, you should contact either:

- Your GP
- Your District Nurse, Occupational Therapist, Health Visitor, or Physiotherapist, if you have one.

They may carry out the assessment themselves and refer you to Leeds Community Equipment Service or Leeds Social Care.

- Leeds Social Care (previously Leeds Social Services).

The person you speak with will take your details. A visit will then be arranged to discuss your needs and what equipment and adaptations might be able to help you.

It is not always possible to get enough money for a brand new item. You may have to save up some money yourself to go towards the equipment.

As a last resort D.I.A.L (LEEDS) may have to explore the possibility of second hand options. In this situation they will only approach a reputable equipment dealer who guarantees equipment has been checked for safety.

Fax: 0113 214 3628

E-mail: dial.leeds@btconnect.com

D.I.A.L (LEEDS) and Funderfinder:

D.I.A.L (LEEDS) has the Funderfinder computer program to search for the best Charitable Trusts to apply to.

They need to ask a lot of questions because most Trusts have strict rules about who they will help and who they will not. This includes your family situation, disability, any employment history and details of your financial circumstances.

An assessment of your equipment needs will have to be done to send with your applications. William Merritt Disabled Living Centre and Mobility Service or your Occupational Therapist if you have one can do this.

It can take an average of 4 months to get decisions. This is because the trusts do not meet very often.

Leeds Social Care

Tel: 0113 398 4702 or 0845 125 4113

Textphone: 0845 127 1113

E-mail: onestop@leeds.gov.uk

D.I.A.L (LEEDS) can also help you to contact Leeds Social Care if you find this difficult.

Tel: 0113 214 3630

Textphone: 0113 214 3627

Fax: 0113 214 3628

E-mail: dial.leeds@btconnect.com

Some organisations can help particular groups of people.

For example:

SSAFA, The Royal British Legion and Combat Stress can help if you or your carer has some current or previous connection with the armed forces.

Disability specific charities such as The Stroke Association, Muscular Dystrophy Campaign, Macmillan Cancer Support and SCOPE can provide grants in certain circumstances.

Please contact D.I.A.L (LEEDS) for details of who may be able to help you to raise money for equipment.

D.I.A.L (LEEDS)
The Mary Thornton Suite
Armley Grange Drive
Leeds
LS12 3QH

Tel: 0113 214 3630

Textphone: 0113 214 3627

Charitable Funding

Most Charitable Trusts and grant givers will expect you to try the Social Fund first. See earlier in this section for information on how to apply.

You can apply to some Charitable Trusts yourself or ask a professional such as a Social Worker, support or key worker to apply for you. Other voluntary organisations can sometimes make referrals.

If none of these are possible, D.I.A.L (LEEDS) may be able to apply for you.

There are national and local groups who can help with funding for equipment. It is usually best to try local ones first.

Some local groups may just help people in the area you live which means they receive less requests for funding than large national groups.

Self assessment and Social Care assessments

What is the process of self assessment for minor adaptations and small items of equipment costing less than £1000?

→
**Contact Social Care on 0113 398 4702 or
0845 125 4113**

→
**Ask the advisor for any small pieces of equipment
or minor adaptations you need such as a grab rail
or a stair rail**

To apply for Community Care Grants and Budgeting Loans you need to contact the Social Fund.

**Telephone: 0845 608 8671
Textphone: 0114 259 0772**

It is a good idea to seek advice. The following organisations should be able to help you.

**Citizens Advice Bureau
Telephone: 0870 120 2450**

**D.I.A.L
Telephone: 0113 214 3630
Textphone: 0113 214 3627
Email: dial.leeds@btconnect.com**

**Welfare Rights Unit
Telephone: 0113 214 9006
Textphone: 0113 214 9006
Email: welfare.rights@leeds.gov.uk**

Some give general funding and others only for specific purposes:

