

Equipment Centres (P07)



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Important: Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at

www.torbayandsouthdevon.nhs.uk/disinfosheets or call the Disability Information Service on 0300 456 8373

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About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

The information should be used as a guide only, as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay and South Devon NHS Foundation Trust) cannot guarantee the accuracy of the information or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website page:

www.torbayandsouthdevon.nhs.uk/disinfosheets

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

Information can be made available in other formats and languages. Please let us know what your needs are.

Torbay Disability Information Service 4th

Floor, Union House

Union Street Torquay TQ1 3YA

Telephone: 0300 456 8373

Email: tsdft.dis.torbay@nhs.net

What do I need to think about?

If you are thinking about buying equipment to help with daily living, either for yourself or for someone else, it is important to get good information and advice. There is a wide range of equipment and products available to help people manage more easily and maintain their independence. This sheet gives information and advice on equipment and it lists local retailers selling both small, low cost daily living aids and larger, more expensive items.

This information sheet covers:

- Getting Advice
- VAT Relief
- Consumer Advice
- Assistive Equipment Sales Outlets
- Suppliers of Beds and Seating
- Mail Order Catalogues and Online Suppliers
- Buying and selling used Disability Equipment
- Further Information

About the Listings

This information sheet includes charts of local equipment outlets and their products so that if you are looking for a particular item you will be able to see at a glance where you can purchase it. If you are looking for a manual wheelchair, for example, you will be able to see from the charts that most suppliers stock these, whereas only a few keep stairlifts in stock. Further details of each of the suppliers in the charts are given on pages 16-23.

Most of the categories of products in the charts are self-explanatory but some of them require further explanation. Please find these listed below:

- Mobility aids refers to equipment such as Zimmer frames, walkers, etc.
- Leisure equipment refers to aids such as large print playing cards, automatic hand threaders and folding book and magazine

stands.

- Bedroom equipment includes over bed tables, adjustable side rails, bed raisers, and bed rope ladders.
- Footwear includes shoes that are wide fitting and easy fastening.
- Clothing would include ponchos, trousers that can be pulled on and wrap-over skirts.

This information sheet gives details of:

- assistive equipment suppliers in and near to Torbay
- suppliers of special beds and seating
- providers of advice on assistive equipment and consumer issues
- mail order and online catalogues.

There are other suppliers in Devon and Plymouth. Visit Pinpoint Devon at www.pinpointdevon.co.uk and Plymouth Online Directory at www.plymouthonlinedirectory.com for details of these.

This sheet also covers buying and selling new and used disability equipment.

- For information on bathing and showering equipment, refer to P02, Bathing and Showering.
- For information on community alarms and other telecare systems, please refer to Telecare (P04).
- For information on equipment hire, please refer to the - Equipment Hire and Loan Services sheet (P08).

Please note that this information sheet is mainly for people with physical disabilities.

Nebulisers

Nebulisers are not included in the categories within the equipment charts in this information sheet. Nebulisers are specialised medical equipment, and you should never buy or hire one unless your doctor has advised you that you need to use one. For advice about nebulisers, where to obtain them and VAT exemption, contact the British Lung Foundation's helpline on 03000 030 555 (Monday to Friday 9.00 am to 5.00 pm). There is also information about nebulisers on the British Lung Foundation website at: www.blf.org.uk/support-for-you/nebulisers

Local Advice and Assessment

Further Support

For information and advice about further support, please contact Torbay Adult Social Care Services on (01803) 219700 to discuss your concerns. If you live outside Torbay contact Care Direct on 0345 155 1007.

An occupational therapist assesses and treats physical and mental conditions using specific, purposeful activity to prevent disability and to aid independent function in all areas of daily life. Their practice can range from adapting household items so that people can use them, to teaching those with mental health problems various ways to cope. Occupational therapists are problem solvers who help people to take control of their own lives.

An assessment by an occupational therapist from Torbay and South Devon NHS Foundation Trust will help to find out what the best and safest equipment is for you. They will be able to advise you on various solutions and on the choice, use of, and fitting of equipment aids. If you are attending the hospital, you may be able to have an assessment from an occupational therapist there and try out some equipment. It is worth bearing in mind, though, that you may have to wait some time to have an assessment from Torbay and South Devon NHS Foundation Trust.

Equipment Prescriptions

If, following an assessment by the Trust, simple aids to daily living are prescribed (eg. grab rails, bath boards and walking frames), an equipment prescription will be issued which can be used at retailers in Torbay that belong to the Equipment Prescriptions Scheme.

Retailers in Torbay belonging to the Equipment Prescriptions Scheme include a number of disability equipment shops and pharmacies - a list of retailers in the scheme will be given to you and you can purchase your equipment at the retailer of your choice. Equipment prescriptions are redeemed at no cost to you, although you can upgrade if you pay a 'top up' fee. NB. All members of the Equipment Prescriptions Scheme display a 'Trusted Provider of Aids to Daily Living' logo.

The Care Act 2014

The rules about getting and paying for social care started to change with the introduction of the Care Act in April 2015. To find out more about the Care Act and how it may affect you, please refer to the following pages on our Trust's website: www.torbayandsouthdevon.nhs.uk/services/adult-social-care - these include a link to Independent Age's information about getting help with your care needs. You can also call us on 0300 456 8373 to request further information.

