



Sussex Community
NHS Foundation Trust

Wheelchair Services

Brighton & Hove and West Sussex
Wheelchair and Specialist Seating Service



Welcome

This booklet gives you information about Sussex Community NHS Foundation Trust (SCFT) wheelchair services, covering West Sussex and Brighton & Hove.

All staff at the wheelchair service are here to help you, so if there is anything in this booklet or during your visits which you do not understand or would like to bring to our attention, please do not hesitate to talk to us.

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About the service

There are four teams covering West Sussex (Bognor Regis, Horsham and Worthing) and Brighton & Hove. Contact details of these services can be found on page 8 of this leaflet.

Interpreting services can be requested in advance of your appointment.

We can arrange translations of all essential leaflets and letters in all major languages, plus braille, easy read, large print and audio formats. Please ask your clinical team if you require this.

The wheelchair service

The wheelchair service is available to people in West Sussex and Brighton & Hove who have a permanent need for a wheelchair, whether for every day use or for occasional outings. Initial referrals to the service are made through your GP or a suitably qualified health or social care professional. If you are already registered with the wheelchair service, you can re-refer yourself to the service at any time.

The team of people working in the service includes wheelchair therapists (who may be an occupational therapist, physiotherapist or a nurse), rehabilitation engineers, wheelchair technicians, therapy assistants and administrative support staff. A repair company is contracted by the wheelchair service to repair and maintain wheelchairs.

The clinical team



Wheelchair therapist

They review referrals received by the wheelchair service and select the appropriate wheelchair and seating for each client. If they consider your needs are straightforward, they will arrange for a wheelchair to be delivered direct to you. If they need to look more closely at your posture or other aspects of your care, you will be given an appointment to attend a clinic to discuss your needs in more detail. Therapists may also visit clients at home to check on space and accessibility.

Rehabilitation engineer

They help the wheelchair therapist to select the wheelchair and seating that will achieve the best mobility, support and comfort for you. They may design, manufacture, assemble or adjust the seating and wheelchair to meet your individual needs.

They assist the wheelchair service manager in running the contract with the company that delivers, collects and repairs the wheelchairs. They also report problems with products to the Medicines and Health products Regulatory Agency (MHRA) and action any product recalls.

Wheelchair technician/therapy assistant

The wheelchair technician and therapy assistant provide support to the service under the guidance of the wheelchair therapists and rehabilitation engineers.

The support team



Service manager and administrators

The service manager and administrators are all part of the team looking after you. The manager organises and oversees the running of the service. The administrators carry out essential tasks to support your care – for example, organising the purchase of equipment and keeping your file up-to-date, together with those of approximately 13,000 fellow wheelchair users living in this area.

Visits to the wheelchair service and home visits

You may be sent an appointment to attend a wheelchair clinic here at the wheelchair service so that you can discuss your needs and requirements with the wheelchair therapist. They will show you the most suitable wheelchairs available through the service and give you information and advice on accessories and modifications.

It may however be more appropriate to visit you at home in order to look at access and space.

Sometimes visits to clients in schools and colleges are arranged to minimise disruption to education.



Your wheelchair

Types of chair

The service can supply manual wheelchairs to meet your basic wheelchair and mobility needs. These can be either self-propelling or pushed by an attendant. Most of these chairs can be folded to fit into the boot of a car.

We can supply buggies to children over 30 months old who have mobility problems or to younger children with specialist seating needs.

Powered wheelchairs can be supplied either for indoor use only, or for indoor and outdoor use. In both cases a detailed assessment is required. The service does not supply powered wheelchairs to be used outdoors only.

Power packs (which can make pushing a manual chair easier for the attendant) are not issued by the service. Certain power packs can be fitted to some wheelchairs issued by the service, but you would have to purchase the power pack yourself. If you wish to do this, please consult the wheelchair service before fitting anything to your wheelchair.

Headrests will be provided only when clinically necessary. The wheelchair service does not supply head restraints for transport.



Delivering your wheelchair

Once your wheelchair and additional accessories (such as cushions) have been prescribed, we will place the order with our suppliers, and you will receive information telling you which items will be delivered to you. A handbook detailing the use of the wheelchair and information about maintaining and caring for it will be delivered to you with the wheelchair.

Please note: all wheelchairs and accessories supplied by SCFT's wheelchair service are on loan to you. You will be asked to sign a handover document and "conditions of loan" form when you take delivery of your chair.

Repairing your wheelchair

If you need to report a mechanical problem with your wheelchair, please contact our wheelchair contractor:

AJM Healthcare

Unit 17 North Crescent, Diplocks Way, Hailsham, East Sussex BN27 3JF

 **01323 847250**

 **service@ajmhealthcare.org**

Please do not attempt to undertake repairs yourself.

Voucher scheme

If you need a manual wheelchair, you will be lent one that meets your needs, free of charge, from the NHS. But if you would like a more expensive model which the NHS cannot provide, you may have a voucher towards its cost instead.

Before a voucher can be issued, the wheelchair service must ensure that the wheelchair you would like is both safe and suitable for you.

Please ask a member of staff to explain the scheme to you in more detail.

Enquiries

Our administrative staff are here to help you. They can give information on delivery times, repairs and return of wheelchairs. If you have any problems or need advice about your wheelchair - for example, if you need a new cushion for your chair, or your weight changes considerably and your wheelchair is no longer comfortable - please call the administrative staff in the first instance. They will pass on your query to a wheelchair therapist who will decide if you need a further assessment.

If you go on holiday in England and your wheelchair breaks down, you can contact the wheelchair service in that area for assistance (we can help with contact numbers if necessary).

