

Using your Community Equipment Prescription

Putting People First in Devon

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Care

Direct

0845 1551 007

adult social care information & advice

How to exchange your equipment prescription.

Devon Health and Social Care has changed the way it provides people with their community equipment. This covers items like raised toilet seats and walking frames.

We have introduced the use of prescriptions to give you more control and choice over the equipment you receive. This is simple, quick and free. You choose what you want and where to get it. If you need independent help and information you will get this too.



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How it works and what to do.

Step 1: Your need for equipment has been assessed by a trained assessor, who is able to advise you about the equipment available to help you to do things in the easiest way.

Step 2: With your need for equipment identified, the assessor will explain what will help and give you a prescription for it. The prescription lists the items that you are entitled to and will cover their cost.

Step 3: You can exchange the prescription at an accredited local shop free of charge. Please contact the retailer to find out whether the item(s) are in stock **before you visit**. The shops will display the Trusted Provider Logo shown on the left.

A list of accredited shops in your area is provided with this leaflet. The list is also available online as *factsheet FS58b* from:

www.devon.gov.uk/factsheets or it can be posted to you by calling **Care Direct**.

When you exchange your prescription, you can choose whether you want something with additional features or a

different colour or brand, and pay the difference.

You will be shown how to use the equipment and given any necessary instructions in adjusting and setting up the equipment at home.

Your relatives, carers or friends can collect items for you and also fit them for you.

Step 4: The equipment is yours. You are responsible for looking after it and you can dispose of it thoughtfully when you no longer need it.

What about delivery and fitting?

In cases where it is not possible for you or your carers to visit a shop, you can have the delivery of the equipment included on your prescription.

In this case you should contact the shop of your choice by phone and make arrangements for delivery to your home.

If you are not prescribed delivery but wish to arrange to have equipment delivered, then the shop may make a charge.

What if the item does not meet my needs?

You should contact the person who gave you your prescription or contact **Care Direct** for guidance.

Why are shops accredited?

National standards have been set to ensure that all shops provide a consistent and competent level of service. The factors taken into account include;

- training of staff including equipment based training,
- accessible premises with equipment on display and,
- ability to offer advice and assist decision making.

What if the item is faulty?

The Sale of Goods Act applies in the normal way. Any faulty equipment less than a year old should be returned to the retailer under warranty. If the item is out of warranty you should contact **Care Direct** and request a replacement item.

In most cases you will be sent a new equipment prescription.

What if my needs change?

You should contact the person who gave you the prescription or contact **Care Direct** on **0845 1551 007**.

What if I have a complaint about a retailer?

You should contact the retailer immediately and explain your concerns. If you remain dissatisfied you should contact our **Customer Services Manager at:**

Adult & Community Services, Devon County Council, County Hall,
Topsham Road, EXETER, EX2 4QR Tel. 0800 212783 Fax: 01392 382363
Email: sscomp@devon.gov.uk

For further copies of this leaflet:

Tel. 0845 1551 015 Email: customer@devon.gov.uk SMS: 0777 3333 231

This leaflet is also available in a range of other formats such as large print or on tape, and languages other than English.

Useful Contacts:

www.devon.gov.uk/socialcarehealth

www.devon.gov.uk/factsheets

www.devon.gov.uk/over50s



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