NHS
Lancashire Teaching Hospitals
NHS Foundation Trust

Wheelchair User Handbook

Specialist Mobility Rehabilitation Centre (S.M.R.C.)

Excellent care with compassion

Surgery Division, Specialist Mobility Rehabilitation Centre

Welcome

This booklet gives you information about Lancashire Teaching Hospitals NHS Trust wheelchair service based at the Specialist Mobility Rehabilitation Centre (SMRC) in Preston.

All staff at the wheelchair service are here to help you, so if there is anything you would like help or which you do not understand, please do not hesitate to talk to us.

About the service

Our team covers South Cumbria, East Lancashire, Morecambe Bay, Greater Preston, Blackpool, Fylde, and Wyre areas.

A repair company is contracted by the wheelchair service to repair and maintain the wheelchairs.

Interpreting services can be requested in advance of your appointment.

Please ask our clinical team if you require any of our information in a different format.

The wheelchair service

The wheelchair service is available to people who have a permanent need for a wheelchair. Initial referrals to the service are made through your G.P. or a suitably qualified medical professional. If you are already registered with the wheelchair service, you can re-refer yourself to the service at any time.

The team of people working in the wheelchair service include Occupational Therapists, Rehabilitation Engineers, Administrative Support and Contractor.

The clinical team

Rehabilitation Engineer

- They review referrals received by the wheelchair service and select the appropriate wheelchair and seating for each client. If they consider your needs are straightforward, they will arrange for a wheelchair to be delivered direct to you.
- They may design, manufacture, assemble or adjust the wheelchair and seating to meet your individual needs.
- If your needs are more complex you will be asked to attend a clinic to discuss your needs in more detail, together with an Occupational Therapist.
- They also report problems with products to the Medicines and Health products Regulatory Agency (MHRA) and action any product recalls.

Occupational Therapists

The Occupational Therapist will assess patients who have been referred to the service and have complex needs. For example: -

- They may need specialist seating support to help with function, or additional accessories to maintain posture.
- They also assess people who have developed pressure sores and provide suitable pressure relieving cushions and help minimise further pressure damage and encourage healing.
- The OTs are involved in specialist seating clinics at the SMRC where patients who cannot be supported in our basic wheelchairs are seen and assessed. They can also carry out environmental assessments if needed to look at the home set up and advise on any minor equipment needs which may help you manage at home in your wheelchair.

The support team

Patient Services Officer (PSO)

The Patient Services Officers (PSO) are part of the team looking after you. The PSO will be your first point of contact and will be able to deal with many of your queries. Anything they are unable to deal with will be passed on to the clinical team.

The (PSO) carry out essential tasks to support your care, for example, organising the purchase of equipment and contractor liaison.

Visits to the SMRC

- You will be sent an appointment to attend a wheelchair clinic here at the SMRC so that your needs and requirements can be assessed with the wheelchair clinical team.
- The Rehabilitation Engineers and Occupational Therapists will assess your needs and will show and demonstrate the most clinically suitable wheelchair.

Please bring with you any orthotic, prosthetic devices and your sling for hoisting if you use one. This will help with your assessment

Community visits

- In special circumstances, we can assess patients at home if they are unable to attend clinic appointments.
- Clinics are sometimes arranged at schools and colleges.

Your wheelchair

Types of wheelchairs

The service can supply:

- Basic manual wheelchairs to meet your clinical presentation. These can be either self-propelling or pushed by an attendant. Most of these chairs can be folded to fit into the boot of a car.
- Complex seating such as modular or moulded seating, tilt in space, specialist back supports, cushions and accessories.
- We also supply buggies, wheelchairs, and specialist seating to children.

- Powered wheelchairs can be supplied either for indoor or indoor / outdoor use. In both cases a detailed assessment is required. The service does not supply powered wheelchairs to be used outdoors only.
- Headrest will be provided only when clinically necessary. The wheelchair service does not supply headrests or restraints for use in transport only.

Delivering your wheelchair

Standard wheelchairs and accessories (such as cushions) will be delivered to your home and set up by our contractor.

- you will receive a phone call informing you when the wheelchair and accessories will be delivered to you, and you will receive a demonstration of your equipment.
- Complex wheelchairs and specialist seating will be handed over by clinicians in a clinic appointment. (In special circumstances, if you are unable to attend clinics, we can hand over complex equipment at your home address.

Please note: all wheelchairs and accessories supplied by SMRC are on loan to you. You will be asked to sign a handover form when you take delivery of your wheelchair equipment.