Social Fund

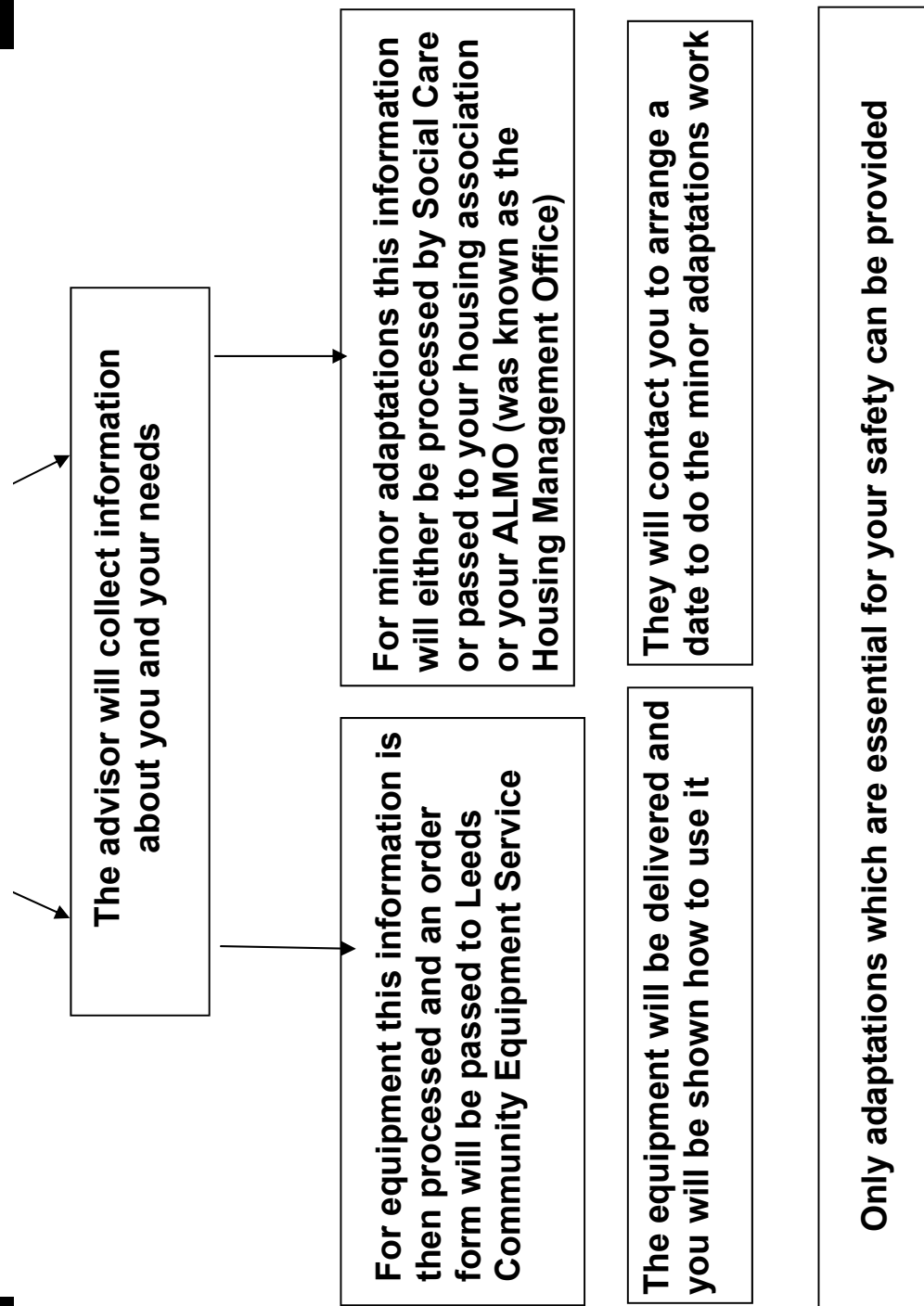
The Social Fund provides grants and interest free loans for a variety of needs that are difficult to meet from weekly benefits.

Community Care Grants:

