

How to get good advice about equipment and adaptations

SOMERSET COUNTY COUNCIL



Information sheet B4

October 2019

Introduction

This information sheet gives you advice about equipment that can help you live independently at home and how to choose what is best for you. Before you buy equipment, it is important to know that it is right for you and that it will do what you want.

Buying your own equipment

You can buy some equipment from ordinary high street shops. There are also some voluntary organisations and private providers that sell equipment.

Use the national **AskSARA** website to find out what equipment could help you. It asks you questions about what you need and then it gives recommendations about what equipment may help you.

www.asksara.dlf.org.uk/

Then use the "find services" section of the Somerset Choices website to find local places where you can buy the equipment you have researched:

www.somersetchoices.org.uk/

Or, you can look for information in the Yellow Pages and on the internet by searching Mobility and Access Equipment. We cannot make individual recommendations and there may also be other companies available to provide similar equipment.

Remember that you have rights as a consumer if the product you buy is not 'fit for purpose' and these rights entitle you to return equipment if it does not solve your problems.

Visit www.gov.uk/consumer-protection-rights for more information.

Equipment for short-term loan

This is available through the British Red Cross Society loans service and is ideal if you need some equipment temporarily, for example, while a disabled relative is on holiday with you. You can contact them on 01823 273746.

Community Equipment Service

Millbrook Healthcare has many years of proven experience in delivering and maintaining community equipment, wheelchairs and assistive technology.

The local service centre is in Wellington. Skilled technicians and a helpful customer service team can assist with the range of equipment available and how to get it.

Independence and Advice Centres

Advice and guidance on equipment is available to support people with their daily living needs. There is an opportunity to try out equipment and purchase items on the day or have advice on other retail outlets offering these products. If you are eligible to be provided with equipment from our community equipment service, an order is made so that you can collect it straight away, or it might be delivered if necessary. If it is agreed that you need a follow up Occupational Therapy home visit, this can be arranged.

We have two Independence and Advice Centres (IAC):

Somerset Independence Plus Centre	Independence and Advice Centre
Knights Road	Meadow Rise
Chelston Business Park	Shepton Mallet
Wellington	BA4 5NX
TA21 9JH	

To book an appointment for an IAC please phone 0300 123 2224. Full directions will be provided with your appointment confirmation.

Advice from an independent Occupational Therapist

If you would like advice from an Occupational Therapist you can either visit one of the Independent Living Centres, where you will be able to try out equipment and get advice about what to buy. (Please see the end of this information sheet for their contact details). Or, you could ask a private Occupational Therapist, who can come and see you in your own home. The British Association of Occupational

Therapists has a dedicated list of private Occupational Therapists. For more information, phone the Independent Enquiry line on 0800 389 4873.

Adaptations

You may need major alterations to your home, such as putting in a stair-lift or wet floor shower. If major alterations are needed, then we will ask the District Council to consider you for a Disabled Facilities Grant. They will ask you for information about your finances and you may have to pay towards the cost of the work. Please see our Information Sheet **B5: 'Adapting Your Home'** for more detailed information.

The Adult Social Care Service in Somerset provides support for older people and adults with physical disabilities. We can give advice and information to help you stay as independent as possible. This could include advice about equipment and alterations to your home to help you and your carer, if you have one, manage more easily.

You can phone Somerset Direct on 0300 123 2224.

We will talk to you about the things you are finding difficult. We may be able to give you advice and information to help you sort things out for yourself. Sometimes it is easier to come and see you. If this is the case, we will arrange for someone from the Occupational Therapy Team to visit you. They will talk with you and discuss the best choices for you. Sometimes, it may be that you need equipment, for example a hoist and sling, or minor works, such as extra stair rails. If this is approved by the Occupational Therapist, we will provide them free of charge.

Sometimes the member of staff may recommend other ways of carrying out activities, or other types of help such as physiotherapy, if they think that the equipment alone won't solve the problem. They will explain this to you and how it could help.

Independent Living Centres in the South West

1) Independent Living Centre

St George's Road
Semington
Wiltshire, BA14 6JQ

You must phone in advance to make an appointment: 01380 871 007

2) Disabled Living Centre (DLC)

The Vassall Centre
Gill Avenue
Fishponds
Bristol, BS16 2QQ
Phone: 01179 653 651

Monday to Friday, by appointment only.

Free to residents of Bristol, South Gloucestershire, North Somerset, Bath and NE Somerset. There is a fee of £25.00 for assessment if you live outside these areas.

3) Independent Living Centre

Devon House
Brunel Road
Newton Abbot, TQ12 4PB

Wednesday, drop in between 10am and 3pm.

Otherwise by appointment only, phone: 01392 380 181

Email: irc-exeter@devon.gov.uk

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, www.somerset.gov.uk, or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer
Floor B2 East
County Hall
Taunton
TA1 4DY
Email: customerexperience@somerset.gov.uk

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.

Where can I go to choose my own care and support?

Go to www.somersetchoices.org.uk



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