

**SWINDON WHEELCHAIR &
SPECIALIST
SEATING SERVICE**

**Unit 12 – Birch
Kembrey Park
Swindon
Wiltshire
SN2 8UU**

0303 333 1460



Version: 1b
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USER INFORMATION

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The following conventions have been used in this booklet:

WARNING

This is used to draw attention to those circumstances that may result in injury to the user and/or carer.

CAUTION

This is used to draw attention to those circumstances that may result in damage to the wheelchair or property.

NOTE

This is used to draw attention to those areas where the text may be broad due to design variations.

INFORMATION ABOUT THE WHEELCHAIR SERVICE

INTRODUCTION

If you live in the Swindon area and are eligible for a wheelchair it will be supplied by us.

Our address and telephone number can be found on the back cover of this booklet.

GENERAL AIMS OF THE SERVICE

To provide appropriate wheelchairs and special seating that meet your need and lifestyle, within the budget allocated to the service.

To provide assessment at home, or in a clinic or another setting appropriate to the circumstances.

To maintain and repair equipment owned by Swindon Wheelchair and Specialist Seating Service and to ensure it is in a safe condition.

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To provide advice, education and support, to users, carers, health professionals and social care staff.

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ACCESS TO THE WHEELCHAIR SERVICE

Referrals can be initiated by:

- Therapists
- Community nurses
- GP's
- Consultants

In all cases it is essential that a referral is supported by the patient's GP or consultant. All referrals should be directed to the Wheelchair Service and sent to the address on the back cover of this booklet.

EQUIPMENT AVAILABLE:

Manual wheelchairs:

- Indoor and outdoor attendant controlled;
- Indoor and outdoor self propelled.

Electrically Powered wheelchairs:

- Outdoor attendant controlled;
- Indoor occupant controlled;
- Indoor/outdoor occupant controlled.

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Cushions and Seating

A range of cushions and seating for use in a wheelchair.

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CONDITIONS OF SUPPLY AND LOAN

The conditions of supply and loan apply only to wheelchairs that are the property of the NHS. They do not apply to wheelchairs you may have purchased privately.

The wheelchair that you have, together with any accessory equipment we provided, has only been loaned to you. It is your responsibility to ensure that:

- It is only used by you.
- It is kept clean and in good working order.
- It is not disposed of, altered or has any attachments fitted without the prior written approval of the provider.
- All reasonable measures are taken to protect it from loss or damage.
- You pay for any replacement costs incurred whilst travelling outside the UK.
- You inform us immediately if the equipment is lost or damaged.

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- You inform us immediately if the equipment is involved in an accident.
- You inform us immediately if you move to another address.
- You inform us immediately if you no longer require the wheelchair.

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- If equipment is in need of repair, you make it available at your home, place of work or school. We will not undertake repairs in transit.
- Equipment is returned to us or given up for repair when we ask you to do so.
- Your wheelchair (manual or electric) will be supplied with a copy of the manufacturers instructions, please refer to these for the specific care and instructions of use.

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GENERAL CARE OF THE
WHEELCHAIR

It is your responsibility to make sure that the wheelchair is kept clean.

This does not mean the wheelchair has to remain in pristine condition. You will not be penalised in any way for normal wear and tear. Knocks and bumps are bound to happen and the wheelchair will deteriorate as it ages.

However, the wheelchair can be protected if cleaned properly:

- Upholstery should be wiped clean using a damp cloth. Difficult marks should be removed using a mild detergent.

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- Paintwork appearance can be maintained and protected using car wax polish.

CAUTION:

Do not put the wheelchair away if it is damp, always wipe it dry first.

Do not use furniture polish or any spirit on the wheelchair.

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BASIC WHEELCHAIR MAINTENANCE

This booklet cannot give you a fully comprehensive guide to maintaining your wheelchair, but the following tips may help to keep your wheelchair in good working order.

- Frame – lightly oil the folding pivot points.
- Seat canvas – check for splitting or tearing.
- Back canvas – check for splitting or tearing.

- Wheels- check for rust and buckling; check for loose or missing spokes.
- Tyres – check that the wear on the tread is not excessive; if pneumatic, check that the pressure is correct.
- Brakes – check that they are attached securely; check that they operate correctly.
- Hand rims – check they are secure (this applies to self- propelled chairs only).

