

Date:

Dear Mr / Mrs / Miss

ELECTRIC POWERED INDOOR/OUTDOOR CHAIRS

The following powered wheelchair will be issued to you on a loan basis:

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This wheelchair is for your sole use indoors and outdoors (please delete as necessary)

If your chair develops a fault then this should be reported to us at your earliest opportunity:

Wiltshire Wheelchair Service
Melksham Community Hospital
Spa Road
Melksham
Wiltshire
SN12 7NZ

PHONE 01225 899130

An answer phone service operates outside normal working hours including weekends and bank holidays.

If you have a general enquiry regarding your wheelchair please telephone the Wheelchair Service on **01225 899130**.

Please note the Conditions of Supply (page 2).

Yours sincerely,

On behalf of

Wheelchair Service Manager.

CONDITIONS OF SUPPLY

If these conditions are not met, Wiltshire Wheelchair Services will review provision of your equipment and you may be charged for some repairs or callouts – further details below.

1. This chair is for use indoors and outdoors (please delete as necessary).

This chair is for use indoors and outdoors (please delete as necessary).

It must only be used by you.

When using the powered wheelchair outdoors (subject to driving assessment if applicable) it should be used on pavements and not on the road in traffic. In our rural areas it is accepted that the chair will be used on rural roads and lanes.

The chair should not be used for recreational off-road activities or sports (e.g., Recreational use of chair off-road on beach, riverbeds, mud, snow, rocks or playing Wheelchair Football etc).

When using your chair outdoors you must wear the seat belt provided.

Repairs will only be carried out at your home or place of work or school.

Repairs will not be carried out outdoors. It is the user's responsibility to transport the chair home in the event of a breakdown. The Wheelchair Service does not provide a recovery service. See further details below regarding insurance and breakdown cover.

Power wheelchairs should be charged every night if being used daily. If the power wheelchair will not be used for a particular time, for example on holiday, it must still be charged once a fortnight minimum.

2. The wheelchair (including all accessories).

The wheelchair will remain the property of Wheelchair Services, Wiltshire Health and Care. The Wheelchair Service will reassess your use of the chair, ability to manage the chair and the performance of the chair at periodic intervals.

The wheelchair is prescription equipment, specifically set-up to meet your clinical needs. As such, it should not be altered in any way, or have any attachment of any kind fitted or disposed of without the prior authority of the Wheelchair Service via the phone number above.

The Wheelchair Service may charge for repairs to the chair or accessories if damage is due to inappropriate use of our equipment.

The Wheelchair Service technical team must be allowed access to the powered wheelchair once a year for servicing.

3. Notifying the Wheelchair Service of changes.
You must notify us immediately via 01225 899130 if:

Your medical condition or eyesight changes in any way

You change your address

You have no further use for the chair and/or accessories.

You intend to take your wheelchair abroad. You will be responsible for the cost of any loss or damage and should ensure that these are covered by your holiday insurance.

GENERAL ADVICE AND SAFETY TIPS

When getting into or out of the chair, the footplates should be lifted or folded away. Do not use the footplates as a step as this could tip and weaken the plates.

Make sure that you, your clothes and rugs are clear of the wheels.

Use warm water and mild soap to clean the seat and back rest fabric.

If the chair gets wet when being used outdoors always wipe the chair dry on returning home, never leave it damp.

The Wheelchair Service cannot insist that you take out insurance for the chair but we recommend that you do. Wiltshire Health and Care's own insurance does not cover loss or damage to your wheelchair (and accessories).

If the driver of the chair has a household policy, then third party insurance should be relatively easy to arrange as an extension to this.

If the driver of the chair injures a third party, they would be liable for their own negligence.

Should you need details of a company who specialises in Electric Wheelchair Insurance and breakdown cover, you may wish to contact the following for further details:

Fish Insurance
3-4 Rivers Way Business Village
Navigation Way
Preston
PR2 2YP

Tel: **0333 331 3770**
www.fishinsurance.co.uk/

Repairs will only be carried out at your home or place of work or school.

Repairs will not be carried-out outdoors. It is the user's responsibility to transport the chair home in the event of a breakdown. The Wheelchair Service does not provide a recovery service.

You are advised to arrange your own recovery service through (e.g. Fish, National Breakdown, Green Flag. etc).

Do not use the footplates as a step when getting in or out of the chair as it could tip and weaken the plates. At this time the footplates should be lifted up or folded away.

Make sure that you, your clothes, and rugs are clear of the wheels.

Use warm water and mild soap to clean the seat and back rest fabric.

If the chair gets wet when being used outdoors always wipe the chair dry on returning home, never leave it damp.

CONDITIONS OF SUPPLY EPIOC AGREEMENT

I confirm that:

- 1 I have been instructed in the use of the chair.
- 2 I and/or my carer have been instructed how to:
 - Charge the chair.
 - Care for the battery/battery charger.
 - Care for the tyres.
- 3 I have been supplied with the manufacturer's handbook.
- 4 I know how to contact the Wheelchair Service including when I require a repair
- 5 I have been advised on Insurance and liability for third parties.
- 6 I have been advised that the Wheelchair Service does not provide a breakdown recovery service.
- 7 If my medical condition, eyesight or ability to control the chair changes in any way **I will notify the Wheelchair Service immediately.**
- 8 I understand that copies of this confirmation will be held by the Wheelchair Service.
9. I understand that if the wheelchair is not used according to the conditions of supply as stated above, **I may be charged for repairs and/or callouts.**

Signed

PLEASE PRINT NAME

Date