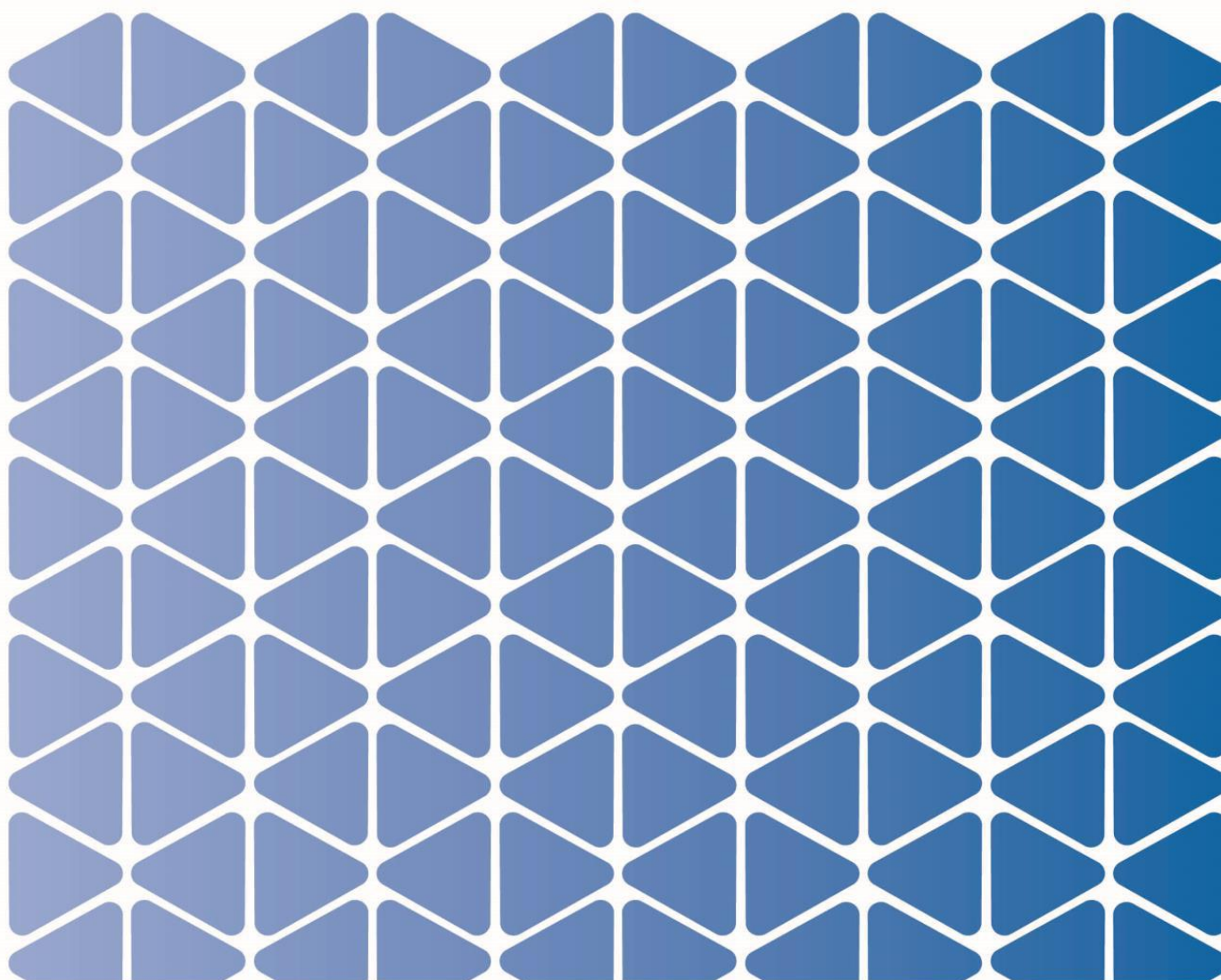




PATIENT INFORMATION

WHEELCHAIR HIRE IN WORCESTERSHIRE



The following information identifies local suppliers that provide wheelchair hire in Worcestershire. The companies listed are not specifically recommended by the occupational therapy service and the Trust cannot take any responsibility for the service they provide.

Should you require assessment for a permanent wheelchair your GP or other health professional can refer you to the Worcestershire Wheelchair Service, which provides wheelchairs for people with a permanent long-term disability that seriously impairs their ability to walk.