Local Independent Living Centres and Services

Independent Living Centre

Devon House, Brunel Road, Newton Abbot TQ12 4PB

Telephone: (01392) 380181

Email: ilc-exeter@devon.gov.uk

Website: www.independentlivingcentre.org.uk

One of many centres around the UK, which provide advice, assessment and the opportunity to try out a range of assistive equipment. Free assessments are available at the Centre by appointment only from Monday to Friday, and virtual

appointments are also available. It has a wide range of equipment to try out, and its occupational therapists can advise on the best equipment for your needs. The Centre also offers advice on assistive technology and clothes and dressing. In addition, it has available a range of 'Before you Buy' guides, such as 'Before you Buy a Wheelchair' and 'Before you Buy a Rise and Recline Chair'.

Jasmyn House Sight and Hearing Information Centre

Jasmyn House, 1 Midvale Road, Paignton TQ4 5BD

Telephone: (01803) 551846 or Sensory Team, (01803) 219800
or textphone: 18001 01803 219800

Centre Opening Times: Tuesday to Thursday, 10.00 am - 4.00 pm.

If you, or someone you know, has a visual loss, hearing loss or both, you can obtain advice and information from a specialist team member by calling in to the Jasmyn House Sight and Hearing Information Centre.

The Centre, open at the times above, has a range of aids and equipment that may assist with daily living, which members of the team can demonstrate. Hearing and visual loss advisers are available each day that the Centre opens.

As well as equipment, the Centre offers a range of other services, including technology support, advice on benefits, regular coffee mornings, lip reading courses, basic sign language classes, a young person's visually impaired group, a craft club and a book group. Contact Jasmyn House or the Sensory Team for further information.

Torbay Home Improvement Agency (HIA)

Torbay HIA assists older, disabled and vulnerable people who live in Torbay. The service can help clients who need assistance to adapt their home, enabling them to remain safe and

independent. They may be able to help people to arrange works funded through a Disabled Facilities Grant, subject to a financial assessment and eligibility checks, that may be available to cover some or all of the cost of the works. The Service liaises closely with Occupational Therapists from Torbay and South Devon NHS Foundation Trust as an assessment will be necessary to determine whether clients qualify for an adaptation. NB. There is no showroom.

Contact: Anyone who may require a Disabled Facilities Grant should self- refer for an OT assessment via (01803) 219700. Torbay HIA is now part of Torbay Council and can be contacted for general advice on (01803) 208020.

VAT Relief

Purchases and installation of specialist equipment for daily living can be exempt from VAT if a declaration is signed by a disabled person and given to the supplier at the time of purchase (before making payment). The person doesn't need to be registered disabled in order to qualify. Also, people who don't have a disability but are aged 60 or over can claim a reduced rate of VAT for certain mobility aids that are installed in their home by the supplier (grab rails, ramps, stair lifts, bath lifts, built-in shower seats or showers containing built-in shower seats and walk-in baths with sealable doors).

How to Claim VAT Relief

Making a declaration at the time is all you have to do to claim exemption. There is NO official form, but suggested templates for the declaration are included in VAT Notice 701/7: VAT Reliefs for Disabled and Older People, available online at: www.gov.uk/government/publications/vat-notice-7017-vat-reliefs-for-disabled-people NB. Assistive equipment centres are usually well aware of the rules and have their own forms.

Further Information and Advice

For information and advice on the VAT reliefs available for people with disabilities and older people, contact the **VAT Disabled Reliefs Helpline** on **0300 123 1073**. You can also refer to VAT notice 701/7 (see above).

National Equipment Exhibitions

Major equipment exhibitions take place in Birmingham each year. There are also sometimes exhibitions held in London and Scotland. These are open to professionals, carers and people with disabilities. The next Naidex exhibition in Birmingham will be held from 6-7 July 2022. The exhibition generally includes a section on equipment for children. For further details, contact the Naidex team on 0208 126 4852 or visit www.naidex.co.uk

Consumer Advice and Services

For consumer advice, contact the Citizens Advice Consumer Helpline (formerly Consumer Direct) on 0808 223 1133 or, if you can't speak or hear on the phone, via Relay UK on 18001 0808 223 1133. Also, before buying please note the general advice below:

Do lots of research before buying. Shop around to find the best deal but remember cheapest isn't always best. Customer service has to be paid for.

If a representative visits you make sure you have someone you can trust with you for support and to witness any claims that are made. Also, check if they are a member of the Direct Selling Association (www.dsa.org.uk) as they have a code of practice for consumers. NB. New regulations extend the cancellation period for contracts made in your home to 14 days. The cancellation period for sales contracts begins from the date when goods are received. **However, beware of doorstep selling – always check the identity of callers and do not open the door to anyone unknown to you.**

Consider buying from a member of the British Healthcare Trades Association (www.bhta.com) as they have a code of practice and may be able to help in cases of dispute with a member.

If you use a company whose premises you can visit you will receive a more personal service than if you telephone a customer care help line. Check how long the company has been trading. Make sure the seller knows exactly what your needs are.

