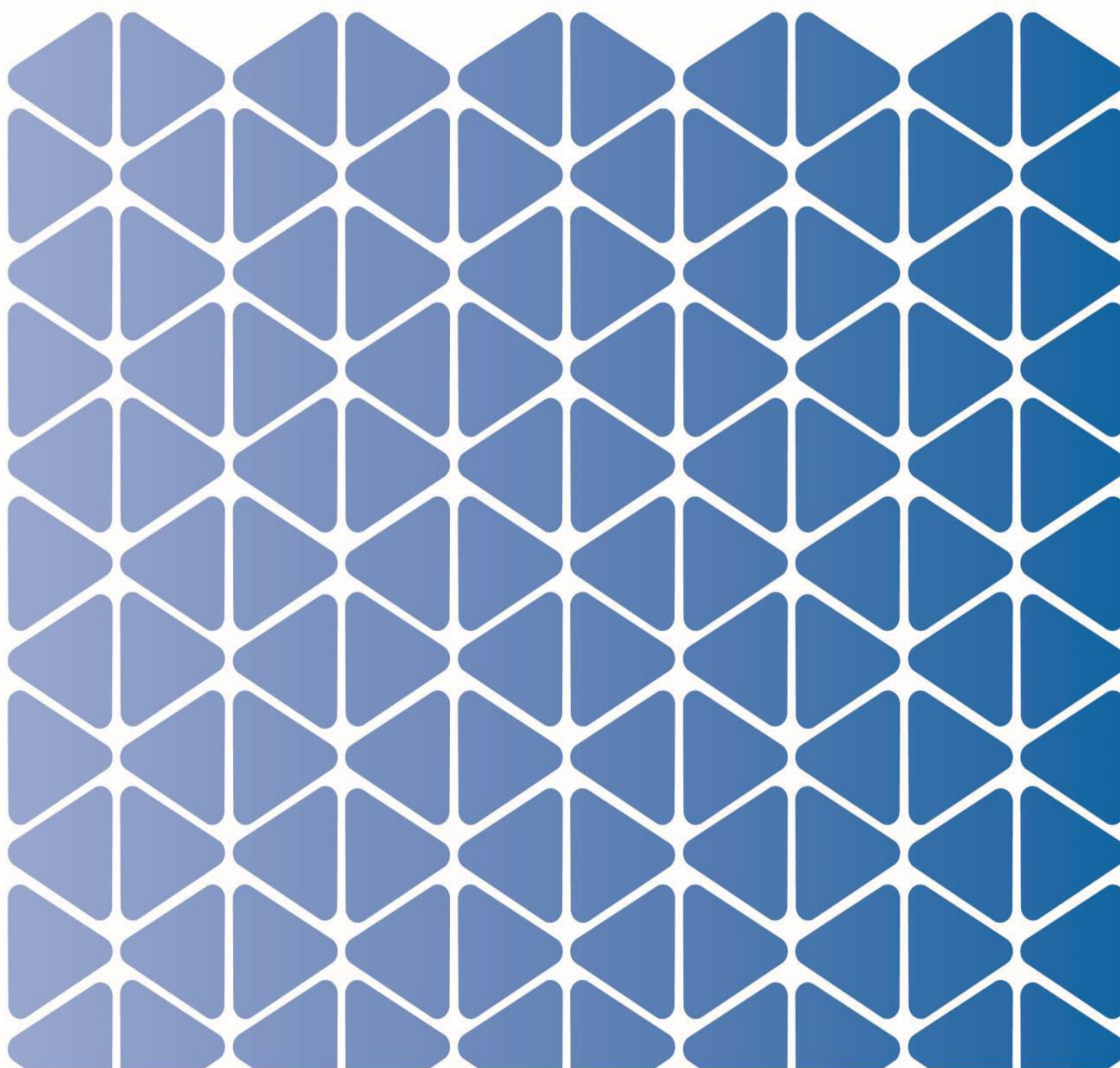


PATIENT INFORMATION**SAFETY INFORMATION FOR
PATIENTS USING A WALKING AID**

When using a walking aid, it is suggested that you:-

1. Wear flat supportive shoes.
2. Avoid walking on wet floors.
3. Be aware of outdoor hazards, including uneven surfaces, wet leaves and ice.
4. Remove obstacles from the floor such as loose rugs, draught excluders and worn floor coverings.
5. Ensure lighting in hallways and stairways is adequate.
6. Use a chair with arms and which is high enough to help you sit and stand with ease.
7. If accessories such as bags, baskets etc are used ensure these are fitted safely and are not overloaded.
8. Check that the frame is level and all legs are adjusted to the same height.

We recommend that the walking aid -

1. Is not stored in temperatures below freezing.
2. Is cleaned with a mild detergent or disinfectant. **DO NOT** use bleach or any solvents (such as lighter fluid).
3. Should be inspected for any damage or significant signs of wear, ask a relative/carer or friend to do this for you if you are unable to do this yourself, check for:-
 - bent or damaged tubes or cracks at the tube joint
 - both buttons of the spring clips are present or horseshoe clips are not loose or worn
 - wear around elongated adjustment holes
 - loose handles
 - worn or split ferrules (rubber tips), replace if necessary
 - if your walking aid has wheels, please check they are secure upon the axle, and the end cap is in place



The maximum weight for using a walking aid is 20 stone (127kg) - 25 stone (158.75kg) dependent on the manufacturer. Please check the limit on the sticker on the piece of equipment.

If you do find any faults, please inform your physiotherapist or contact the Equipment Loans store.

When you have finished using your walking aids, please use the contact number below to arrange collection.

Frames and fisher crutches/ sticks with moulded/ comfortable handles are on loan to you from Worcestershire Community Equipment Service (Crown Lane, Wychbold, Worcestershire, WR9 0BX). For collection of this piece of equipment: phone 01905 520832. The number can also be found on a sticker on the frame.

Please do not attempt to return to the issuing hospital/ department as they will not be able to accept them.

However, for standard crutches and sticks (without moulded handles) which have been loaned to you by the Physiotherapy Department, please return them to the Physiotherapy department when you no longer need them.

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 complaint's procedure.

How to contact PALS:

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

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

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