

Equipment Hire Services (P08) **(includes wheelchair hire)**



Torbay Disability Information Service

Torbay and South Devon NHS Foundation Trust
4th Floor, Union House
Union Street
Torquay
TQ1 3YA

Telephone: 0300 456 8373

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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.

Where possible, we try to keep our information up to date. However, we cannot guarantee that all of our information is constantly up to date - details change often and there may be changes to services of which we are not aware. If you know of a change to any of the services listed please advise us of this so that we can amend the details.

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: dis.torbay@nhs.net

About the Listings

This information sheet gives tables of local equipment outlets and the products that they hire out, so that if you are looking for a particular item to hire you will be able to see at a glance which equipment centres supply it. Further details about the suppliers are given on pages 8-12.

Further Support

For information and advice about further support, please contact Torbay Adult Social Care Services on (01803) 219700 to discuss your concerns. You may then be prescribed equipment to purchase from a local retailer that belongs to the Equipment Prescriptions Scheme, or more complex equipment may be loaned to you from the Community Equipment Service. If you live outside Torbay contact Care Direct on 0345 155 1007.

The Care Act 2014

Please be aware that 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.

NHS Wheelchair Scheme

If it's difficult to move around at home, even for a short time, a wheelchair may be the answer. An occupational therapist or physiotherapist will assess your needs at home, in hospital or at the NHS Exeter Mobility Centre. The NHS wheelchair service will help you choose a wheelchair that meets your needs. There may be extras that include items such as cushions. Wheelchairs are provided on loan for as long as they are needed. If one is only needed for a short time, it is possible to get one from a voluntary organisation such as the British Red Cross.

The NHS service may be able to provide a powered indoor or outdoor wheelchair, but only if the professional assessment recommends it. Usually outdoor electric wheelchairs, electric scooters or specialist sports wheelchairs must be purchased.

- **Repairs to NHS wheelchairs**

The NHS will pay for any servicing or repairs as long as faults are not caused by misuse or neglect. A therapist may agree that a more expensive chair than the local service can offer is needed. For users in Torbay, repair work is contracted to Royal Devon University Health Care NHS Foundation Trust:

Telephone: 01392 547 400 (option 4 for repairs and servicing)

- **NHS Personal Wheelchair Budget**

This scheme allows a user to obtain a wheelchair of higher specification by topping up the value of a purchased model using either: (a) an NHS Personal Wheelchair Budget that is to the same value as the wheelchair, where repairs and maintenance will be free of charge or (b) an NHS Personal Wheelchair Budget that includes an extra amount to cover the anticipated cost of repair and maintenance over 5 years, in which case the user will be responsible for all repair and maintenance costs.

- Exeter Mobility Centre, 20 Hennock Road East, Marsh Barton, Exeter, EX2 8RU
- Wheelchair Service enquiries 01392 547 400 or
- Email: rde-tr.EMCWheelchairs@nhs.net

Equipment Hire and Loan Services

British Red Cross

Bradbury House
Apple Lane
Exeter
EX2 7HA
Telephone
(01392) 353297 or 0344 871 11 11
Website:

www.redcross.org.uk/get-help/borrow-a-wheelchair

Hire/Loan Products:

- Commodes
- Wheelchairs (manual)
- Wheelchairs for children
- Raised toilet seats

Flexible hire periods (minimum hire period 1 week) at locations UK wide

12-week mandatory servicing and steam-cleaning to guarantee safe operation, fully crash tested

Replacement provided during servicing

Professional servicing and cleanliness standards in line with NHS Control of Infection policies, guaranteeing removal of all viruses (including C-Difficile, E-Coli, and Covid-19)

Open: Monday - Friday,
9am-1pm

Delivery and collection of your wheelchair for an additional cost.

Please contact supplier for further details and prices.

Cavendish Health Care & Mobility

Unit 1 Babbacombe Business Park
Babbacombe Rd.
Torquay
TQ1 3UP
Telephone
(01803) 220 378

Email: info@cavendishhealthcare.co.uk

Website: www.cavendishhealthcare.co.uk

Hire/Loan Products:

- Back Rests
- Bath Boards
- Bath Seats
- Bed Cradles
- Bed tables
- Beds
- Chair Raisers
- Commodes
- Elbow Crutches
- Footstools
- Wheelchairs
(lightweight)
- Wheels chairs (manual
& electric)
- High-backed chairs (with
arms)
- Hoists
- Perching Stools
- Riser-Recliner Chairs
- Scooters
- Shower Chairs
- Swedish Trolleys
- Toilet Rails
- Raised toilet Seats
- Walking aids

Offers a range of equipment for hire, including scooters, wheelchairs, powerchairs, riser recliner chairs, adjustable beds, rehabilitation equipment, walking aids, etc. Prices available on application.

