Conditions of Supply – Manual Wheelchair & Buggies

Your wheelchair or children’s buggy has been, or will be, supplied under the following conditions. Please read these carefully. If you have any concerns or queries about these, please check our website or contact us.

Your wheelchair, including all accessories:

1. Will remain the property of NHS Lothian and must be returned to the service, or handed in for repair, or made available for inspection, immediately you are asked to do so or when no longer required
2. Must be used with care and kept clean and in good running order in accordance with the manufacturer’s instructions
3. Must only be used by you and for the purpose it has been provided and in accordance with the instructions provided or agreed at the time of issue
4. Must not be disposed of, altered in any way, or have any attachment of any kind fitted to it, without prior agreement from the service
5. Must be safeguarded against damage and loss at all times – we recommend that you insure it against fire and theft, or comprehensively if you travel outside the UK
6. Must not be used for any other purpose, such as sporting activities, that may cause damage.

Your wheelchair will be maintained and repaired free of charge by the service if used under normal circumstances and within the UK. You will be required to meet the cost of repairs or replacements due to misuse or neglect.

You must notify the service if you change your address, or if you have no further use for the wheelchair, or if your wheelchair has been involved in an accident of any kind or otherwise sustains damage or loss.

I have read and I agree to comply with the Conditions of Supply:

User: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_

If not signed by the user, please state name and relationship to the user:

# Repairs and Maintenance

If your wheelchair or children’s buggy needs repaired, please telephone **0131 537 9177 or 9175** between **8.30 am and 4pm, Monday to Friday**, excluding NHS public holidays.

Your wheelchair or children’s buggy will be maintained and repaired free of charge by the service if used under normal circumstances and within the UK. We will arrange for our repair service to visit and repair your wheelchair and/or accessories. If a complex repair is needed to your wheelchair, it may be necessary to bring the wheelchair into our workshop to carry out the work or ask you to attend the centre. We will do our best to do this as quickly as possible. You must ensure that your wheelchair and accessories are clean before we can undertake a repair.

## Repair Priority

We prioritise repairs according to the Scottish Clinical Healthcare Quality Standards for Wheelchair & Seating Services as being urgent or routine. A repair is urgent when a wheelchair and/or seating is/are not safe to use and the user is fully dependent on it. Any other repair is routine. A repair that would normally be classified as urgent may be classified as routine when the user needs it only occasionally. An urgent repair may result in a follow up routine repair or provision, when a temporary repair or alternative device is provided that is safe to use.

## Out of Hours

We are not able to provide an out of hours service. If you require an urgent repair when the service is closed you can arrange for a repair yourself. We will reimburse you up to a cost of £25 once you have provide us with a copy of the receipt and we have checked the repair.

If you are unable manage without your wheelchair and need additional support until your wheelchair is repaired, you should contact your local social care service.

## Breakdown Rescue

We are not in a position to provide a breakdown and rescue service. We recommend you have contingency plans in place should your wheelchair become unusable when you are away from your home. If you have a care provider they should have plans in place. Alternatively you may wish to include this in your insurance cover.

## Accidents (Adverse Incidents)

If you have an accident with your wheelchair please call us so that it can be recorded and followed up if necessary. This will help us to improve safety for everyone.

# Use in Transport

The wheelchairs and buggies we supply are for the purposes of wheeled mobility and not as alternatives to seats in a vehicle. For your safety, we recommend you transfer to a vehicle seat. If this is not possible, please refer to your wheelchair manufacturer’s user manual. The vehicle owner and operator are responsible for your safety in their vehicle which must have a risk assessed Wheelchair Tie-down and Occupant Restraint System (WTORS) or containment method. The Wheelchair and Seating Service **does not** provide WTORS or wheelchair body or head restraints for use in transport.

The Wheelchair and Seating Service do sometimes provides harnesses and head supports to support a user’s posture for wheelchair mobility. These postural supports are **not** prescribed as a motor vehicle transportation safety feature for in the event of an impact. We endeavour, when providing head support as a postural aid, to ensure head supports are crash tested and that postural supports are compatible with the WTORS in use.

As a general rule, removable items such as wheelchair trays should always be removed and secured during motor vehicle transportation to avoid such items becoming internal projectiles in the event of an impact. Additionally, wheelchairs with a tilting or recline function should always be put in the upright position. It is important however to refer to equipment manufacture instruction manuals. Individual risk assessments should be carried out by the transport provider and the service user’s relevant carers if it deemed safer to transport a service user in tilted or reclined position.

For full guidance on transportation of wheelchairs and postural management equipment please refer to the Best Practice Guide ‘[BPG (01) Transportation of People in Wheelchairs](http://www.pmguk.co.uk/bpg-transportation-comment.html)’: <https://www.pmguk.co.uk/resources/best-practice-guidelines/bpg1-2019-revision>