



Simple aids and equipment to help you move around at home



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Having difficulties with everyday tasks such as washing, dressing, cooking, and with moving round your home?

Caring for someone with physical health problems where having the right equipment in place can make your work both easier and safer?

There may be specialist equipment available which will allow you to do these things safely and independently.

If you have difficulties with day-to-day tasks such as

- bathing
- getting dressed
- preparing meals
- walking
- toileting and
- personal care

there is a range of equipment, usually costing between £10 - £100 and known as 'simple aids to daily living' that can make things easier for you and help you to maintain your independence. Simple aids to daily living could include

- a raised toilet seat to help with getting on and off the toilet
- a bath board and seats to help get in and out of the bath

- a walking stick to assist with mobility, or a walking frame
- reachers - for picking things up from the floor
- kettle tippers, adapted cutlery and other kitchen gadgets
- grab rails - for helping you climb steps or stairs, or keep your balance in the bath or when getting on or off the toilet
- commodes
- a perching stool, trolley, special cutlery
- tap turners, special openers, cooking utensils
- dressing aids
- raisers to make your bed or chair higher
- a flashing doorbell system
- telephone alerts, special alarm clocks
- special lighting, liquid levels for those with visual impairment
- an indicator, talking clock/watch
- mobility and transfer equipment

Wheelchairs are not provided by this service but are provided by Hammersmith & Fulham, Kensington and Chelsea and Westminster Wheelchair Service. For more information contact the Wheelchair Service on **020 7316 6910**.

We do not fund:

- general household repairs nor
- furniture such as providing a bed if there is not one present.

How can I get simple aids?

By buying them yourself

You can buy simple aids to daily living without a formal assessment by the council or hospital in high street shops, usually pharmacists. The Department of Health has introduced a national accreditation scheme. Retailers who have applied to be part of the scheme and meet national standards can display a kite mark. This means that they will be able to provide information about the equipment, demonstrate how it works and give instructions for fitting the equipment in your home. For a list of accredited retailers, see page 11.

By being offered a prescription (with the option of a 'top up') after assessment

To be considered eligible for a prescription for simple aids and also to have more expensive free equipment at home installed at no charge to you, you can be assessed by health or social services trained professionals. These can include social workers, care managers, occupational therapists, physiotherapists and for example, after a spell in hospital, district nurses, if they tell you that you qualify for help, they will work with you to find out which equipment meets your needs.

The assessment will normally take place with you in your own home. If you are in hospital you will be assessed there, and possibly at home as well.

They will then give you a prescription for the equipment to take to an accredited retailer of your choice. You redeem the prescription and get your equipment free of charge although you may choose to 'top up' to get a more expensive version of the equipment. If installation is needed by the pharmacy this has to be ordered as part of the prescription and will include the item being delivered. The delivery and installation would be free of charge.

More advice and information

Local pharmacies or GPs often have advice and brochures to help you choose home equipment.

You may also find it useful to search for the following on the People First website **www.peoplefirstinfo.org.uk**

- Wheelchairs,
- Help with walking and mobility
- Gadgets to help you stay safe

Buying equipment online

There are many websites you can search for either advice on or which sell equipment online. We cannot recommend individual websites and no items displayed have been tested by us.

- The Living Made Easy website, funded by the Department of Education
- The Disabled Living Foundation's Ask Sara web based service allows you to work out which equipment might best suit your particular situation
- Manage@home (from Medequip, who supply equipment on behalf of the local health services and your councils)
- Age UK's website suggests ten types of equipment to make life easier and provide a fact sheet called Disability equipment and how to get it.

Seeing and trying out the equipment before you buy it

To see and try out aids to daily living or telecare alarm and other sensor equipment for yourself, the DLF will be opening an equipment and training centre in Wandsworth where staff will offer independent, free and expert advice about what equipment may help.