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**GETTING INTO THE WHEELCHAIR
FROM THE FRONT**

- Apply both wheel brakes to ensure that the wheelchair cannot move.
- Flip up both footplates, release the footrest locking clip and rotate the footrests to the side of the wheelchair, or if you prefer,

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detach the footrests from the wheelchair.

- Lower yourself onto the seat supporting yourself on the wheelchair armrests if necessary.
- Fit the footrests, move them to the forward position and ensure they are locked.
- Flip the footplates down to the horizontal position and place your feet on them.

WARNING

Do not stand on the footplates as the wheelchair may tip over resulting in injury

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GETTING INTO THE WHEELCHAIR FROM THE SIDE

- Apply both wheel brakes to ensure that the wheelchair cannot move.
- Flip up both footplates, and detach the footrest from whichever side of the

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wheelchair you have decided to transfer in from.

- Detach the armrest from that same side.
- Place your feet firmly on the ground and whilst supporting your weight on your hands, bend forward slightly and push upwards whilst moving your body towards the wheelchair seat.
- Fit the armrest and footrest and ensure they are both locked in position.
- Flip the footplates down to the horizontal position and place your feet on the footplates.

WARNING

Do not stand on the footplates as the wheelchair may tip over resulting in injury.

STOWAGE IN VEHICLES

The type of vehicle you have may govern how the wheelchair will be stowed. With

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vans, estate cars and multi-purpose vehicles it may be possible to stow the wheelchair without folding it, but with saloons or hatchbacks it may be necessary to fold it. If you are going to manually lift the wheelchair into the vehicle, you can lighten the load by removing all detachable components.

WARNING

Under no circumstances must the wheelchair be occupied whilst the motor vehicle is in motion without the use of the correct wheelchair tie down and safety harness equipment.

WARNING

When a wheelchair is stowed in a motor vehicle it must be restrained to prevent it from moving due to the motion of vehicle as this could cause injury to the vehicle occupants as well as damage to the vehicle and/or wheelchair.

CAUTION

Before driving off ensure all detachable components have been safely stowed in the vehicle and not left on the ground.

COMMON PROBLEMS AND SOLUTIONS

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The occupant feels discomfort when the chair is moving.

If one or both tyre pressures are too low then you may feel discomfort. If the tyre pressures are fine then you may require a seat cushion.

The wheelchair veers to one side

Most pavements have a slight incline towards the gutter so that rainwater runs off. This incline may cause a moving wheelchair to progress towards the gutter. To check this, push the wheelchair in the opposite direction on the same stretch of pavement. If the wheelchair veers towards the gutter from both directions it is not a defect. If it veers towards the same side from both directions (e.g. to the right from both directions), this may be caused by tyre pressure imbalance – the tyre with the low pressure being on the same side as the direction of the veer.

The wheelchair brakes are ineffective

A wheel brake will be ineffective if the tyre pressure is too low. Check the tyre pressure and inflate if necessary. If the tyre pressures are correct, check the operation of the wheel brake and ensure it makes contact with the tyre. If, when applied the wheel brake makes

only light contact with the tyre it will need adjustment.

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HOW TO GET YOUR WHEELCHAIR REPAIRED

If the wheelchair is owned by the NHS, the cost of all repairs will be met by the Wheelchair Service provided they are not the result of misuse or negligence.

There are two categories of repair – emergency and standard. Emergency repairs will be completed within 24 hours of notification; standard repairs will be completed within 3 working days.

An emergency repair should only be requested if the condition of the wheelchair is such that it cannot be used, internal mobility is essential and you have no alternative available to you.

You should make all requests for repairs directly to our approved repairer (their name and contact number are given on the back cover of this booklet).

If you have to leave a telephone message please give your name and address and a brief description of the fault.

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If you are at school, college or living and working outside the Swindon area for a period of time, please contact the local wheelchair service and they will arrange the repair for you.

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FLAT TYRES AND PUNCTURES

It is your responsibility to inflate pneumatic tyres unless they are punctured. Punctured tyres will be treated as a repair by our approved repairer.

If you cannot wait for the approved repairer to repair the puncture you could take it to a cycle shop, however, this repair will not be paid for by the Wheelchair Service.

HOLIDAY ARRANGEMENTS

If you need a repair whilst on holiday in England, the local Wheelchair Service will attend to you under cross-boundary agreements. You will not be asked to pay for any repairs.