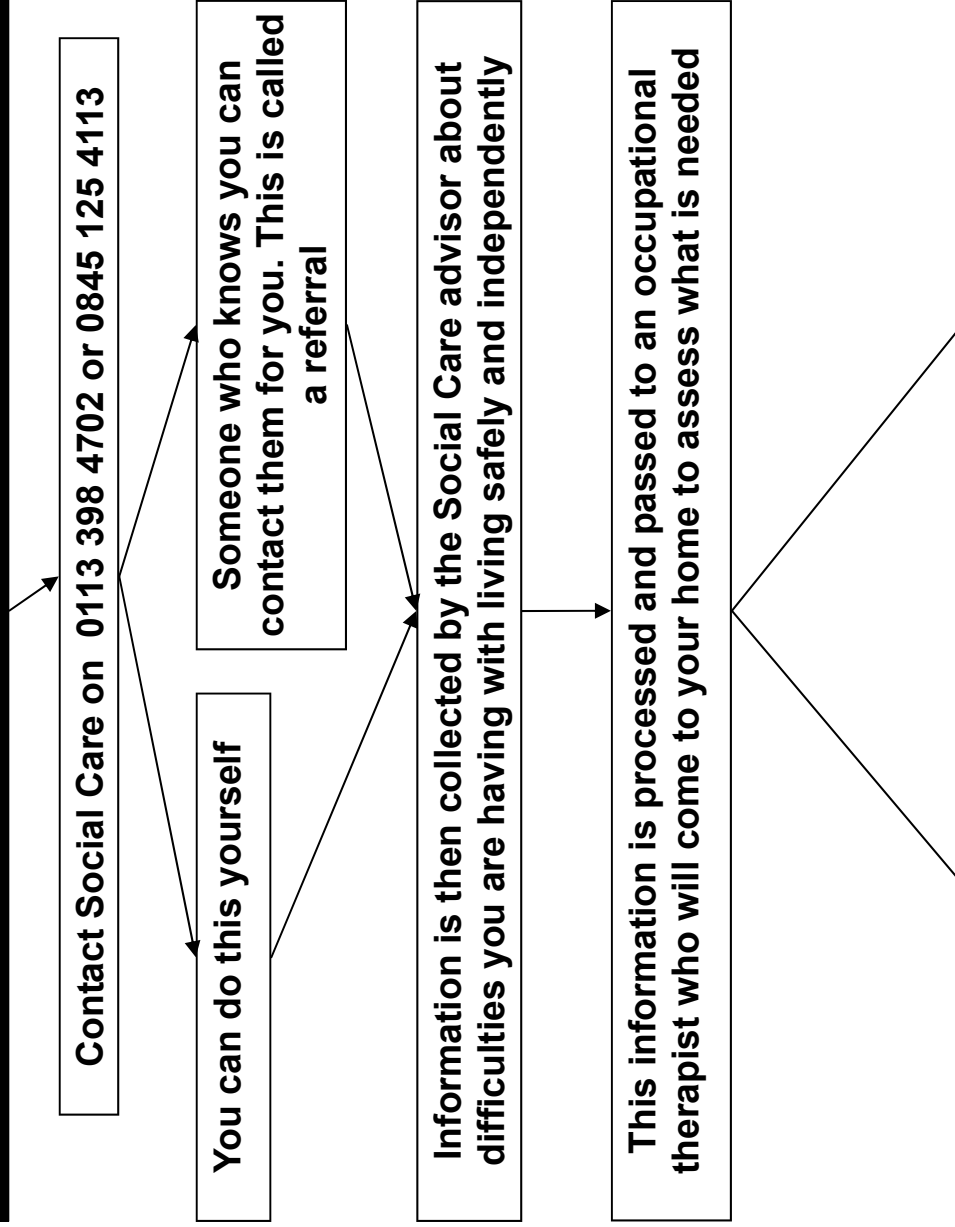
assist people on Income Support, Income based Job seekers Allowance or Pension Credit to live independently in the community. They do not have to be paid back.

Budgeting Loans:

interest free loans to help people who have been on Income Support, Income based Job seekers Allowance, or Pension Credit for at least 26 weeks to buy items that are difficult to budget for. These are paid back at a reasonable weekly amount direct from your benefit.



What is the process for getting major adaptations over £1000 and larger items of equipment?



Tel: 0113 305 5288 (Mobility Service)

Fax: 0113 231 9291

Email: mobility.service@nhs.net

Website: www.williammerritleeds.org

It is important to do this to make sure that you buy the right piece of equipment to meet your needs.

There are lots of different places you can go to get help with funding.

Funding for Equipment

Funding for equipment may be available if the equipment you want is not available from the NHS or Leeds City Council and you cannot easily afford to buy it yourself.

Before you try to raise money you should contact either your Occupational Therapist if you have one, or if not the William Merritt Disabled Living Centre and Mobility Service for an assessment.