Don't sign anything until you are sure you have read **everything**. It's a good idea not to sign on the day. Also never sign a blank or partly completed form. Insist on a full copy of everything you sign. Make sure that any special requirements or promises given by the seller are written into the contract on the receipt.

Consider paying for goods over £100 with a credit card if you have one, even if you pay it off immediately – credit card companies are jointly liable for purchases.

Don't assume you have a cooling off period – it is safest to assume that any contract is binding unless you are given the right to cancel in writing.

If you have a complaint

If you can, stop using the item of equipment. Take photographs, if relevant. Be sure the fault was not caused by misuse, an accident, normal wear and tear or by not following the care label. If the dealer is local, go back to them as soon as possible, taking the receipt or other proof of purchase with you.

If you can't go back to the retailer, either phone or write a letter, briefly setting out the problem and ask the trader to get in touch with you. Include **a copy** of your proof of buying – **don't send originals**.

Say what you want done – refund, repair or compensation. Set a deadline. You may ask, or the seller may arrange, for someone to come and have a look within a reasonable time, say 7-14 days. This could be someone from the shop or the manufacturer. Make a note of the person's name, where they are from and anything they say about the problem.

Keep copies of all letters, both sent and received.

If you are not satisfied with the response

Be especially careful about withholding payment if you have a credit agreement.

Put your complaint in writing. If the shop is part of a chain send a copy of the letter to the head office. Send your letter by recorded delivery.

If the seller asks for more information be as helpful as you can. If you don't get a reply, send a reminder by recorded delivery, with a copy of your last letter. If the seller offers something that is not what you have asked for, you can accept the offer or negotiate for a better offer.

Be reasonable. You may need to compromise.

Keep copies of all letters, both sent and received.

Consumer Advice Services

Citizens Advice Consumer Helpline

Telephone: 0808 223 1133 or

18001 0808 223 1133 (via Relay UK)

Website: www.gov.uk/consumer-protection-rights

Or www.citizensadvice.org.uk/consumer/

For consumer advice on, for example, problems and disagreements you may be having with suppliers of goods or services, contact the Citizens Advice Consumer Helpline (formerly Consumer Direct).

Trading Standards

www.devonsomersettradingstandards.gov.uk

For advice and free guides about consumer rights, including 'Sales of Mobility Aids and Products', 'Hiring Goods', 'Buying at Home' and 'Buying by Internet, Phone and Mail Order', visit the consumer advice pages on the Heart of the South West Trading Standards website (Devon, Plymouth, Somerset and Torbay). You can also find advice and information on the Trading Standards Institute website at

www.tradingstandards.uk/consumers/support-advice

Buy With Confidence Scheme

www.buywithconfidence.gov.uk

C/o Trading Standards, County Hall, Topsham Road, Exeter
EX2 4QD

Telephone (01392) 383430

Email: admin@buywithconfidence.gov.uk

Devon, Somerset, Plymouth and Torbay Trading Standards belong to the Buy with Confidence Scheme, a national scheme put together by a partnership of local authority Trading Standards services. The Scheme provides consumers with a list of local businesses which have given their commitment to trading fairly.

To search for disability equipment suppliers that are members of the Scheme, search under the Mobility Equipment and Services category. You may also wish to search under other relevant categories, such as Disability Adaptations.

Advice about buying and insuring a Scooter or Powered Wheelchair

There are a number of factors to take into account if you are thinking of buying a mobility scooter or powered wheelchair, including types of products available, methods of purchase, funding and insurance. For comprehensive advice, refer to RiDC's guides on Mobility Scooters and 'Getting a Powered Wheelchair', available on the RiDC (Research Institute for Disabled Consumers) website at www.ridc.org.uk NB. The RiDC no longer sends out printed guides.

Insurance for Mobility Scooters

There is currently no legal requirement to insure a mobility scooter or powered wheelchair. However, it is advisable to have at least:

- cover for personal safety
- cover for the scooter itself (to cover the cost of repairs or

replacement in the event of an accident or theft) and

- third party insurance to cover the costs of any claim made by another person in the event of the mobility scooter causing damage to themselves, their vehicle or their property.

For a Class 2 mobility scooter, for use on pavements only, a household policy may provide cover. Many insurers, such as Aviva, HomeProtect and Co-op, may be able to cover class 2 mobility scooters at no extra cost (depending on the price of the scooter). **However, be aware that most household policies exclude accidents involving powered vehicles.**

It's vital to check your policy gives adequate cover for the scooter and third party liability, and also that it notes and includes the scooter separately.

Specialist insurance policies for mobility scooters offer similar cover to the above and a few extras, including getting the driver and scooter home after a breakdown, meeting the cost of lost keys and some overseas travel.

Companies that offer these policies include the following:

Blue Badge Mobility Insurance

Langstone Gate, Solent Road,

Havant, Hampshire, PO9 1TR

Telephone: (01730) 233101

Website: www.bluebadgemobilityinsurance.co.uk

Fish Insurance

12 Sceptre Court, Sceptre Way,

Bamber Bridge, Preston PR5 6AW

Telephone: 0333 331 3770

Website: www.fishinsurance.co.uk

Lockton Mobility Insurance

Baltic Place, S Shore Rd, Gateshead NE8 3AE

Telephone: 0345 602 8000

Website: www.locktonmobility.co.uk

Mark Bates Ltd.

