

Who delivers and maintains the wheelchair?

Our wheelchair maintenance contractor is **AJM Healthcare**. AJM Healthcare who are an NHS approved repairer, carry out all repairs and maintenance to the wheelchairs that have been prescribed by our service. AJM will provide repairs at your home, work or school, including emergency repairs out of office hours, including weekends and bank holidays. If your wheelchair can't be repaired immediately, AJM will lend you one until yours is repaired at their workshop. You can contact **AJM** on **0808 164 6166**.

Stay connected

It is important for you to let us know if there are any changes to your address and telephone number, or if you no longer require the wheelchair provided by us so we can arrange for its collection.

We recommend that your wheelchair is insured against loss or damage which can sometimes be done on your household insurance.

If you have a question for our service you can call us on the number below or email: bromley.wheelchairservice@nhs.net

Your responsibilities

By accepting a wheelchair loan from us you are agreeing to look after the wheelchair. We appreciate that accidents happen and we want you to use and enjoy your new wheelchair. **However, the wheelchair service cannot accept liability for injury caused by the improper use or modification of the wheelchair.**

Wheelchair & Special Seating Service

0208 662 6671

bromley.wheelchairservice@nhs.net

Bromley Healthcare

better together

The Wheelchair service is provided by Bromley Healthcare, an award-winning social enterprise working with the NHS, delivering a wide range of community healthcare services to people of all ages in Bromley, Bexley, Greenwich and Lewisham.

We provide a wide range of nursing, medical and therapy services for adults and children. These include District Nursing, Health Visiting, Speech and Language Therapy, Physiotherapy and Occupational Therapy. 98% of our patients would recommend our services to their friends and family.

Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Central Court
1b Knoll Rise
Orpington BR6 OJA

020 8315 8880

bromh.feedback@nhs.net

bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd
Company no: 06815987 Registered in England
Registered office: Central Court, 1b Knoll Rise, Orpington BR6 OJA

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Wheelchair service - Wheelchair and special seating assessment

Provided by Bromley Healthcare

The Bromley Wheelchair service supports adults and children with a long-term disability (more than six months), who are registered with a Bromley GP. Our aim is to provide you with the most suitable wheelchair to meet your needs.

In order to access this service we require a referral from a GP or healthcare professional who knows you well. Once we have received the referral, a comprehensive assessment of your needs will be carried out. You and/or the referrer may be contacted for further information to ensure you meet the eligibility criteria for an NHS wheelchair.

Getting a wheelchair on loan

Once we've established that you are eligible for the provision of a wheelchair you will be contacted initially by telephone and then by letter to invite you to an appointment with one of our clinicians.

Most appointments are held at one of our clinics, but sometimes there are reasons why an assessment may need to take place in your home or school.

What happens next

Once you have been assessed by a rehab technician and/or Occupational Therapist they will discuss the wheelchair they feel meets your needs and the options available to you. You can choose to accept their suggestion or you may wish to use a Personal Wheelchair budget (PWB) to source an alternative chair. Please read the PWB leaflet carefully as your choice will affect how and when you can access the wheelchair service and its maintenance contractor.

What type of wheelchair might be right?

Self propelling chairs have large wheels at the back so you might be able to propel yourself to move independently whilst in the chair, or you could be pushed by a carer.

You can use this chair indoors and outdoors, and they fold down so they can easily be put in a car boot (average chair weight 15kg/34lbs).

Transit chairs have small wheels at the rear and will be pushed by your carer. You can use this type of wheelchair indoors and outdoors and it can be folded easily (average chair weight 15kg/34lbs).

Indoor powered chairs may be available if you have a permanent or long-term disability which means that you are unable to walk or propel yourself in a wheelchair, but could gain increased mobility and independence from a powered wheelchair. For this type of chair to be supplied you will require:

- An additional referral or an update from your GP or therapist (to ensure that a powered wheelchair is suited to your disability).
- An assessment of your home.
- A clinic appointment for us to assess your ability and safety within the chair.

These chairs don't fold easily for transport and are very heavy. You may also need a transit chair for outdoor use.

If you're eligible for an indoor/outdoor powered wheelchair (see separate leaflet), we may discuss this with you as a future option.

Children's wheelchairs

Buggies may be available for pre-school children who have difficulties with mobility and/or posture which cannot be managed using a normal pushchair. If a child is eligible for a buggy, we will carry out an assessment to ensure that a buggy is suited to their needs.

Older children may be supplied with a transit, self-propelling or powered wheelchair. For more information about children's wheelchairs contact your child's therapist or the Wheelchair service directly.

Can I have a contribution towards buying a wheelchair?

We operate the Personal Wheelchair Budget (PWB) scheme which offers assistance towards the cost of an alternative manual chair, depending on which option you choose. The PWB scheme has been designed to provide wheelchair users with greater choice regarding their wheelchair provision and there are three options you can choose from. Please read the Personal Wheelchair Budget leaflet if you are interested in learning more.

What about special seating needs?

Whether you're a child or an adult, if your disability is affecting your ability to manage and maintain your posture and balance when sitting down then you may require more support within your wheelchair. This might be a special cushion, back support, different straps or back rest or a custom-made seat. A decision about this will be made once you've had a full assessment. **Please note:** we do not provide custom-made car seats.

Pressure cushions

Specialist pressure-relieving cushions are available as and when required. These will be provided for someone who is spending the majority of their day in their wheelchair or they are unable to change their position within the chair. These cushions are important as they help in the prevention of pressure ulcers. Cushions will be assessed and provided as part of the overall assessment of your wheelchair and seating needs.

When will I receive my wheelchair?

After your appointment, the therapist or engineer will order your wheelchair and any accessories they feel you may need. The speed of delivery varies depending on the supplier and it can take up to 3-4 weeks for your wheelchair to arrive. Once we have received and checked it, we will contact you to arrange a date to adjust and handover your new wheelchair to you.