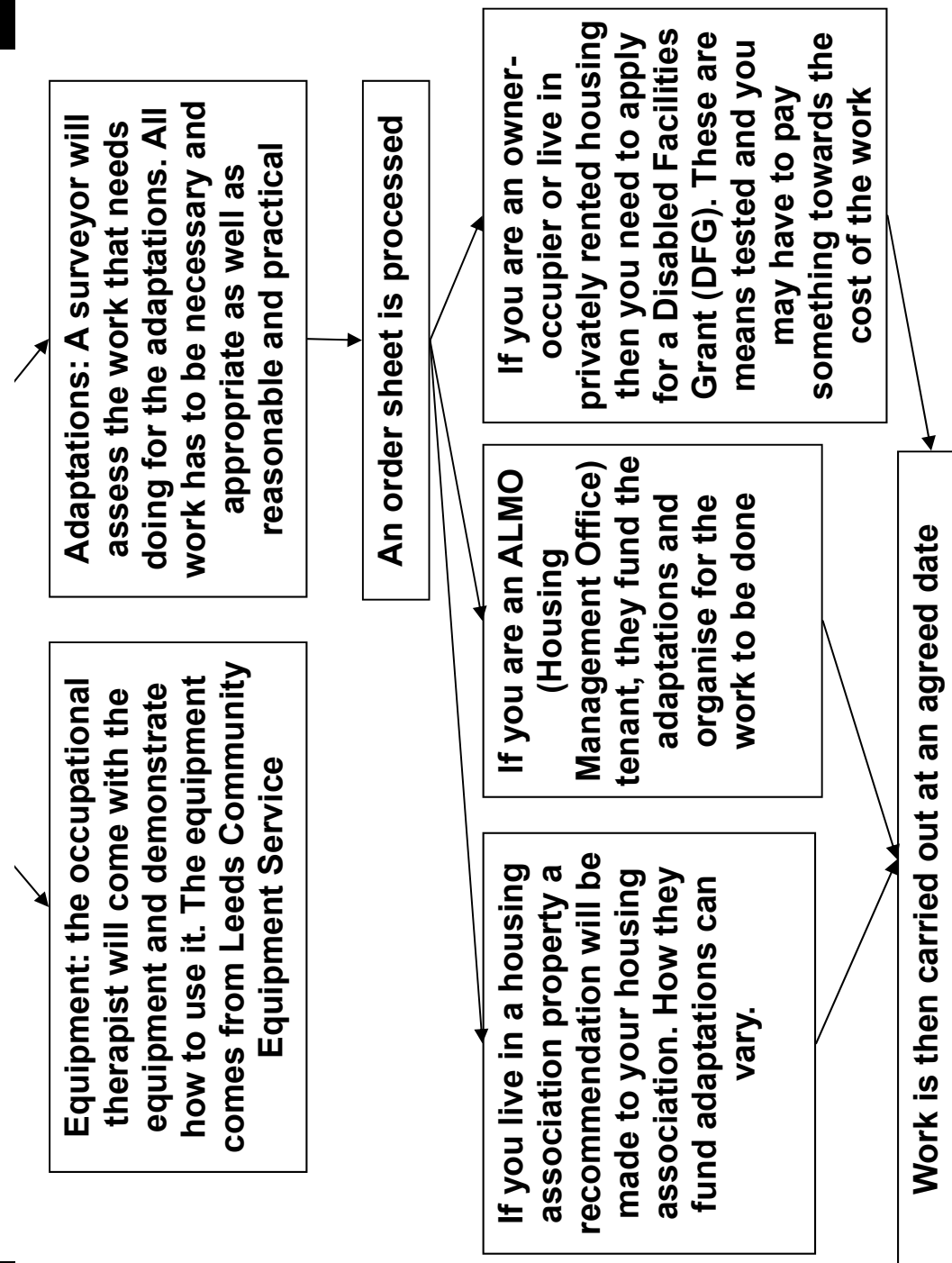
The William Merritt Disabled Living Centre and Mobility Service,
St. Mary's Hospital,
Green Hill Road,
Armley,
Leeds
LS12 3QE

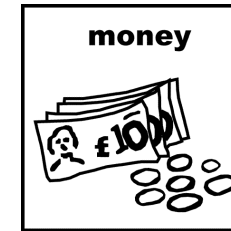
Tel: 0113 305 5332 (Disabled Living Centre)

Fax: 0113 231 9291

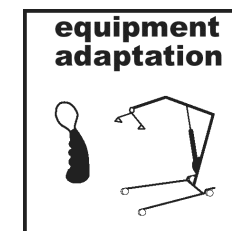
Email: thewilliammerritt.dlc@nhs.net

Website: www.williammerrittleeds.org





Funding for equipment



Access to Work is run by Jobcentre Plus to overcome barriers to employment as a result of impairment or long term health conditions. You can get help if you are in work or due to start a new job.

Equipment or adaptations can be provided after an assessment of your practical needs at work.

You can try out a wide range of equipment from adjustable chairs to specialist computer equipment.