Premier House, Londonthorpe Road, Grantham, Lincs NG31 9SN

Telephone: (01476) 512190

Email: enquiries@markbatesltd.com

Website: www.markbatesltd.com

Surewise

Customer Services, Sure Wise Ltd., Unit 3, Hadleigh Park
Business Park, Chapel Lane, Benfleet, Essex SS7 2PP

Telephone: (01268) 200020 Website: www.surewise.com

Local Equipment Centres – Further Details

Cavendish Health Care & Mobility

Unit 1, Babbacombe Business Park,
Babbacombe Road, Torquay, TQ1 3UP

Telephone: (01803) 220378

Email: info@cavendishhealthcare.co.uk

Website: www.cavendishhealthcare.co.uk

Available Products:

- Bathing
- Beds
- Bedroom equipment
- Daily living aids
- Dining
- Dressing and grooming
- For people of 20 stone+
- Footwear
- High-backed chair (+arms)
- Hoists
- Household
- Incontinence
- Wheelchairs (manual and electric)
- Key safes
- Kitchen
- Leisure
- Medical
- Mobility aids
- Moving, handling transfer
- Ramps
- Riser and recliner chairs
- Scooters
- Seating
- Swivel seats for cars
- Toileting

Opening Times: Monday to Friday, 9.00 am - 5.30 pm,
Saturday 10.00 am - 4.00 pm.

Parking: Ample off-street parking is available

Deliveries: All over South Devon. Delivery is free to TQ postcode areas.

Additional Services: Servicing and repairs of all mobility equipment, home demonstrations and hire service. In-store wetroom/level-access shower displays. Supplies and fits grab rails. Supplies and installs Supra key safes.

Inspirations at RGC

Collingwood Road, Dartmouth TQ6 9JY

Telephone: (01803) 834622

Email: info@rgcinspirations.co.uk

Website: www.inspirationsatrgc.co.uk

Available products:

- Bathing
- Bedroom equipment
- Kitchen
- Ramps
- Toileting

Opening Times: Monday to Friday, 8.00 am – 5.00 pm,

Deliveries: Depending on type of equipment.

Parking: Yes

Additional Services: Offers home demonstrations.

Please contact supplier for further details and prices.

New Ability

371 Torquay Road, Preston, Paignton TQ3 2BT

Telephone: (01803) 555961

Email: admin@newability.co.uk

Website: www.newability.co.uk

Available products on request only:

- Bathing
- Bedroom equipment
- Daily living aids
- Dining
- Dressing and grooming
- For people of 20 stone+
- Footwear
- High-backed chair (+arms)
- Household
- Incontinence
- Key safes
- Kitchen
- Wheelchair (manual and electric)
- Leisure
- Medical
- Mobility aids
- Moving, handling transfer
- Ramps
- Riser & recliner chairs,
- Scooters
- Seating
- Swivel seats for cars
- Toileting
- Footwear

Available products on request only:

- Beds
- Gardening
- Hoists
- Pain relief (TENS)

Product Suppliers: Most major suppliers, including Cosyfeet, Drive, Camelot, Homecraft, Performance Health, Roma, Shoprider, One Rehab, Kozee Comforts.

Incontinence Products: Bed/chair protectors, pads, etc.

Opening Times: Monday to Friday, 9.00 am – 5.00 pm,
Saturday 9.00 am – 4.00 pm.

Parking: On-road parking outside premises.

Additional Services: Local home visit assessments and equipment demonstrations by a qualified Occupational Therapist are available by arrangement - contact New Ability for details. Repair service for most items, including electric riser recliners.

Scooters serviced. Cosyfeet shoes and slippers stocked for wide or difficult feet. Equipment hire, including scooters, wheelchairs and ramps. Buys and sells second- hand items. Supplies grab rails. Supplies key safes – prices on application.

Please contact supplier for further details and prices.

Peace of Mind Servicing (POMS)

245 Torquay Road, Paignton TQ3 2HL

Telephone: (01803) 556555

Email: enquiries@pomservicing.co.uk

Website: www.pomservicing.co.uk

Available products:

- Mobility Aids
- Ramps
- Swivel seats for cars
- Scooters
- Wheelchairs (electric and manual)

Available products on request only:

- Bathing
- Beds
- Bedroom equipment
- Daily living aids
- Dining
- Dressing and grooming
- Hoists
- For people of 20 stone+
- Household
- Incontinence
- Kitchen
- Moving, handling transfer

Opening Times: Monday to Friday, 8.00 am – 6.00 pm;
Saturday, 8.00 am – 12.30 pm or 8.00 am – 5.00 pm in the
summer (can also be contacted outside of these hours).

Parking: Nearby and outside parking on double yellow lines

Deliveries: Free within local area.

Additional Services: Vehicles can be tried out at home before buying. Offers scooter, wheelchair and powerchair repair service. Sells some second-hand scooters.