This agreement also applies if, for example, you are en route and encounter a problem in a motorway services area.

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However, this agreement does not extend to travel abroad. If you are going abroad make sure that your wheelchair and its accessories are insured for the time that you are away.

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INSURANCE ADVICE

There are some circumstances where you will be responsible for the costs of repair or replacement (please see 'Conditions of Supply and Loan').

Wheelchairs that have been left in motor vehicles have been lost as a result of vehicle theft. Also some wheelchairs have been destroyed as result of the vehicle catching fire.

To protect against the possibility of these costs we advise you to consider insuring the wheelchair and its accessories for use in the UK and abroad.

MOTORING ORGANISATIONS

The approved repairer will not undertake roadside repairs.

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Users of electrically powered outdoor chairs or electrically powered indoor/outdoor wheelchairs may wish to consider taking out a policy which ensures that the wheelchair can be returned to your home or other premises where repairs may be carried out.

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HOW TO BE RE-ASSESSED IF YOUR NEEDS CHANGE

Should your needs change you may wish to be re-assessed. You can do this by phoning or writing to us at the address shown on the back cover of the booklet.

The Wheelchair Service will require the following information:

- Your full name.
- Your full address.
- If you have a telephone your telephone number and STD code.
- The reason you think a re-assessment is necessary.

RETURNING EQUIPMENT WHEN IT IS NO LONGER REQUIRED

If you no longer need any equipment loaned to you please return it to us. You can do this

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by contacting the approved repairer whose details can be found on the back cover of this booklet. The equipment will be collected from your home or other location free of charge.

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When asking for equipment to be collected please tell us:

- Your full name.
- Your full address.
- If you have a telephone your telephone number and STD code.
- A description of the equipment you would like collected.
- The reason you are returning the equipment.
- The address you would like the equipment collected from if it is different to your normal address.

THE WHEELCHAIR VOUCHER SCHEME

This scheme is intended to give users more choice of wheelchairs within the NHS. The principles of the scheme are as follows.

If you are referred for a wheelchair you will be assessed by an NHS therapist or other qualified professional. If you are eligible for a wheelchair, following your assessment you will be offered a wheelchair that meets your clinical need. You will be loaned the wheelchair free of charge and the NHS will pay for any repair or maintenance.

If you do not like the chair offered to you we will offer you an alternate wheelchair which meets your needs. You may be required to contribute towards the cost of purchasing this wheelchair. It will be the property of the NHS and must be returned when no longer

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required. The cost of repairs and maintenance will be paid for by the NHS.

If you do not like the alternative offered to you, you may wish to obtain a wheelchair of your own choice. If your choice of wheelchair meets the clinical specification resulting from the assessment and is obtained from an agreed supplier, the Wheelchair Service will contribute towards the purchase price of this wheelchair up to an agreed value.

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You will own the wheelchair and be responsible for all repair and maintenance costs.

A separate booklet has been produced giving details of the Wheelchair Voucher Scheme. If you would like a copy of the booklet please contact us and ask for booklet SWS-VS (address and telephone number are on the back cover of this booklet).

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**SWINDON WHEELCHAIR AND
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**HOW TO LOOK AFTER YOUR
MANUAL WHEELCHAIR**

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**IDENTIFYING YOUR MANUAL
WHEELCHAIR**

Attendant Controlled Wheelchairs

These are mainly used for transit purposes and require an attendant to push the chair around. The rear tyres are small in diameter but have wide section tyres which provide a comfortable ride. An attendant controlled wheelchair is shown on the page opposite (figure 1).

Occupant controlled wheelchairs

These wheelchairs are intended to provide everyday mobility for people who have the ability to propel themselves. Hand rims attached to the rear wheels can be used by the

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occupant to self propel. . An occupant controlled wheelchair is shown on the page opposite (figure 2).