You can find out what equipment might suit you by completing an online self-assessment tool known as Ask-SARA at **www.asksara.org.uk** to help assess your equipment needs. If you need help to use AskSARA between 10am and 4pm contact:

Disabled Living Foundation,

4th Floor, Jessica House

Red Lion Square, 191 Wandsworth High Street

London SW18 4LS

Telephone: 020 7289 6111

Website: www.dlf.org.uk

About your prescription

If you have been issued with a prescription for community equipment, it will be valid for 30 days. You can exchange the prescription with any of the accredited retailers listed in this leaflet. They will supply the prescribed equipment free of charge. If you are unable to visit the retailers yourself you can ask a friend or relative to do so. You can also contact the retailer in advance to see if they have the items in stock.

Lost prescriptions

If you lose your prescription you can still get equipment if you go to an accredited retailer within the borough and show proof of your identity.

About accredited retailers



The Department of Health has set out standards which retailers must meet before they can become accredited. The standards include being able to demonstrate a range of equipment and provide information about it.

To know if they have been accredited look for this kite mark on display.

Deliveries

When you were issued with a prescription the assessor will have considered whether you are eligible to have the equipment 'delivered' or 'delivered and fitted' free of charge. If you are, this will be included on the prescription.

If you are uncertain about the identity of the person at your door, call the retailer if you are able to and check the name and appearance of the delivery person before you let them into your home.

Keeping safe

We recommend that you only ask someone you trust to redeem your prescription if you are unable to do so yourself.

Help and enquiries

If you have any other queries about the use of the prescribed equipment please contact your assessor:

Email **socialservices@rbkc.gov.uk**
and/or **call 020 7361 3013**

Larger equipment

Larger pieces of equipment, known as 'complex aids to daily living', are not available by prescription.

These are things such as

- specialist beds and chairs, including ones which rise up at the push of a button
- hoists - for people who can no longer carry their own weight and need to be helped up out of and onto bed or chair
- special mattresses and cushions - for people who have to spend a long time in bed or have skin which is vulnerable to pressure care

To get this equipment, you need to be assessed by a professional, who will then provide the items you need. This ensures that you have equipment that meets your needs, and you are able to use it safely.

Finding out more

If you would like to find out more about

- being assessed for community equipment to help you
- equipment loan conditions
- what happens if the equipment fails or breaks
- what if the equipment needs servicing and
- what if you no longer need the item of equipment?

Email: **socialservices@rbkc.gov.uk**
or call **020 7361 3013**

You can also visit our sponsored website at
www.peoplefirstinfo.org.uk for information about
community equipment and other support available.

Accredited retailers

Where to go for equipment

A. Moore & Co

25E Lowndes Street, London, SW1X 9JF
Telephone: 020 7235 5887

ADKC

Whitstable House, Silchester Road, London W10 6SB
Telephone: 020 8960 8888

Astell Pharmacy

6 Elystan Street, Chelsea Green, London SW3 3NS
Tel: 020 7584 5424

Browns Chemist

195 Shirland Road, London W9 2EU
Tel: 020 7286 0377

Bruntons Chemist

240 Earl's Court Road, London SW5 9AA
Tel: 020 7373 5078

D.R. Evans Pharmacy

15 Elgin Crescent, London, W11 2JA
Tel: 020 7727 6882

Medicine Chest Chemist

413-415 King's Road, London SW10 0LR.
Tel: 020 7351 1142

My Pharmacy Ltd

10 North Pole Road, London W10 6QL
Tel: 020 8969 1465

Nashi Pharmacy

55 Westbourne Grove, London W2 4UA

Tel: 020 7229 3559

Stratford Pharmacy

4 Stratford Road, London, W8 6QD

Tel: 020 7936 6178

Mobile Units

[Adaptations Mobile service](#) (will drive to your house)

Tel: 01784 248999

You must have at least one piece of equipment requiring installation in order to use this service.

[Redland Healthcare Ltd Mobile retail service](#)

(will drive to your house)

Tel: 0118 956 0800

[Westway Community Transport](#), main offices:

240 Acklam Road, London W10 5YG

Tel: 020 8960 8774

WCT also has a mobile showroom that visits different areas of the borough, please call for details of the daily location.

Finding out more

There are a number of ways (see below) in which you can find out more about recent changes under the Care Act, about how to access care and support, and about the care and support options which are available to you.