Please contact supplier for further details and prices.

South Western Aid Ltd.

Unit 9, Ipplepen Business Park, Edgelands Lane, Ipplepen,
Newton Abbot TQ12 5UG

Telephone: (01803) 813600

Email: sales@southwesternaid.com

Website: www.southwesternaid.com

Available products:

- Bathing
- Bedroom equipment
- For people of 20 stone+
- Hoists
- Ramps
- Moving, handling transfer
- Toileting

Products Suppliers: Chiltern, Prism, Joerns, Molift, Invacare, Winnicare, Savaria, Wessex, Care and Independence.

Office Opening Times: Monday to Thursday, 8.00 am – 4.00 pm and Friday 8.00am – 4.00pm (No showroom).

Deliveries: Yes.

Additional Services: 24-hour breakdown repair service but only on products bought from the supplier. Buys and sells second hand items. Supplies and fits grab rails, but generally only if part of existing shower/hoist installation. Also supplies access ramps, Changing Places equipment and Level access showers.

Please contact supplier for further details and prices.

Torbay Mobility

107 Dartmouth Road, Goodrington, Paignton TQ4 6NF

Telephone: (01803) 558888

Email: torbaymobility@yahoo.com

Website: www.paigntonmobility.co.uk

Available products:

- Bathing
- Bedroom equipment
- Daily living aids
- Dining
- Dressing and grooming
- For people of 20stone+
- Gardening
- High-backed chairs (+arms)
- Hoists
- Household
- Kitchen
- Leisure
- Medical
- Moving, handling transfer
- Mobility aids
- Pain relief (TENS)
- Ramps
- Riser & recliner chairs
- Scooters
- Seating
- Swivel seats for cars
- Toileting
- Wheelchairs (electric and manual)
- Footwear

Available products on request only:

- Beds
- Incontinence

Product Suppliers: Days Healthcare, Drive Medical, DMA; Nottingham Rehab; Sunrise; Pride; RMA; Shoprider; Homecraft; Rascal, TGA.

Incontinence Products: Waterproof sheets and duvet covers (Roma), and pads, etc. to order.

Opening Times:

Showroom open Monday to Saturday, 9.00 am – 5.30 pm.

Parking: Immediately outside.

Deliveries: Free within local area.

Additional Services: Service and repairs, even if product has been bought elsewhere, including repairs to electric and manual riser recliners. Part exchange. Supplies and fits grab rails. Can do home visits in Torbay to give free demonstrations of products.

Please contact supplier for further details and prices.

Beds and Seating

Backworld Ltd.

Telephone: (01392) 202012

Email: info@backworld.co.uk

Website: www.backworld.co.uk

Products: Seating, sit-stand desks and back comfort products, including pillows and cushions. Also supply writing slopes, wrist comfort products, footrests, recliners and saddle seats.

Product Suppliers: Include Vela (disability chairs), Ergochair, Hag, RH, Salli, Varier, BMA, Electric Height adjustable desks, reclining chairs.

Office Opening Times: Monday to Friday 9.00 am – 6.00 pm.

Deliveries: Yes.

Additional Services: In-home and workplace assessments. Service and repairs are also offered. Display stock is stored in premises at Marsh Barton and customers can meet staff there by appointment if they prefer.

NB. Showrooms available as well as so that customers can trial products in their own home (products can be left with customers for a day so that they can be sure the products suit them).

BaKare Beds Limited (UK)

Unit 1a, Bluewater Estate,
Bell Close, Plympton, Plymouth, PL7 4JH
Telephone: (01752) 512222
Email: info@bakare.co.uk
Website: www.bakare.co.uk

Products: Adjustable beds and cots for home, nursing or residential care; seating (including rise and recliner chairs); mattresses (including air mattresses for people at high risk of pressure conditions) and furniture. Also offers overhead hoists and height adjustable changing benches/tables.

Product Suppliers: Bakare, Betten Malsch, Volker, Savi, Smirthwaite (changing tables), Liko (overhead hoists).

Opening Times: Showroom open Monday to Thursday, 8.30 am - 5.00 pm; Friday, 9.00 am - 4.30 pm.

*Currently open by appointment only
(please check before visiting).*

Parking: On-site parking. Help with loading goods into vehicle available. Disabled parking bay also available.

Deliveries: Yes.

Additional Services: Free telephone advice service or in-home advice (via occupational therapists). Full qualification process, home demonstrations (also able to offer virtual demonstrations via Zoom, Teams, What's App, FaceTime, etc.), after sales and servicing.

CareFlex Ltd.

Unit 1, Templer House, King Charles Business Park, Old
Newton Road Heathfield, Newton Abbot TQ12 6UT

Customer Careline: 0800 0186440

Email: info@careflex.co.uk

Website: www.careflex.co.uk

CareFlex Ltd. is part of the CliniMed group of companies. The company have produced specialist seating in the UK since 1995 and offers a bespoke range of adjustable chairs and chair accessories.