Components

- | | |
|------------------------|----------------------|
| 1. Castor wheel | 2. Footplate |
| 3 Heel strap | 4. Footrest |
| 5. Footrest lock clip | 6. Armrest lock clip |
| 7. Armrest | 8. Armrest pad |
| 9. Seat canvas | 10. Back canvas |
| 11. Backrest lock clip | 12. Push handle |
| 13 Tipping lever | 14. Rear wheel |
| 15. Handrim | |
| 16. Wheel brake lever. | |

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Figure 1

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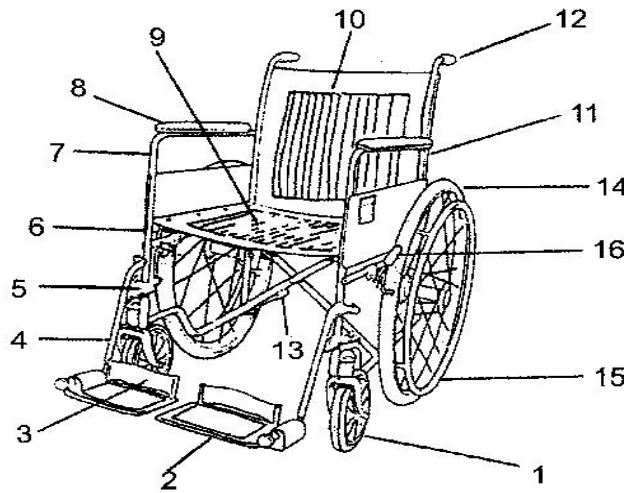
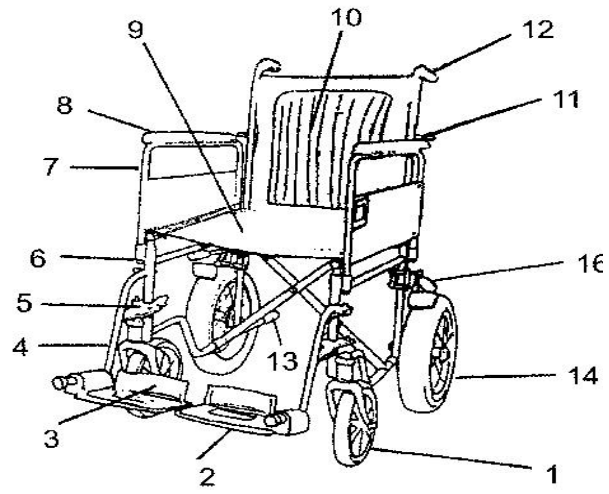


Figure 2
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**FOLDING AND UNFOLDING A MANUAL
WHEELCHAIR**

To unfold the wheelchair:

- Grip the armrests and push them apart as far as possible. This may be made a little easier by tilting the wheelchair slightly sideways so that one rear wheel is off the ground.
- With fingers extended and pointing inward toward the centre of the seat, place the flat of your hand on the sides of the seat canvas and push down and outward until the wheelchair is completely open.
- Some wheelchairs have latching cross-links at the front and rear. If your wheelchair has these links pull the links until these latches engage.

WARNING

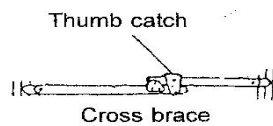
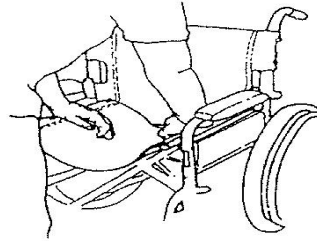
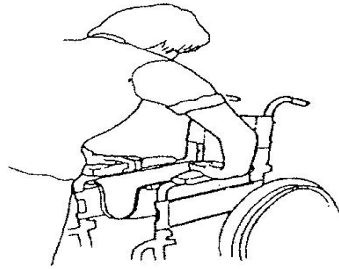
When opening the wheelchair do not wrap your fingers around the side of the seat as they may become trapped between the

set rail and the side frame
causing injury.

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To fold the wheelchair:

- If your wheelchair is fitted with latching cross-links, press the thumb-catch to release the latch and push the cross-links downward
- Grasp the centre of the canvas at front and rear and give a sharp pull forward.



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FOLDING BACKREST

Not all wheelchairs have a folding backrest. If your wheelchair does have one it can be secured and released as follows.

