



Provision of Wheelchairs for Care Homes

Frequently Asked Questions



What happens when the resident no longer requires the wheelchair?

Please notify the Wheelchair Service so we can arrange collection of the wheelchair, cushion and all accessories. The wheelchair remains the property of the Wheelchair Service and should NOT under any circumstances be used for another resident. Care homes are advised that they are not insured if an accident occurs when a prescribed wheelchair is used by other residents.

Who owns wheelchairs provided by the Wheelchair Service?

The wheelchair remains the property of the Wheelchair Service. The wheelchair is on loan to the resident of the care home and not to the care home itself.

Who can I contact for additional advice regarding wheelchairs or a resident's posture in a wheelchair?

The duty clinician is available Monday, Tuesday, Thursday, and Friday morning from 9.30 to 12.30pm. Please contact them on tel: 0116 2456168 if you require advice.

Contact Details

Blatchford Clinical Services

Specialist Mobility Centre

17A Meridian East

Leicester

LE19 1WZ

Tel: 0116 282 3500

Fax: 0116 245 6160



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Which homes are categorised as a care home?

All nursing and residential homes are categorised as care homes.

Which of our residents are entitled to a wheelchair from the Wheelchair Service?

Residents with the following seating/mobility needs would be entitled to a wheelchair from our service.

Postural Needs: If a resident has postural needs and is unable to sit independently in a standard wheelchair and requires mobility equipment they can be referred to our service for assessment.

Self Propelled Wheelchair: If a resident has the physical and cognitive ability to be able to self propel safely they can be referred to our service for assessment.

Powered Wheelchair: If a resident has the physical and cognitive ability to be able to operate a powered wheelchair they can be referred to our service.

In order for a resident to be eligible for a powered wheelchair they must fulfil our full criteria. Please contact the Wheelchair Service for our powered wheelchair leaflet for additional details.

Will you supply a wheelchair for portering use or for family to take the resident out?

No. If a resident does not have postural needs or the ability to self propel or operate a powered wheelchair it is the responsibility of the care home to provide a wheelchair for that resident.

Where can we purchase a portering chair from?

Portering wheelchairs can be purchased from Blatchford Clinical Services or any other reputable mobility supplier.

The Wheelchair Service is happy to advise you on the type of wheelchair required. We would recommend that all wheelchairs purchased are CE marked.

Who do we contact if we require a wheelchair for short term use only?

If a wheelchair is required for short term use you can hire from mobility shops or services such as 'Dial a wheelchair' Tel: 0116 2700210.

Who do we contact if a wheelchair provided by your service no longer meets a residents needs?

If one of your resident's postural or tissue viability needs have changed then the care home's registered nurse or the residents GP can refer the person to our service for reassessment.

What do we do if one of your wheelchairs develops a fault?

Please contact our approved repairer Clark and Partners Tel: 0116 2600055. This service is free of charge.

Should all the Wheelchair Services chairs be insured?

The care home or the resident should have insurance for the wheelchair to protect against fire, theft and any damage to the wheelchair. Please contact the Wheelchair Service for the amount the wheelchair should be insured for. Please note insurance should also cover the cushions and any accessories provided.