Centrobed

Anglo House, Wotton Road, Ashford, Kent TN23 6LN

Telephone: (01233) 635353

Email: sales@centrobed.com

Website: <https://centrobed.com>

Products: Centrobed provides bespoke specialist beds and cots. Its products include bariatric and paediatric beds, profiling beds, chair beds and turning beds. It also offers recycled beds and beds for short or long-term hire via its sister company KIHTO Healthcare. A large range of add-ons are also available. Installation and delivery of beds is free of charge whilst other items can be delivered for a small fee.

Posturite Limited

Posturite Ltd Head Office, The Mill, Station Road, Berwick, East
Sussex BN26 6SZ

Telephone: (0345) 345 0010

Email: support@posturite.co.uk

Website: www.posturite.co.uk

Local Contact: Tom Wood, South West Regional Manager

Mobile: 07971 221474

Email: tomwood@posturite.co.uk

Products: Posture improving products, including seating, desking, mouse and keyboard solutions, workstation accessories, laptop solutions, monitor stands and arms, footrests and writing boards. Also provide DSE assessments, consultancy and E-learning.

Theraposture

Kingdom Avenue, Northacre Industrial Park,
Westbury, Wiltshire, BA13 4WE

Telephone: 0800 834654

Email: info@theraposture.co.uk

Website: www.theraposture.co.uk

Products: Products include adjustable beds and rise and recline chairs.

Stairlift Services

Cavendish Health Care & Mobility

Unit 1, Babbacombe Business Park,
Babbacombe Road, Torquay, TQ1 3UP

Telephone: (01803) 220378

Email: info@cavendishhealthcare.co.uk

Website: www.cavendishhealthcare.co.uk

K S Stairlifts Ltd.

8 Pottery Units, Forde Road Newton Abbot TQ12 4AD

Telephone: (01626) 207867 Mobile: 07966 989 325

Email: mail@ksstairlifts.com Website: www.ksstairlifts.com

New Ability

371 Torquay Road, Preston, Paignton TQ3 2BT

Telephone: (01803) 555961

Email: info@newability.co.uk

Website: www.newability.co.uk

Dolphin Devon Stairlifts

22 Marsh Road, Lords Meadow Industrial Estate,
Credon, EX17 1EU

Telephone: (01363) 776486 Email: info@dolphindevon.co.uk

Website: www.dolphindevon.co.uk

Acorn Stairlifts

Telecom House, Millennium Business Park,
Steeton, West Yorks, BD20 6RB
Freephone: 0800 073 9775
Website: www.acornstairlifts.co.uk
Email: customerrelations@acornstairlifts.co.uk

Stannah Stairlifts

Head Office, Watt Close, East Portway,
Andover, Hants, SP10 3SD
Telephone: 08082580700
Email: enquiries@stannah.co.uk
Website: www.stannah.co.uk

South Western Aid Ltd.

Unit 9, Ipplepen Business Park, Edgelands Lane,
Ipplepen, Newton Abbot, TQ12 5UG
Telephone: (01803) 813600
Email: sales@southwesternaid.com
Website: www.southwesternaid.com

Torbay Mobility

107 Dartmouth Road, Goodrington, Paignton, TQ4 6NF
Telephone: (01803) 558888
Email: torbaymobility@yahoo.com
Website: www.paigntonmobility.co.uk

Mail Order Catalogue and Online Suppliers

The following suppliers offer a wide range of independent living aids.

Ability Superstore

The Mill, Gertrude Street, Nelson, Lancs BB9 8RS
Telephone: 0800 255 0498 or 161 850 0884
Email: heretohelp@abilitysuperstore.com
Website: www.abilitysuperstore.com

Able2 UK Ltd. (formerly Promedics)

Moorgate Street, Blackburn, Lancashire BB2 4PB

Telephone: (01254) 619000

Email: sales@able2.eu Website: www.able2.eu

British Red Cross Assisted Daily Living Products

Head office, 44 Moorfields, London EC2Y 9AL

Telephone: 0344 871 1111

Email: shoponline@redcross.org.uk

Website: <https://store.redcross.org.uk/pages/categories>

Care Shop

Unit B, Circle Court, Trafford Park Industrial Estate, Warren
Bruce Road, Manchester M17 1LB

Telephone: 0161 848 4000

Email: orders@careshop.co.uk Website: www.careshop.co.uk

Essential Aids Ltd.

52 The Drove Way, Hove, East Sussex BN3 6PP

Telephone: (01273) 719889

Email: customerservice@essentialaids.com

Website: www.essentialaids.com

Living Aids Direct

Makerfield Ltd., Tippings Farm, Lyndale Avenue, Wiltshire,
Lancashire BB1 9LP

Telephone: 0800 999 6659

Email: info@makerfield-ltd.co.uk

Website: www.livingaidsdirect.com

The Mobility Aids Centre

88 South Street, Stanground, Peterborough PE2 8EZ

Telephone: (01733) 342242

Website: www.themobilityaidscentre.co.uk

Buying or selling used Disability Equipment

If you are buying

There are a number of things to think about if you are buying used equipment –

- Will it meet your needs or those of the intended user?
- Does the equipment actually work properly?
- Do you know if the original dealer or manufacturer still exists? There could be problems with getting spare parts if the manufacturer has gone out of business.

If you are buying a wheelchair for permanent use, especially if it is to be used indoors, it is advisable to seek an independent professional assessment, as not all wheelchairs will be suitable.