For more information contact:

Access to Work
Jobcentre Plus
Pepper Road
Hunslet
Leeds
LS10 2NP

Tel: 0113 214 2345
Textphone: 0113 271 4785
Fax: 0113 214 2331

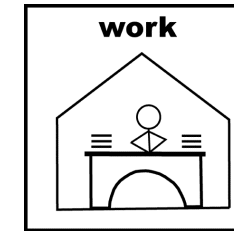
Email: paul.inglif@jobcentreplus.gsi.gov.uk

Website: www.jobcentreplus.gov.uk

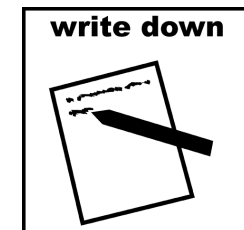
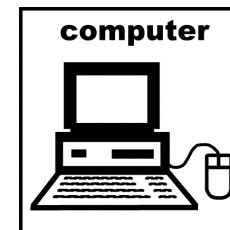
How to approach the assessment



- Think about all the things you have difficulty with. You might want to write them down before the visit.
- Sometimes people find things easier on some days or at certain times. Maybe first thing in the morning or last thing at night are particularly bad. Make sure you explain this.
- Try not to be embarrassed to talk about things like not being able to get to the toilet on time. Equipment and adaptations to help you can only be provided if your difficulty has been discussed.
- If someone provides care for you even if they do not live with you, it is important to explain what help they give you so that their needs can also be considered.
- You may like to have someone with you during the assessment such as a carer, relative or friend.



Equipment for employment



Equipment is available on long term loan for as long as you need it.

If you decide you want to buy the item the therapist will advise you how to go about this.

Writing Equipment

If you cannot hold a standard pen, different sized and shaped pens can be bought from various suppliers.

Typewriters and computers may be an alternative to writing by hand. Many can be programmed to make them easier to use or a typing stick may be used.

William Merritt Disabled Living Centre and Mobility service has a selection of writing aids on display and lists of where to purchase them.

Tel: 0113 305 5332.

Access to Work may be able to provide writing equipment for use at work. The next section gives information on how to get equipment for employment.

- If you are unsure or worried about anything get advice. The organisations listed in the other sources of information and advice section should be able to help.
- Make sure that you get the name, address and telephone number of the person who does your assessment. You may need to contact them after the assessment.

Speech Equipment

If you have a communication difficulty you should ask your GP to refer you to a Speech and Language Therapist.

If you attend an Adult Training Centre, are in hospital or use a service which has a Speech Therapist you can ask them for an assessment. In each case you will need an assessment by a specialist Speech and Language Therapist to determine whether a communication aid would be appropriate for you.

Low-tech equipment available includes:

- letter/word/picture charts
- communication books
- eye pointing frames

High-tech equipment includes a range of communication aids. For more information on what High-tech equipment is available please contact your Speech Therapist.

You will need an assessment by a Rehabilitation Officer to get this equipment and it will be loaned from the Leeds Community Equipment Service.

You need to get in touch with the Social Care Contact Centre for an assessment.

Tel: 0113 398 4702 or 0845 125 4113

Leeds Society for Deaf and Blind People can also offer information and advice on where to buy other items of equipment.

They have displays of equipment that you can try out.

Leeds Society for Deaf and Blind People

Shireview

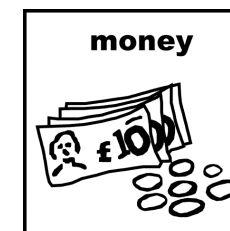
Tel: 0113 214 4544

Fax: 0113 214 4543

Email: info@leedsdeafandblind.org.uk

Website: www.leedsdeafandblind.org.uk

Direct payments for equipment



Direct Payments can be used to buy equipment and minor adaptations to your home that would otherwise have been provided by Adult Social Care.

You need to have an assessment and certain conditions have to be met for you to qualify for Direct Payments.

It is important to seek advice to make sure that the equipment you are buying is cost effective and appropriate and safe for your needs. Please see the section on buying equipment for further information.

You also need to find out whether you or Adult Social Care will own the equipment and who will be responsible for ongoing maintenance and repairs.

Direct Payments are not available through the NHS for healthcare equipment.

Leeds Society for Deaf and Blind People

Centenary House

Tel: 0113 243 8328

Textphone: 0113 243 8328

Fax: 0113 243 3553

Email: info@leedsdeafandblind.org.uk

Website: www.leedsdeafandblind.org.uk

Visual Impairment Equipment

There is a wide range of equipment for daily living available for people with visual impairments.