To speak to an administrator please contact the relevant service listed below, either by phone or email between 8.30am and 5.00pm, Monday to Friday (excluding bank holidays).

Brighton Wheelchair Service

Sussex Rehabilitation Centre
Brighton General Hospital
Elm Grove
Brighton
East Sussex
BN2 3EX

☎ **01273 242156/7**

@ **sc-tr.wheelchairadmin@nhs.net**

Bognor Regis Wheelchair Service

Richard Hotham Unit
Bognor Regis War Memorial Hospital
Shripney Road
Bognor Regis
PO22 9PP

☎ **01243 623650**

@ **sc-tr.wheelchairservice
bognor@nhs.net**

Worthing Wheelchair Service

Sussex Rehabilitation Centre
Brighton General Hospital
Elm Grove
Brighton
East Sussex
BN2 3EX

☎ **Tel: 01273 265850**

@ **sc-tr.wheelchairservice
worthing@nhs.net**

Horsham Wheelchair Service

Horsham Hospital
Hurst Road
Horsham
West Sussex
RH12 2DR

☎ **01403 227000 ext. 7160**

@ **sc-tr.wheelchairservice
horsham@nhs.net**

Transport

Please arrange your own transport if you can and contact the administrators if you require any information on parking.

If you cannot arrange to get to the wheelchair clinic independently, you may be eligible to use hospital transport. Unless there are exceptional circumstances, however, transport cannot be provided for someone to accompany you, although they are welcome to meet you at the wheelchair service if they can travel independently.

Travelling expenses

Patients who are war pensioners may claim travelling and subsistence expenses at the reception desk. Patients who receive certain benefits can claim towards their travelling expenses – please ask at reception to see if you are eligible. You will need to show us the relevant benefit documentation when you first make a claim.

Things to bring with you

Something to eat and drink: If you have diabetes, a special diet, or expect to be with us for some time, please make sure you bring something to eat and drink.

Medication: If you take medication during the day and administer it yourself, please bring it with you in case you are delayed getting home. We cannot provide or administer medication for you.

Something to occupy you: If you have travelled by patient transport, you will usually be collected soon after the end of your clinic appointment. However, there are occasionally unavoidable delays, and you may want to bring a book, a newspaper or something else to occupy you while you are waiting.

Clients' records

We keep paper and computer records and take care to keep information about you secure. If you would like to see your records, please refer to the booklet entitled 'The Care Record Guarantee'. These leaflets are available in the waiting area.

Useful contacts

Support and information groups

Euan's Guide

(Disabled access reviews)

☎ 0131 510 5106

🌐 www.euansguide.com

@ hello@euansguide.com

Possability People

(Support services for people with disabilities)

☎ 01273 894040

🌐 possabilitypeople.org.uk

@ hello@possabilitypeople.org.uk

Independent Lives (Support services for people with disabilities)

☎ 08456 0123 99

or 01903 219482

🌐 www.independentlives.org

@ feedback@independentlives.org

Age UK Advice

☎ 0800 678 1174

🌐 www.ageuk.org.uk

Disabled Parents Network

🌐 www.disabledparentsnetwork.org.uk

Action for Kids

☎ 020 8347 8111

🌐 www.actionforkids.org

Whizz-Kidz

☎ 020 7233 6600

🌐 www.whizz-kidz.org.uk

West Sussex Carers

Support Services

☎ 0300 028 8888

🌐 www.carerssupport.org.uk

Finances and benefits

Government Public Service

🌐 www.gov.uk/browse/benefits/disability

Pensions Service local information points

🌐 www.pensions.direct.gov.uk/en/information-points/home.asp

Citizens Advice Bureaux

☎ Listed in local telephone directories

🌐 www.citizensadvice.org.uk

Charity Search

(Advises older people on how to access charitable funds)

☎ 0117 982 4060

🌐 www.charitysearch.org.uk

@ info@charitysearch.org.uk

Turn2us

(Helps people access benefits, grants and other financial help)

🌐 www.turn2us.org.uk

Disability Grants

(Advises people with disability which charities to approach for specific equipment/purpose)

🌐 www.disability-grants.org

@ contact@disability-grants.org

Mobility and driving

Queen Elizabeth's Foundation Mobility Centre

(For information and assessments)

☎ 01372 841100

🌐 www.qef.org.uk/mobilitycentre

Disabled Motoring UK

(Charity promoting mobility for disabled people)

☎ 01508 489449

🌐 www.disabledmotoring.org

@ info@disabledmotoring.org

Motability Scheme

(Provides car or powered vehicle in exchange for certain disability benefits)

☎ 0300 456 4566

🌐 www.motability.co.uk

Blue Badge Scheme

– West Sussex

☎ 01243 777653

🌐 www.westsussex.gov.uk

Blue Badge Scheme

– Brighton & Hove

☎ 01273 296270

🌐 www.brighton-hove.gov.uk and search for "blue badge"

Get the best from your NHS

Our patient advice and liaison service (PALS) can help patients, families and carers with questions, comments or concerns about NHS services. If you need advice about our services, facilities or staff, or would like to make a comment, please contact PALS at:



PALS, Sussex Community NHS Foundation Trust, B Block,
Brighton General Hospital, Elm Grove, Brighton BN2 3EW



01273 242292



www.sussexcommunity.nhs.uk/pals



sc-tr.serviceexperience@nhs.net

Please ask any member of the team caring for you if you need this information in large print, Braille, easy read, audio tape, email. Or if you need help with understanding this information or require this in a language that is not English.



*Excellent care at the
heart of the community*