To secure the backrest:

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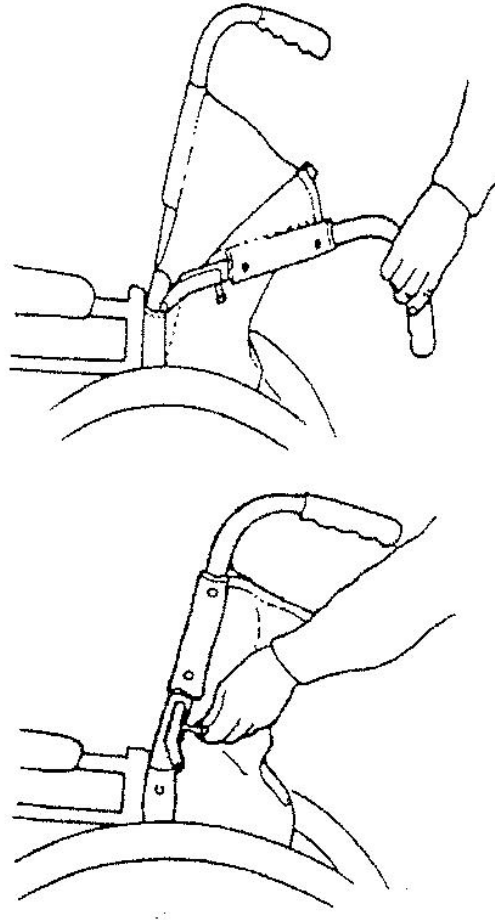
- Grasp both push handles and lift them into the upright position;
- Ensure the locking clips of both backrest tubes are engaged with the sliding knobs to the bottom of the slots.

NOTE

The design operation mechanism of the locking clip mechanism may vary according to the manufacturer. Please familiarise yourself with the type fitted to your chair.

To release the backrest:

- Grasp the push handle with one hand and with the other slide the grip of the locking clip upward until the latch is released.
- Pull the push handle backward so that it rotates around its pivot point and lowers to its full extent.



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DETACHABLE ARMRESTS

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Not all wheelchairs are fitted with detachable armrests. If your wheelchair does have them they can be fitted and removed as follows.

To fit the armrest:

- Locate and release the armrest locking clip.
- Hold the armrest pad and align both tubes with the sockets mounted on the wheelchair side frame.
- Maintaining the armrest in a vertical position, lower it so that the tubes simultaneously engage with the receptacles, then push down until the armrest is firmly anchored.
- Engage the locking clip.

NOTE

Some wheelchairs fitted with detachable armrests are not fitted with locking clips. Where locking clips are fitted the design and operation may vary according to the manufacturer. Please familiarise yourself with the type fitted to your wheelchair.

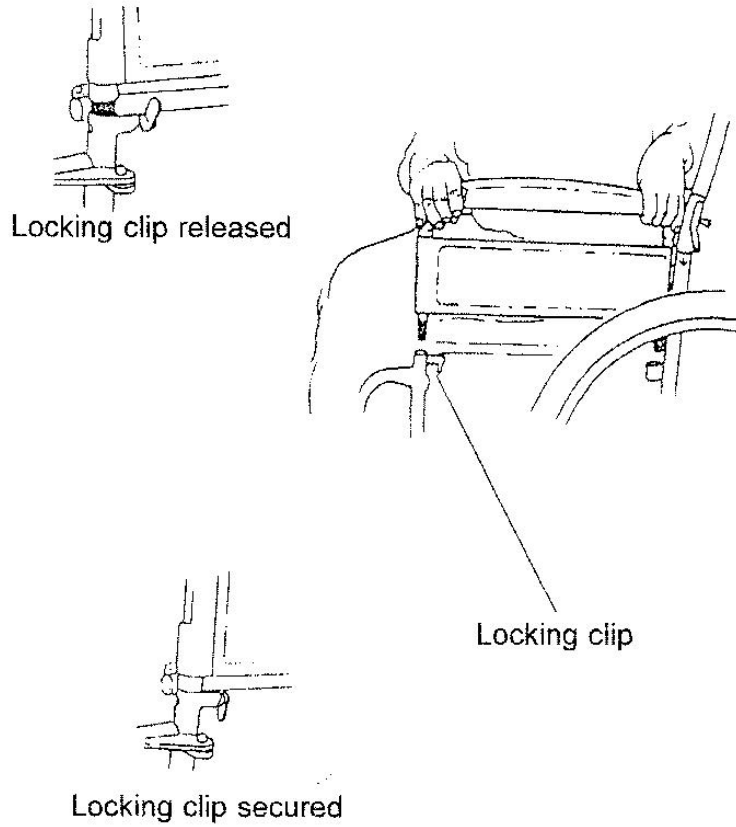
To remove the armrest:

- Release the armrest locking clip.