This includes:

- canes
- talking clocks and watches
- task lamps
- liquid level indicators

Hearing Impairment Equipment

Equipment for daily living is available to people with a hearing impairment.

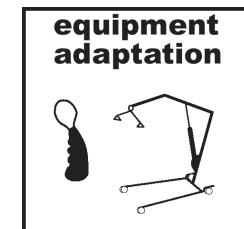
Equipment includes:

- amplified and flashing light doorbells and telephones.
- vibrating clocks and loop systems for use within the home to amplify conversations or television.

Leeds Society for Deaf and Blind People have an equipment room where you can try out a wide range of hearing impairment equipment.

Advice can also be given on other equipment such as smoke alarms, Text TVs and video caption recorders.

Short term loans and hire services



You may wish to consider loaning or hiring an item of equipment instead of buying it or while you are waiting for charitable funding.

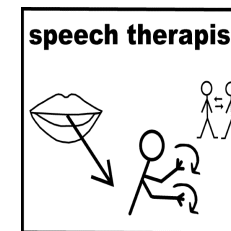
Leeds Community Equipment Service

The Leeds Community Equipment Service can provide you with a manual wheelchair for up to 12 weeks.

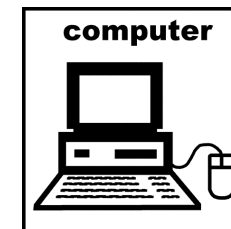
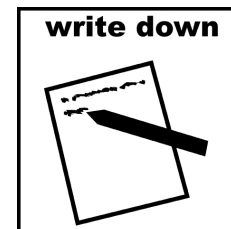
You will need to ask your GP or another medical professional to refer you.

British Red Cross

The British Red Cross in Bradford has a medical loan service that offers short-term loan of manual wheelchairs and commodes for people coping at home with sickness or impairment or whilst on holiday.



Sensory and communication equipment



Environmental controls use technology to help people with severe impairments, for example being unable to use your hands, for everyday tasks such as to:

- Turn lights on or off
- Use a television or music system
- Open the curtains
- Control the heating
- Use the telephone
- Answer the door

Environmental controls are funded by the NHS. The equipment is provided on loan and serviced free of charge.

If you think you may find environmental controls useful your doctor or OT can refer you to an NHS specialist.

To find out more please contact:

Training and Information Officer
Leeds Community Equipment Service.
Tel: 0113 247 8645
Textphone: 0113 247 8682

It is a 'donation based service' but a refundable deposit of £20 is charged for wheelchairs and £10 for commodes plus £3.50 for non-returnable pot. Loans are for one month which can be extended to two if necessary. Delivery is available for £20.

Tel: 01274 620 999

Fax: 01274 620 366

Website: www.redcross.org.uk

St. John Ambulance

St. John Ambulance provides short-term hire of wheelchairs and commodes for up to 8 weeks. This can be extended by telephoning at the end of the loan period if equipment is still required. Both self-propelled and transit wheelchairs are available.

All wheelchairs and commodes fold up. Wheelchairs cost £10 per week, commodes £5 per week. The collection point is in Huddersfield, and delivery available costing £10 each way.

Tel: 01484 691 871

Mobility Equipment Suppliers

You can also hire equipment from mobility suppliers. Charges vary ranging from £3 per day for manual wheelchairs to £200 per month for an electric wheelchair or scooter. Accessories are also available.

For a list of suppliers that hire out equipment contact:

DIAL (LEEDS)

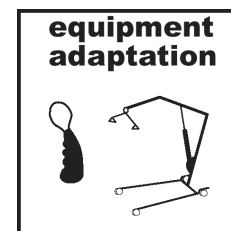
Tel: 0113 214 3630

The William Merritt Disabled Living and Mobility Service

Tel: 0113 305 5332

Please note prices are correct at time of publication.

Environmental controls



Shopmobility

Shopmobility provides manual and electric wheelchairs and scooter for use in shopping areas.

Equipment is loaned free of charge but needs to be booked in advance.

Leeds City Centre Shopmobility
92 Merrion Centre, Leeds LS2 8LY

Tel: 0113 246 0125

Textphone: 0113 246 0125

White Rose Shopping Centre
Ross Care
Dewsbury Road
Leeds
LS11 8LU

Tel: 0113 277 8858 or 0113 277 3636

Fax: 0113 277 8772

How do I get Telecare?