Repairing your wheelchair

If you need to report a problem with your wheelchair, please contact our wheelchair contractor:

Ross Care
Unit 2 Lincoln Park, Walton Summit Road
Bamber Bridge, Preston
Lancashire, PR5 8NA
01772 696200

8:00am to 5pm, Monday to Thursday
8:00am to 4:30pm, Friday

Emergency Repair

The contractor operates an emergency repair service outside standard hours.

- The emergency service is provided between the hours of 5:00pm and 11:00pm Monday to Friday and 08:00am to 11:00pm weekends and bank holiday, reported emergency cases are dealt with the same day.
- “Emergencies” are classed as urgent repairs required by people who are totally dependent on their wheelchair.
- The contractor should attend within three working days of receiving a request for a non-emergency repair. Collect/Deliveries should be carried out within five working days.

Please do not attempt to undertake repairs yourself. If your wheelchair is defective do not use it and make, contact with the contractor. DO NOT change the configuration of your wheelchair.

Personal wheelchair budget

If you need a wheelchair, you can have one that meets your mobility needs free of charge from the NHS.

- If you prefer a different wheelchair that the NHS cannot provide, you may be entitled to a contribution towards the cost. This will be a voucher to the value of your recommended NHS wheelchair.
- The wheelchair service will still need to ensure that the wheelchair you choose is safe for you and meets all your clinical needs.

Enquiries

Our administrative staff are here to help you. They can give information on delivery times, repairs and return of wheelchairs. If you have any problems or need advice about your wheelchair for example, if you need a new cushion for your chair, or your weight changes considerably and your wheelchair is no longer comfortable, please call the administrative staff in the first instance. They will pass your query to a rehabilitation engineer who will decide if you need a further assessment. If you go on holiday in England and your wheelchair breaks down, you can contact the wheelchair service in that area for assistance (we can help with contact numbers if necessary).

To speak to an administrator please contact the relevant locality listed below, either by phone or email. SMRC administrators are available 9:00am to 5pm, Monday to Thursday. 9:00am to 4:30pm, Friday. The service is closed on bank holidays.

Barrow, Kendal & Millom	01772 523832
Lancaster & Morecambe Bay	01772 523832
Blackburn	01772 523825
Hyndburn & Ribble Valley	01772 523825
Burnley	01772 523861
Preston & Wyre	01772 528288
Blackpool & Fylde	01772 523831
Wheelchair Clinic's	01772 523828
Personal Wheelchair Budget	01772 523860

Transport

Please arrange your own transport if you can and contact the administrators if you require any information on parking.

If you cannot arrange to get to the wheelchair clinic independently, you may be eligible to use hospital transport. You will need to contact Northwest Ambulance Service (NWAS) on 0800 032 3240 to book your transport at least three working days before the appointment.

Travelling expenses

Some patients who are war veterans maybe eligible to claim travelling and subsistence expenses at the reception desk. Patients who receive certain benefits can claim towards their travelling expenses, please ask at reception to see if you are eligible. You will need to show us the relevant benefit documentation when you first make a claim.

Things to bring with you

- **Orthotic device**
- **Prosthetic device**
- **Sling for hoisting**
- **Sling**
- **Wheelchair**

Something to eat and drink: If you have diabetes, a special diet, or expect to be with us for some time, please make sure you bring something to eat and drink. There is a café on site at SMRC open from 8:30am to 4pm, Monday to Thursday. 8:30am to 3:30pm, Friday.

Medication: If you take medication during the day and administer it yourself, please bring it with you in case you are delayed getting home. We cannot provide or administer medication for you.

How to get to us

Directions from: Royal Preston Hospital

Follow Sharoe Green Lane [from Royal Preston Hospital] for approx 1 mile, the last right turn before the end of Sharoe Green Lane is Bhailok Square. Take this turn and the car park is on your left. The Patient entrance is towards the far corner of the car park.

Directions From: A6 & M6/M55 J32

From the motorway junction head towards Preston City Centre approx 2 miles along the A6 [Garstang Road]. Turn left onto Watling Street Road and continue for approximately 200yds then turn left into Bhailock Square. Follow the road around the Preston Business Centre site perimeter until you locate the patient entrance to the rear of the building.

Directions From : M6 [north] J31(a)

Exit M6 at J31a and follow slip road then take 3rd exit & go across the next roundabout. Carry on to the next roundabout and turn left [signposted Hospital]. Continue along this road to the traffic lights and turn right. Pass The White Hart Pub on your right & at the next traffic lights turn right [Fulwood Army Barracks on your right. Continue on to the next set of traffic lights and turn right onto Sharoe Green Lane and take first left [Bhailok Square] onto the hospital road. The car park is on your immediate left.

What Three Words App

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Address

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Watling Street Road,
Fulwood, Preston.
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