

Factsheet 58a - 01 March 2011 (2 pages)

Community Equipment Prescriptions

Devon Health and Social Care has changed the way it provides people with their community equipment. **Community Equipment** (or Simple Aids to Daily Living – SADLs) such as walking frames, trolleys, perching stools and raised toilet seats help millions of people to remain independent.

For these smaller items of equipment 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.

You can exchange your prescription at a number of accredited shops across Devon. Lists of the shops involved should be given to you with your prescription. If you have not been given the list of shops you can either get a copy online from www.devon.gov.uk/factsheets, or have copies posted to you by calling **Care Direct on 0845 1551 007**. The lists are called factsheets **FS58b, FS58c or FS58d Community Equipment Retailers list**.

PLEASE NOTE: It is important you telephone the retailer before visiting to find out whether the item(s) you need are in stock before you visit.

How to exchange your equipment prescription - how it works and what to do.

| Step 1 | Step 2 | Step 3 | Step 4 |
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| Your need for equipment will be 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. | 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. | You then need to exchange your prescription at an accredited shop free of charge. Please contact the shop first to find out whether the item(s) are in stock before you visit . The shops will display the Trusted Provider logo in their windows. 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. | The equipment is yours. You are responsible for looking after it and you can dispose of it thoughtfully when you no longer need it. |

Which retailer can I use?

You can redeem your prescription at any one of the shops listed on the factsheets. You may choose to use a shop nearest to you or one that is known to you, it is entirely your choice. The factsheets will tell you what stock the shops are likely to hold if you want to assess your choice based on this, typically when you want or need your item straight away.

What about delivery and fitting?

Where it is assessed not possible for you or your carers to visit a shop, the assessor will include delivery of the equipment on your prescription. You then need to contact the shop of your choice by phone, tell them what you have been prescribed and make arrangements for delivery to your home.

If delivery is **not** included on your prescription but you **wish to arrange** to have equipment delivered by the shop, then you may telephone the shop to arrange this although they are likely to charge you.

What if the item does not meet my needs?

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

Further factsheets can be found online at www.devon.gov.uk/factsheets

If you have any further questions please contact **Care Direct 0845 1551 007**

A large print version of this factsheet is available on www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.