You will need an assessment which is carried out by a professional from Adult Social Care (previously Social Services) or from the NHS.

Telecare equipment is provided if it is found that there are significant risks which the equipment can help reduce.

To find out more about Telecare contact the Social Care contact centre:

Tel: 0113 398 4702 or 0845 125 4113

How does it work?

When a sensor is activated it alerts the response centre who can then make arrangements to help.

Help might include:

- contacting a family member
- contacting the emergency services
- provide a voice prompt to inform service user that an appliance has been left on

These monitors are usually linked with the community alarm system provided by the Care Ring Scheme.

Walking equipment



Walking equipment

Mobility needs are assessed by a Physiotherapist at your local hospital.

You will need to get a referral from your GP, District Nurse, Occupational Therapist or hospital staff.

Walking equipment to meet basic needs is usually supplied by the hospital. For those people who are unable to go out, community physiotherapists are available to visit in the home.

The physiotherapist will arrange for the appropriate equipment to meet your needs. This could be walking sticks, walking frames and crutches.

The William Merritt Disabled Living Centre and Mobility Service can offer impartial assessments and advice about equipment to assist your mobility needs.

The Care Ring staff can also contact a friend or family member as agreed by you. When you connect to Care Ring you will need to give details of names, addresses and telephone numbers of other people who can help in an emergency, who live nearby and can have a key to your home.

If the equipment stops working, the Council will repair it free of charge.

You will never be left without an alarm system.

Social Care Contact Centre:

Tel: 0113 398 4702 or 0845 125 4113.

Care Ring (Leeds) Alarm Call Services

Care Ring is a personal alarm service that lets you call for help if you feel unwell and need medical help, for example, if you fall down and cannot get back up.

It is available 24 hours a day, 7 days a week and is confidential.

Anyone in Leeds with a telephone line to their home can use Care Ring. If you are an older or disabled person, live alone or feel vulnerable you can ask for Care Ring to be put in your home.

You will get a large emergency press button and loudspeaker. Pressing this button will call the Care Ring control centre who will speak to you and arrange for emergency help. You can also wear a pendant with a press button so you can call for help wherever you are in your home.

Wheelchairs



Leeds Wheelchair Service

The NHS Leeds Wheelchair Service provides manual wheelchairs to people with walking difficulties lasting at least 3 months.

They are available if:

- you need to use a wheelchair all the time
- or,
- you need to use a wheelchair for distances outdoors

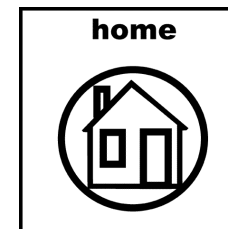
You will have an assessment of your needs and those of your carer if appropriate.

A suitable chair will be provided free on long term loan for as long as it is required. They are usually standard models and there is not always a great choice.

Wheelchair accessories, modifications, special seating systems and pressure relief cushions are also supplied.



Care ring and Telecare alarm call



Care Homes

It is important that people living in care homes have the equipment they need to live as independently as possible within that environment.

Leeds Community Equipment Service provides equipment for people who live in Residential Homes. The equipment is requested by District Nurses, Occupational Therapists, Physiotherapists and others.

For people living in Nursing Homes the equipment they need is provided by the home.

User controlled electric indoor/outdoor wheelchairs can also be loaned to severely disabled people who would otherwise be unable to benefit from independent outdoor travel.

To be eligible for an electric wheelchair you must permanently need to use a wheelchair at all times and be able to handle an electric wheelchair safely.

The NHS will pay for servicing and repairs so long as they are not caused by misuse or neglect.

For further information please contact:

Leeds Wheelchair Service
Seacroft Hospital
York Road
Leeds
LS14 6UH

Tel: 0113 206 3855

Fax: 0113 206 3857

Website: www.leedsteachinghospitals.co.uk

The William Merritt Disabled Living Centre and Mobility Service can offer an impartial assessment and advice about a wide range of wheelchairs.

Tel: 0113 305 5332

Wheelchair Voucher Scheme

You can get a voucher to the value of the manual chair that would be provided by the NHS. This can be used to buy the manual chair of your choice from an agreed range of models which are more expensive than the NHS can provide. You have to pay the amount over and above the value of the voucher.