Online help and leaflets

The Government has produced a series of factsheets which explain the aims of the Care Act and how the changes may affect you. Visit **www.gov.uk** and search 'care act'.

They have also produced a series of leaflets in formats for people with learning disabilities. Search for 'care act easy read' on **www.gov.uk**.

To find out more about the changes to care and support, visit **www.gov.uk/careandsupport**

The People First website

The People First website is an easy-to-use online resource that puts you in touch with a wealth of information and local services that can help you live the life you want, be independent, and find the help you feel you might need. The website is provided by the Adult Social Care service of Hammersmith & Fulham Council, the Royal Borough of Kensington and Chelsea and Westminster City Council.

Contact your council

To ask for more information about the Care Act or other care and support issues, or to request an assessment of your support needs contact your council direct:

Telephone: **020 7361 3013**

Email: **socialservices@rbkc.gov.uk**

You can also ask questions specifically about the Care Act by emailing **careact@lbhf.gov.uk**

Leaflets

There are a range of leaflets from your council on issues covered by the Care Act, and on other issues which may be of interest to you. To access leaflets telephone your council using the details above, or go to the Leaflets Library at the top of the home page at **www.peoplefirstinfo.org.uk**

Independent information and advice

The following organisations offer specialist advice on a wide range of issues including health and disability, care and support options, money, benefits and accommodation. *Those marked with an asterisk offer some level of information and advice about the Care Act.*

ADKC*

A user led organisation managed and controlled by disabled people, campaigning for the rights of disabled people, delivering accessible activities, information, advice and advocacy services.

ADKC Action Disability Kensington and Chelsea
Silchester Road, London W10 6SB
Telephone: 020 8960 8282
Website: www.adkc.org.uk

Age UK:*

The country's largest charity dedicated to helping everyone make the most of later life through providing services and support to inspire, enable and support older people.

Age UK Kensington and Chelsea (Incorporating Sixty Plus)
1 Thorpe Close, London W10 5XL
Telephone: 020 8969 9105
Website: www.ageuk.org.uk/kensingtonandchelsea

Carers Kensington & Chelsea

The first point of contact for unpaid adult carers living in Kensington and Chelsea who need information, advice or support about being a carer.

Carers Kensington & Chelsea
Carers UK

20 Great Dover Street, London SE1 4LX

Telephone: 020 7378 4961.

Free from landlines telephone: 0800 032 1089

Email: kandc@carersuk.org

Citizens Advice Bureau*

Helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers.

Kensington (London) Citizens Advice Bureau

2 Acklam Road, London W10 5QZ

Telephone: 0844 826 9708* (Advice line)

*calls may be charged

Telephone: 020 8962 3485

Website: www.citizensadvice.org.uk/kensingtoncab.htm

Mind

Mind provides advice and support to people with mental health needs and their carers.

Kensington and Chelsea Mind

Office 1, 7 Thorpe Close, London W10 5XL

Telephone 020 8964 1333

Website: www.kcmind.org.uk

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Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

Sensory impairment team,
Town Hall, Hornton Street,
London W8 7NX

Telephone social services:
020 7361 3013

Voicemail: 020 7361 2968

Minicom: 020 7937 7232

Email:
sensoryteam@rbkc.gov.uk

Fax: 020 7361 2148

SIMPLE AIDS AND EQUIPMENT 2015

How you can help us

We welcome feedback on how we might improve our service.

If you would like to make a comment, compliment or complaint, please contact:

Customer Feedback Team,
Adult Social Care,
Floor 4,
Hammersmith Town Hall
Extension, King Street,
Hammersmith, London W6 9JU
Telephone: 0800 587 0072
Email:
hsscusercontent@rbkc.gov.uk

To find out more about the Care Act and equipment contact:

RBKC Social service line
T: 020 7361 3013
E: socialservices@rbkc.gov.uk

For more information about our services and publications view them on www.rbkc.gov.uk or www.peoplefirstinfo.org.uk



www.peoplefirstinfo.org.uk
for a wide range of information about what's available locally to help you stay independent.