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- Grasp the armrest and pull upward until the armrest tubes clear the side of the frame sockets.



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FOOTPLATES

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The footplates are designed so they can be flipped to a vertical position to provide the maximum amount of space for the user to enter and exit the wheelchair.

To flip the footplate up:

- If the footplate is fitted with a heel strap, pull the centre of the strap forward so that it will not foul the side frame when the footplate is in the raised position.
- Grasp the footplate and lift it into the vertical position.

To flip the footplate down:

- Grasp the footplate and push downwards until it is horizontal.
- Push the heel strap back to its normal in-use position.

WARNING

Do not stand on the footplates as it may cause the wheelchair to tip and could result in injury.

CLIP TYPE DETACHABLE FOOTRESTS

To fit these footrests:

- Hold the footrest at about 90 degrees to the side of the wheelchair, align and engage the upper and lower footrest mounting points with their corresponding mounting points on the side frame.
- Rotate the footrest toward the front of the wheelchair until the locking clip engages and secures the footrest in a forward position.

NOTE

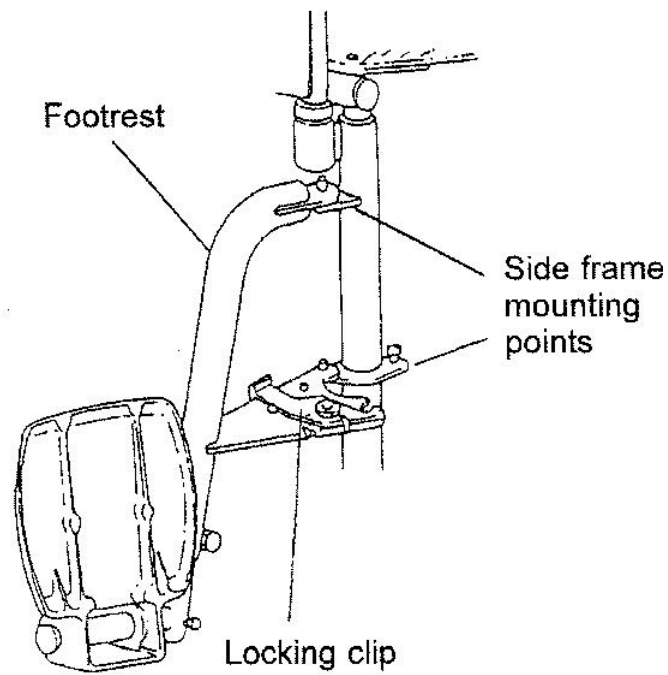
The design and operation of the locking clip may vary according to the manufacturer. Please familiarise yourself with the type fitted to your wheelchair.

To trail the footrest:

- Ensure the heel strap is pulled forward so that it will not foul the side frame. Flip the footplate up to a vertical position.
- Release the footrest locking clip and full rotate the footrest toward the side of the wheelchair.

•
To remove the footrest:

- Follow the procedure for trailing the footrest, then lift the footrest clear of the side frame mounting points.



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FOOTPLATE HEIGHT

The footplates are designed so that their height can be adjusted. For occupant comfort, it is usually best to have the footplates at a height where there is no pressure on the back of the legs from the front of the seat. With the user in the wheelchair please proceed as follows.

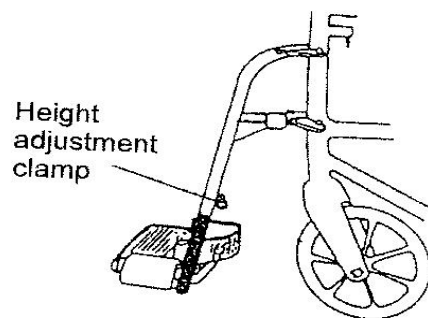
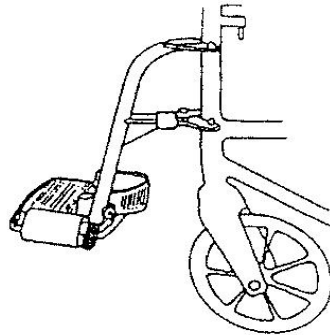
Identify the height adjustment clamp:

- Using the correct size spanner, slacken off the bolt securing the clamp.
- Raise or lower the footplate to the desired height.
- Tighten the bolt securing the clamp so that the desired height is retained. Take care not to over tighten the securing bolt as this may cause it to shear.
- Check that the front edges of both footplates are in line with each other and adjust if necessary.
- Ensure that the bolt securing the height adjustment clamp is tight and that the footplate retains its height when in use.