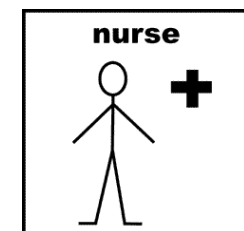
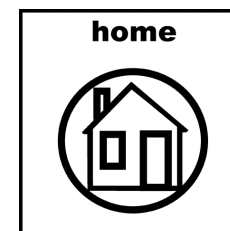
You will need to have an assessment at the Leeds Wheelchair Centre and sign an agreement.

Leeds Wheelchair Centre
Seacroft Hospital
York Road
Leeds
LS14 6UH

Telephone: 0113 206 3855
Fax: 0113 206 3857

Opening times 9am to 12pm
1pm to 4pm

Care homes



Nursing care equipment is provided free on loan while you need nursing care at home.

This equipment is provided through your District Nurse, Health Visitor, or an Occupational Therapist if you are coming out of hospital.

Equipment provided includes:

- specialised beds and bed cradles
- hoists and transfer equipment
- anti-pressure equipment
- commodes, urinals and bed pans

You can contact your District Nurse or Health Visitor through your G.P.

If you no longer receive nursing care you can keep the equipment without having another assessment.

There are 2 voucher options available:

Independent:

This option gives you the chance to buy a chair of your choice, from an agreed supplier.

Using this scheme you become independent of the wheelchair centre so you will own the chair and be responsible for upkeep, repairs maintenance and insurance.

Partnership:

This scheme allows you to contribute towards the cost of an alternative chair chosen from a range agreed by the wheelchair centre.

The chair will still belong to the NHS who will be responsible for all maintenance and repair costs.

It must be returned to the wheelchair centre if it is no longer required.

See section 22 for information on what you need to know about buying equipment

Motability Wheelchair Scheme

Motability is a charity set up by the Government.

It allows you to turn your Disability Living Allowance, High Rate Mobility Component or War Pensioners Mobility Supplement into a powered wheelchair or scooter.

This can either be done as a lease agreement or used to buy a powered wheelchair or scooter on hire purchase.

The Motability Powered Wheelchair and Scooter Scheme is operated by route2mobility under contract to Motability.

**Equipment if
you need
nursing care**

**route2mobility Ltd,
Montgomery House,
Newbury Road
Enham Alamein
Andover
Hants
SP11 6JS**

Tel: 0845 60 762 60

Fax: 01264 384482

E-mail: via the website

Website: www.motability.co.uk

Equipment if you can't use the toilet

If you are prescribed continence products by your Doctor but cannot collect them due to your disability, or your carer is unable to collect them, Care and Repair can deliver them for you.

Their home delivery service is confidential and will deliver direct to your home on a regular basis for a very reasonable price.

**Care and Repair
323 Roundhay Road
Leeds
LS8 4HT**

Tel: 0113 200 9160

Textphone: 0113 240 6053

Fax: 0113 249 3349

Email: enquiries@care-repair-leeds.org.uk

Website: www.care-repair-leeds.org.uk

Catheters

An assessment has to be carried out by the District Nurse and then if necessary referred to the Continence Service, where one of the specialist nurses will sort out what catheter is needed and will show you how to use it safely.

If you already have a specialist nurse then you can contact them directly for further help and advice.

The Continence Service
St. Mary's Hospital
Green Hill Road
Leeds
LS12 3QE

Tel: 0113 305 5138

Fax: 0113 305 5108

Email: gillian.briggs@nhs.net

Equipment to help with continence



Commodes and urinals

Leeds Community Equipment Service holds commodes in stock which can be provided for short or long term needs.

You will need to get a referral from your GP, District Nurse, Occupational Therapist, Physiotherapist or hospital doctor.

Wheeled commodes can be used with the pan provided in the same way as an ordinary commode, or wheeled over the toilet.

A District Nurse will assess the situation if a chemical commode is to be considered.

Male and female urinals are also available.

The process for obtaining a commode or urinal is the same as for any other item of equipment and is described in the 'Referrals (getting in touch)' section.

Continence problems

If you have bladder or bowel problems, the Continence Service can help. You can contact them yourself and you will receive an information pack with forms to fill in before your first appointment. If you do not want to contact them yourself, you can ask your Doctor to refer you for an appointment.

You will then have an assessment which will include demonstrations of toilet aids and pads, advice and explanations of causes, prevention, treatment and how to manage your continence problems.

A range of continence products are on display at the William Merritt Disabled Living Centre and Mobility Service, which offers impartial information, advice and assessments.

Tel: 0113 305 5332
Fax: 0113 231 9291

Email: thewilliammerritt.dlc@nhs.net