Before you buy a scooter or power chair, think about where it's going to be stored when not in use –

- Are there any access problems? An electric wheelchair or scooter might operate smoothly on the level, but how does it perform on steep hills?
- What about the batteries? How old are they? What is the likely cost of replacements?

Try to get independent information and think carefully before you make a purchase.

• Consumer Rights

Buying secondhand goods from a trader or retailer

You have the same rights when buying secondhand goods from any kind of trader or retailer as when buying new goods. You can still claim your money back if they are faulty, unless the fault is obvious or pointed out to you at the time, or if it is a fault that is to be expected with secondhand items.

Buying secondhand goods from a private individual

If buying privately you have fewer rights: the only rule is that what you are buying must be as described – if not, ask for your money back straight away. It will help to take someone with you to act as a witness to any conversations. For advice about consumer rights contact Citizens Advice Consumer Service (see page 31 for contact details).

Buying online

If you are buying from a private seller the same rules as above apply. However, if you are buying from a trader you are also covered by the Consumer Contracts Regulations (which replaced the Distance Selling Regulations in June 2014). This gives you extra rights, including:

- A right to clear information about the seller, the goods/services offered and all other aspects of the sale
- A minimum cancellation period of 14 days from receiving the goods to change your mind. When buying several items, which are then sent out separately, the 14 days doesn't start until the final item has been delivered. NB. The trader is entitled to request that any goods returned are sent back in exactly the same condition as when they were received, ie. unopened and unused.

NB. Sites like eBay and Gumtree don't count as traders unless you are buying from a trader rather than a private individual. If in doubt check the seller's profile: that should state whether or not they are a business seller.

Payment Protection

Using a credit card or PayPal offers extra protection for your payments.

PayPal will help buyers get a full refund for the cost of any eligible items bought online, plus the original shipping charges in the case that they don't arrive or are significantly different from their description.

For those items being bought in person, or via a website that doesn't use PayPal, and that cost more than £100 and less than £30,000, use a credit card for protection offered under Section 75. Under this section, for items that aren't delivered, faulty or damaged, customers have a right to be refunded if they make a claim within 6 years.

If you are selling

Selling through suppliers

If the equipment you are selling is in good condition, and was originally purchased from a specialist retailer, you may find that the same supplier is prepared to buy back the equipment from you, or offer part-exchange on another purchase.

The following local disability equipment suppliers buy and sell second hand items. For further information about these, please see pages 14-19 of this information sheet.

NB. British Red Cross accept donations of equipment only – for further details about British Red Cross equipment please refer to our 'Equipment Hire and Loan Services' information sheet (P08).
British Red Cross Equipment, tel. (01392) 353297 (donated items only)
New Ability, tel. (01803) 555961
South Western Aid Ltd., tel. (01803) 813600
World of Mobility, tel. (01626) 821100

Selling by advertising

There is a good choice of advertising media to choose from if you decide to advertise. Many newspapers offer free advertising for private small ads or free space if the article for sale is under a certain value. If you have access to the Internet, you will find quite a number of websites offering free advertising. However, responses may come from a considerable distance away from where you live.

The list on the following pages is not necessarily comprehensive. Details were correct at the time of publication, but may have changed subsequently. Inclusion in the list does not indicate a recommendation or endorsement. You are advised to take every precaution before entering into an agreement to purchase.

Where to find or place adverts for used Disability Equipment

Admart Freeads

Telephone: (01823) 722500

Email: advertise@admartfreeads.co.uk

Website: www.somersetcountygazette.co.uk/advertising/admart_freeads/

Weekly South West advertising newspaper (on sale Tues) that carries free private classified small ads. Health and Medical category include disability equipment.

Disability Equipment Service

Telephone: (07845) 041678

Website: www.disabilityequipmentservice.co.uk

A national **website** dedicated to buying and selling new and used disability equipment

Disabled Motoring UK

Rowan House, Hethersett,
Norwich NR16 3DB

Telephone: (01508) 489449

Advertising: (01780) 432930

Email: ann@nimblemedia.co.uk

Website: www.disabledmotoring.org

A campaigning charity for disabled motorists, passengers and Blue Badge holders in the UK. Anyone can place ads in the charity's monthly **magazine**. Particularly useful for motoring equipment.

Exchange and Mart

Telephone: (01202) 036211

Email: displaysales@exchangeandmart.co.uk

Or trade.sales@exchangeandmart.co.uk

Website: www.exchangeandmart.co.uk

Website that carries free classified small ads for disability aids

Herald Express – Classified Advertising

C/o Reach Plc, One Canada Square, Canary Wharf, London E14 5AP

Telephone: 01617 020 238

Telephone: (01803) 269192

Email: sales@marketplacelive.co.uk

Website: www.marketplacelive.co.uk

Local weekly newspaper that carries small ads for Disability Aids. Online only adverts are offered free of charge.

The MobilityMarket

Dolphin House, 36 Liverpool Road, Eccles, Manchester M30 0WA

Email: admin@themobilitymarket.co.uk

Website: www.themobilitymarket.co.uk

Website that brings together potential buyers and sellers of used mobility and disability aids and equipment for mutual benefit. The price of advertising depends on the price you require for the item you have for sale.

