

Transforming Community Equipment in St.Helens

St.Helens Council and Halton & St.Helens PCT have introduced a prescription service for community equipment. The aim of this service is to allow service users greater choice, control and independence over how they get their equipment.

This service only applies to simple aids to daily living (items worth less than £100) and it is free. Community equipment is free where there has been an assessed need.



access st.helens

it's easy to contact us

6

St.Helens Council offers a translation and interpretation service covering foreign languages, British Sign Language, Braille and audio tape.

For a translation of any St.Helens Council publication, please provide your name and address and the name of the language you require to the Contact Centre, quoting the title and/or reference number of the document.



Contact Centre, Wesley House,
Corporation Street,
St.Helens, Merseyside WA10 1HF



Tel: (01744) 676789
Minicom: (01744) 671671
Fax: (01744) 456895



contactcentre@sthelens.gov.uk



www.sthelens.gov.uk

Transforming Community Equipment in St.Helens



I like having more control over my life

If you would like to know more about Adult Social Care & Health's Personalisation Programme, please contact us on **01744 676000**

My Life, My Choice.

www.sthelens.gov.uk/mylifemychoice



My Life, My Choice.

www.sthelens.gov.uk/mylifemychoice

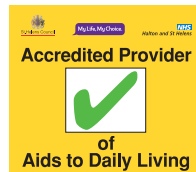


St.Helens Council

How to get your equipment

1. A trained assessor will discuss your needs with you and decide how your daily living tasks can be made easier.
2. If you need a simple item of equipment, you will be given a prescription which will list the equipment to which you are entitled. (if you require a more complex item of equipment, this will be ordered for you on loan)
3. Either you, your carer or your representative can take this prescription to your choice of accredited retailer. You will be given a list of these.
4. The accredited retailer will take your prescription and give you your equipment. You will be given a brand new piece of equipment that is yours to keep.
5. You can choose to upgrade your equipment to a similar model with more features, but you will have to pay for the difference in price.
6. Sometimes, your trained assessor may prescribe a delivery service. You will need to contact your chosen accredited retailer to arrange for your equipment to be delivered.
7. The retailer will show you how to fit the equipment and written instructions will also be given to you.
8. You will have to sign the prescription to confirm you have been given the equipment.
9. If you have not been prescribed a delivery service, but would prefer to have the equipment delivered, you can ask the retailer whether they can do this for you. You may have to pay for this service.
10. You own the equipment, and you are responsible for looking after it.
11. Your prescription has to be used within 4 weeks of you getting it.

Accredited retailers



Retailers in St.Helens (that have been accredited by St.Helens Council) can display the logo on the left.

Replacement equipment

If your equipment doesn't work properly and it is still within its warranty period, then you should contact the retailer from whom you obtained it.

If your equipment is old and worn out (and is outside the warranty period) and you still need it, contact St.Helens Council Occupational Therapy Team on 01744 676522.

If you have a mobility aid (e.g. walking stick or walking frame) that requires replacement or reassessment, you should contact your physiotherapist or speak to your GP about a referral to physiotherapy services.

If your prescribed equipment is no longer suitable to your needs, you can contact St.Helens Council Contact Centre on 01744 676000.



Equipment that is no longer required

If you no longer require the equipment that has been prescribed for you, then you are asked to dispose of it responsibly.

You can use St.Helens Council's free bulky rubbish collection or take the equipment to your local Household Waste Recycling Centre.

Complaints procedure

If you are unhappy with the service offered to you by an accredited retailer, please contact St.Helens Council Trading Standards Team on 08454 040506.

If you are unhappy with the service from St.Helens Council, contact St.Helens Council Contact Centre, Wesley House, St.Helens, Merseyside WA10 1HF. Tel: 01744 676789. Email: contactcentre@sthelens.gov.uk.

If you are unhappy with the service you have received from Halton & St.Helens PCT, contact Freepost RRRU-KLHE-LSKX, Complaints Team, NHS Halton & St.Helens, Widnes Healthcare Resource Centre, Oaks Place, Caldwell Road, Widnes WA8 7GD.

Tel: 0800 849 7088.

Email: customer care@hsthpcct.nhs.uk

You can also contact Local ICAS (Independent Complaints Advocacy Service) on 0845 120 3735.

Please contact St.Helens Council Contact Centre for general enquiries (including bulky rubbish and Trading Standards) on 01744 676789 or Email: contactcentre@sthelens.gov.uk.