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WARNING

Do not stand on the footplates as it may cause the wheelchair to tip and could result in injury.



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FOOTPLATE ANGLE

The angle of a footplate can be adjusted for user comfort.

To adjust the footplate angle:

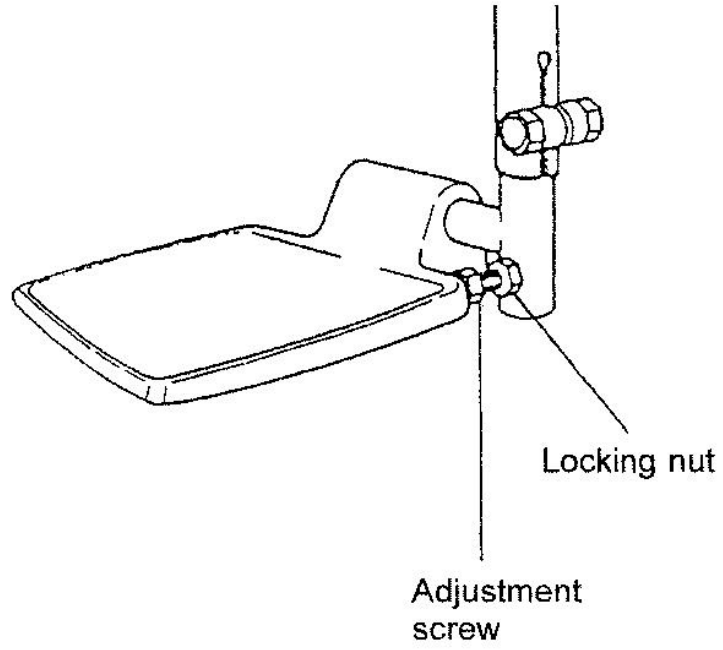
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- Identify the footplate angle locking nut.
- Using a spanner of the correct size, slacken off the locking nut.
- Turn the angle adjustment screw until the desired angle is obtained.
- Tighten the angle adjustment locking nut.

WARNING

Do not stand on the footplates as it may cause the wheelchair to tip and could result in injury.



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LOOP TYPE DETACHABLE FOOTRESTS

To fit this type if footrest:

- Hold the footrest at about 45 degrees from the front of the wheelchair and insert the shaft of the footrest into the socket on the side frame.
- Rotate the footrest forward while pressing downwards until it fully engages.

WARNING

Do not stand on the footplates as it may cause the wheelchair to tip and could result in injury.

To trail the footrest:

- Grasp the loop of the footrest, lift gently and rotate the footrest fully to the side of the wheelchair.

To remove the footrest

- Grasp the loop of the footrest, lift gently and rotate it until it is about 45 degrees from the front of the

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wheelchair. Pull upwards until the footrest shaft is clear of the socket.

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PROVIDER

Your wheelchair has been issued to you by:

**Swindon Wheelchair & Special Seating
Service**

Unit 12 - Birch

Kembrey Park

Swindon

SN2 8UU

Tel: 0303 333 1460 (Option 2)

Should you require information or advice about your wheelchair, please telephone or write to us at the above address.

APPROVED REPAIRER

The approved repairer for your wheelchair is:

Care Plus Mobility

Unit 12, Birch

Kembrey Park

Swindon

SN2 8UU

Tel: 0303 333 1460 (Option 1)

If you require a repair to your wheelchair, please telephone or write to the approved repairer at the above address

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COMMENTS – COMPLIMENTS –
CONCERNS – COMPLAINTS

We positively welcome your comments about the services we provide. We are here to help, so please let us know if you need advice, information or help to resolve a problem or make a complaint. You can contact the Swindon Wheelchair & Special Seating Service directly or, if you prefer, contact PALS (Patient Advice Liaison Service)

Tel: 01793 708758

E-Mail: palscomments@swindon-pct.nhs.uk

PALS (Patient Advice Liaison Service)
Swindon Primary Care Trust
North Swindon District Centre
Thamesdown Drive,
Swindon, Wilts
SN25 4AN

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