Equipment Advice, Information and Specialist Services

British Healthcare Trades Association (BHTA)

Office 404, Tower Bridge Business Centre, 46-48 East Smithfield, London E1W 1AW

Telephone: (020) 7702 2141

Email: info@bhta.com Website: www.bhta.com

Consider buying assistive equipment from a member of the British Healthcare Trades Association as they have a code of practice and may be able to help in cases of dispute with a member. Benefits include staff having appropriate product knowledge to advise and assist purchasers, no high-pressure selling, protection of pre-payments or deposits if a product is not delivered, and access to a free independent redress scheme if things go wrong. You can find out whether a company is a member by checking on the BHTA website or contacting the Association by telephone or email.

The BHTA also publishes a Consumer Guide and 'Get Wise' leaflets, including 'Get Wise to Buying Safely' and 'Get Wise to making a Complaint' - these are available on the website.

DLF (previously Disabled Living Foundation)

Telephone: 0300 999 0004 (open Monday to Friday:

9.00 am - 5.00 pm)

Email: info@dlf.org.uk Website: www.livingmadeeasy.org.uk

Services provided by DLF include:

- An advice-line
 - A 'Living made Easy' website, providing impartial advice and information about daily living equipment and other aspects of independent living
 - A wide range of fact sheets giving advice and information about products for elderly people and people with disabilities.
-

Remap

D9 Chaucer Business Park,
Kemsing Sevenoaks, Kent, TN15 6YU

Telephone: (01732) 760209

Email: data@remap.org.uk Website: www.remap.org.uk

Remap is a charity that can design and manufacture, or adapt, equipment for people with disabilities provided it is not available commercially and that the client resides in the UK. The equipment is supplied free of charge to the client.

RiDC (the Research Institute for Disabled Consumers)

Ground Floor, Unit 10, Blenheim Court 62 Brewery Road
London N7 9NY

Telephone: (020) 7427 2460

RiDC Infoline: 0330 223 5355 (interactive telephone information line)

Email: mail@ridc.org.uk Website: www.ridc.org.uk

A research charity that gives independent and unbiased information and advice on a wide range of products used by elderly people and people with disabilities.

Versus Arthritis

(merger between Arthritis Care and Arthritis Research UK)
Copeman House, St Mary's Court

St Mary's Gate, Chesterfield, Derbyshire S41 7TD

Telephone: 0800 5200 520 or 0300 790 0400

Email: helpline@versusarthritis.org

Website: www.versusarthritis.org

Versus Arthritis has a helpline and also publishes a range of free patient information booklets and leaflets about arthritis that can be ordered from the website. For assistance with this, please call 0800 515 209.

Other Titles in this Series

For details of how to obtain copies of our information sheets, see page 4.

For Disability Support Series	
Bathing and Showering	P02
Domiciliary Care Agencies	P05
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Finding Funding for Extra Needs	P12
Home Maintenance Services and Building Adaptations	P10
Home Visiting Services	P23
Housework, Domestic Help and Laundry Services	P11
Housing Options for Older People	P25
Keeping Safe and Warm at Home	P13
Leisure and Day Opportunities	P28
Meal Delivery Services	P14
Shop Delivery Services	P16
Telecare (includes community alarm systems)	P04
Transport Services	P20
Care Home Series	
Care Homes: Assisted Living Torbay	C03
Care Homes: Nursing, Torbay	C02
Care Homes: Residential Torbay	C01

If you have any concerns or require further support with topics that are not mentioned above and are not sure where to go or who to contact, please contact Disability Information Service and we will try our best to help you.

Further information and advice

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for

over 21 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

No referral is necessary. Simply call us on 0300 456 8373 or email us at tsdft.dis.torbay@nhs.net

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and information on disability-related issues.
- Over 40 web-based information sheets covering the questions that we get asked most frequently.

Opening hours: Monday to Friday, 9am to 4pm

- **Signposts for Carers**

Signposts for Carers is Torbay's dedicated telephone support service, providing specialist information and advice to unpaid carers who are supporting someone who lives and/or pays Council Tax in Torbay. Contact Signposts in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

☐ (01803) 666620

☐ signposts@nhs.net

Feedback Sheet

Was this information sheet useful?

We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take a moment to answer the questions below and send your response to us either by email at tsdft.dis.torbay@nhs.net or by post.

Our address is:

Torbay Disability Information Service
4th Floor, Union House

Union Street, Torquay
TQ1 3YA

Q: Where did you get this information sheet from?

Q: How old are you?

Q: Was the information easy to read and helpful? (Please tick one box only)

- ☐ Very Easy
- ☐ Fairly Easy
- ☐ Undecided
- ☐ Fairly Difficult
- ☐ Very Difficult

Q: How might we improve it?

Q: What local disability related support do you struggle to find out about?

Note: Please contact us on 0300 456 8373 if you need help or have questions about the contents of this information sheet.



Partners in Care

Ref: DIS, P07 – August 2023

This document can be available in other languages and formats. For more information telephone 0300 456 8373.