A deposit is required for hire of any equipment.

Open: Monday - Friday 9 am-5.30 pm, Saturday 9.30am - 4pm

Delivery/collection generally available within a 30-mile radius.

Please contact supplier for further details and prices.

New Ability

371 Torquay Rd.

Preston

Paignton

TQ3 2BT

Telephone

(01803) 555961

(Andy Wilson Dip COT SROT)

Email: info@newability.co.uk

Website: www.newability.co.uk

Hire/Loan Products:

- Bed Tables
- Chair Raisers
- Commodes
- Elbow Crutches
- Footstools
- High-backed chairs (with arms)
- Perching Stools
- Wheelchairs (lightweight)
- Wheels chairs (manual & electric)
- Wheelchairs for children
- Ramps (portable)
- Riser-Recliner Chairs
- Scooters
- Shower Chairs
- Swedish Trolleys
- Toilet frames
- Walking aids

May occasionally be able to hire out children's wheelchairs but unable to guarantee availability.

For costs of hiring other items, contact supplier.
Free delivery within Torbay.

Open: Monday - Friday 9am-5pm, Saturday 9am-4pm
Please contact supplier for further details and prices.

Peace of Mind Servicing (POMS)

245 Torquay Rd.
Paignton
TQ3 2HL
Telephone
(01803) 556555

Email: enquiries@pomservicing.co.uk

Website: www.pomservicing.co.uk

Hire/Loan Products:

- Scooters
- Wheelchairs (manual & electric)
- Walking aids
- Wheelchairs (lightweight)

Please contact supplier for further details and prices.

Open:

Monday - Friday 8am-6pm;

Saturday 8am-12.30pm or 8am-5pm during the summer months

Torbay Mobility

107 Dartmouth Rd.
Goodrington
Paignton
TQ4 6NF

Telephone: (01803) 558888

Email: torbaymobility@yahoo.com

Website: www.torbaymobility.co.uk

Hire/Loan Products:

- Scooters
- Wheelchairs
- Wheels chairs (manual & electric)
- (lightweight)
- Walking aids

Fold-up and standard scooters are available to hire
Deposit required.

Please contact supplier for further details and prices.

Open:
Monday - Saturday 9am-5pm

Local Shopmobility Schemes

Shopmobility provides powered and unpowered wheelchairs and scooters to people who have limited mobility to allow them to independently use the shopping facilities of the town centre.

Some Shopmobility schemes (including those in Torbay) make a small daily or weekly charge for scooters or wheelchairs and may also charge an annual registration fee – contact individual schemes for further details. It is advisable to book in advance.

Shopmobility Schemes in Torbay –

Paignton: Pre-book on (01803) 52 17 71

Location: The Vue Cinema, Seafront, Paignton

Open: Monday-Saturday: 10.00am- 2.00pm

(Open 10.00am-4.00pm during the summer.)

Torquay: Pre-book on (01803) 38 09 82 – Currently shortage of staff

Located at 1 Lymington Road, Torquay (behind the Town Hall)
TQ1 4BW

Winter: Monday – Saturday, 10:00am – 1:00pm

Summer: Monday – Saturday, 10:00am – 4:00pm

Brixham: Temporarily Closed Down

NB. Occasionally a shop may be closed due to a shortage of volunteers, but this is avoided where possible.

Torbay Shopmobility schemes make a small charge for wheelchair and scooter hire (there is a small difference in charges made by the different schemes in Torbay).

NB. Only manual wheelchairs can be hired at the weekends and these must be returned during opening hours.

There are Shopmobility schemes all over the UK, including others in Devon.

Public Liability Insurance

Torbay Shopmobility schemes are covered by public liability insurance. However, some schemes are not covered so it is advisable to check if using a scheme outside of Torbay. Please note that it is a requirement that schemes affiliated to the National Federation of Shopmobility (NFSUK) are covered by public liability insurance.

Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p. 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 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.

Telephone: (01803) 666620

Email: 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 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

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