Worcestershire Wheelchair Service

1 Crown Lane,
Wychbold
Droitwich
WR9 0BX
Tel: 01905 520834
www.worcestershire.gov.uk

Standard attendant propelled wheelchairs are available on short term loan by the day, week or weekend.

Weight limit is 17 stone or 107Kg.

There are no elevating leg rests available.

Cost = Free for the first 2 weeks and then £5 per week, although there is no charge for 1 day or hire over a weekend Fri – Monday.

You must be able to collect and return the chair independently.

Red Cross

Worcester branch is the main depot and can advise you on other local branches in your area.

Main call line: 0300 456 1914 (Monday-Friday 09:00-17:00)

Worcester: Tel. (01905) 450403 (Open Tuesday 17:00-19:00, Wednesdays and Thursdays 09:30-13:30)

Hereford Tel. 0300 456 1914 (Open Friday 10am-1pm)

Shropshire: Tel. Telford hub on (01743) 457829

Wheelchairs may be hired for up to 12 weeks, although this may be extended if required.

There are attendant propelled wheelchairs and some self-propelling chairs, all subject to availability which can be provided to individuals older than 5 years of age.

Weight limit on standard wheelchairs is 20 stone or 127Kg; however there are some bariatric chairs with a 25" wide seat and a weight limit of 27 stone.

They have a limited supply of elevating leg rests at no additional cost.

Cost of hire is £22 per week, inclusive of accessories.

There may be an option to purchase a wheelchair which may be more cost effective if the chair is required longer term.

There is a delivery and collection service on a Thursday only, which costs £20.

Please ensure you have identification with you when you go to hire your chair.

Age Concern

Freewheels is a low cost, short term, wheelchair rental scheme designed to help and encourage extended independent living for older persons in the Malvern Hills District.

They currently have twenty-eight wheelchairs, subject to availability, that can be rented for a period of up to four weeks. The charge is £5.00 per week or £10 per month. The service is also available in Tenbury Wells.

The wheelchairs used in the scheme have all been very kindly donated to Age UK Malvern & District.

Contact numbers:

Malvern: 01684 560666

Tenbury Wells: 07494762138

Phonelines open 10:00-15:00 Monday-Friday

Private Hire Companies

There are many retailers, which also offer wheelchair hire. Examples include:

1. Countrywide Mobility Service

Unit 5

Lowesmoor Wharf

Worcester

WR1 2RS

Tel: (01905) 29950

Email: info@countrywide-mobility.co.uk

Attendant and self-propelling chairs of 16" in size or above are available for hire or purchase. They also have a limited supply of powered chairs.

Wheelchairs can be hired by the:

Day	£7.00
Week	£30.00
Month	£70.00

A £200 security deposit is required which is refundable on return of the chair.

Chairs can be collected or the company will deliver for a fee of £30.00 within Worcestershire.

2. Wheelfreedom - www.wheelfreedom.com

Tel: 0800 0258005

0203 0581042

Wheelfreedom is a company that operates a nationwide manual wheelchair hire service, providing foldable wheelchairs, rollators and knee scooters for next-day delivery across mainland Britain.

Full details of their products and the costs involved can be found on their website. The cost of hire varies depending on the wheelchair you require; however, hire of a basic manual wheelchair is £18.00 per week inc. VAT. Paediatric wheelchairs can also be hired, at a cost of £36.00 per week inc. VAT. (12 & 14" width chairs available).

3. Mobility Hire

Horizon Mobility Ltd

Mobility House

Formal Industrial Park

Tewkesbury

GL20 8GY

www.mobilityhire.com

sales@mobilityhire.com

Tel: 0800 111 6234

Mobility Hire is a company that provides wheelchairs and other assistive equipment for hire, or purchase. A range of manual and powered wheelchairs and accessories are available for both adults and children. Full details can be found on their website or contact them by telephone to discuss your requirements.

The cost for hire varies depending on the wheelchair you require but hire of a basic manual wheelchair is £14.40 per week. Delivery/collection costs are £19.50 each way. Alternatively private purchases may be made from these and other mobility aid retailers countywide.

This information is accurate and current at the time of printing (26/01/2024). This leaflet will be reviewed and updated on an annual basis but please be aware that circumstances may change in the interim.

Feedback for Inpatient Therapies

Please scan the QR code or follow the link below:

If you have been seen by a Physiotherapist or Occupational Therapist during your admission, please leave us some feedback by scanning the QR code or following the link and filling in the short survey.



<https://apps.worcsacute.nhs.uk/PublicSurvey/AHPFeedback>

Ward admitted to: _____

Therapy team who treated you: _____

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.