

# Getting the equipment you need

to help with  
everyday living



**For adults and children**

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## What's in this guide

This booklet tells you how to get equipment that helps you with everyday living at home.

You may be surprised at the range of equipment available. The equipment you need might be large like a stairlift, or a perching stool, or a small device such as a manual or battery-operated jar opener.

Finding out what there is and choosing what might suit you can be tricky. This guide will help. It will be useful whether you are buying privately or getting help through social care or health services.

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# How to decide what equipment you need

An assessment for equipment can be as simple as deciding for yourself, for example, you need a device to help you open jars and cans or help you comb your hair.

If you are unable to manage other everyday activities such as preparing food, bathing, dressing, or going upstairs, you will probably benefit from a more structured assessment of your equipment needs.

## There are several different ways to get an assessment:

- You may prefer to be **assessed independently** without involving the NHS or Social Services. More details about these kinds of assessments are given on page 5. If you decide to buy your own equipment, this leaflet provides information on how to research your choices and seek further advice.
- Alternatively, you may contact **Social Care Services** and receive guidance on receiving an assessment by an Occupational Therapist or a Vision and Hearing Rehabilitation & Technical Officer. Further information on page 5.
- If you are in **Hospital** or receiving **Community Health Service**, a doctor may refer you to an Occupational Therapist, Physiotherapist or Nurse for an assessment for the types of equipment listed on page 9 and 10.

# How to get an independent assessment of your equipment needs

## Free Simple Assessments

A **Simple assessment** is available from an **Approved Retailer** in a local shop. Approved retailers are local retailers who have demonstrated a commitment to work in partnership with Sutton Council. They all have accessible premises, and can be recognised with the tick symbol.



A **free Simple Online Assessment** for equipment is available at [www.AskSara.org.uk](http://www.AskSara.org.uk).

This online assessment asks you simple questions about how you manage everyday activities. When you have answered all the questions it will offer suggestions of equipment which might be helpful to you.

If you don't have a computer at home you can use one at a library or at the Sutton Centre for Independent Living & Learning (SCILL). Contact details for SCILL on page 11 of this guide.

## Private Occupational Therapy Assessment

Details available from College of Occupational Therapists Specialist Section: Tel: 0845 129 7699 / 020 7989 0681  
[www.cotss-ip.org.uk](http://www.cotss-ip.org.uk)

There would be a charge for a private assessment by a qualified Occupational Therapist.

# Assessment by Social Care Services

## Sutton Council

**People's Contact Centre 020 8770 6080.**

You may wish to contact Social Services to discuss your daily living routines with trained People's Contact Centre staff. They will be able to give you advice, information and signpost you to disability resources in the community.

If you are having difficulty in the majority of areas of your life because of disability, our Contact Centre staff can arrange for an Occupational Therapy Assessment.

If you have a sensory impairment the Contact Centre can arrange for a Vision and Hearing Assessment.

If you are a parent/guardian of a child or a young person with a disability, you may also contact the **Access Point 020 8770 4690** for advice.

You may also refer yourself to the Occupational Therapy service via the online **Occupational Therapy Assessment Contact and Referral form**. This is found under the **Apply For It** section of the Sutton council website [www.sutton.gov.uk](http://www.sutton.gov.uk).

You may be offered an appointment at London Borough of Sutton's Occupational Therapy Assessment Centre.

The professional who assesses you can advise on specialist techniques, equipment and adaptations.

You will also be advised if you are eligible for social care support. The eligibility framework looks at each person's needs and risks. You may be signposted to disability resources.

More information about assessing your needs is available at [www.sutton.gov.uk](http://www.sutton.gov.uk) under 'Adult Social Services and Housing'

Any fully state-funded equipment you receive as a result of a Social Services or NHS assessment will be on loan to you, and you will be requested to return it when you no longer need it.

## Making the most of your assessment

Before you have any kind of assessment, it will help if you think about the following questions:

- What basic types of movement, eg walking, standing up, balancing, do you find difficult?
- Is seeing or hearing easy or difficult?
- Think about your house and how easy it is to manage. Do you have stairs or steps? Do you find it easy or difficult to go up or down them?
- What everyday tasks are easy or difficult? Eg:
  - Washing
  - Getting in or out of a bath
  - Getting on and off a toilet

## Tips before buying equipment

- Talk to other equipment users. Local organisations and local branches of national organisations are listed on pages 11–12 of this guide.
- Look up expert advice on the internet. See page 13 for contact details for some useful national organisations.
- Talk to your local approved trusted assessors. There is a list of approved local retailers of equipment on pages 14–17 of this leaflet.
- Obtain national retailers' catalogues (page 18).
- Talk to your social and health care staff.

### Think about:

- How you wish to use the equipment.
- Will it be what you want in 6 months?
- How will you store the equipment?
- How will you maintain and service the equipment?
- Comparing prices and searching for the best value.
- If you are registered disabled you may complete a VAT exemption form when purchasing equipment.
- Page 19 gives information about buying secondhand.

## Tips before buying equipment

<b>Buying your own equipment</b>	
<b>Pros</b>	<b>Cons</b>
You chose what you like	You have to pay full cost
No waiting	Unsure of what you want
Don't have to meet any eligibility requirements	You need to research what suits you best
Complete independence	

## Advice on your legal rights

Whenever you buy goods from a trader the law provides valuable protection to all consumers whether or not they are disabled. These rights are often referred to as your 'statutory rights' because they come mainly from the Sale of Goods Act. Useful sources of legal information include:

- **British Health Trades Association** New Loom House, Suite 4.06, 101 Back Church Lane, London E1 1LU. Tel: 020 7702 2141 [www.bhta.net](http://www.bhta.net)
- **Business Regulation Service**, Civic Offices, St Nicholas Way, Sutton, SM1 1EA Tel: 020 8770 5070 email: [trading.standards@sutton.gov.uk](mailto:trading.standards@sutton.gov.uk)
- **Disability Law Service** provides legal advice to disabled people. 39-45 Cavell Street, London, E1 2BP. Tel: 020 7791 9800 [www.dls.org.uk](http://www.dls.org.uk)
- **Sutton Citizens Advice Bureau** The Central Library, St Nicholas Way, Sutton, SM1 1EA Tel: 020 8405 3552 [www.suttoncabx.org.uk](http://www.suttoncabx.org.uk)



# Handy devices and equipment available from local retailers

- Button Hook
- Commode
- Cup with Lid
- Cutlery, Plate
- Dressing Stick
- Ferrules
- Grab Rail
- Hair Washing Tray
- Helping Hand
- Incontinence Products

## Battery-operated Jar Opener



## Scissors



- Key Turner
- Long-Handled Brush
- Long-Handled Sponge
- Perching Stool
- Showerboard
- Sock/Stocking Aid
- Tap Turners
- Toe Washer
- Trolley
- Urinal
- Walking Stick
- Wheelchair Cape

# Equipment you may be loaned following assessment by social services or NHS staff

## Swivel Bather



Bathboard  
Bathlift  
Bed/Chair Raisers  
Child's Bathing Equipment  
Child's Specialist Chair  
Commode  
Grab Rail  
Hoist

## Toilet Surround

Hearing Loop  
Perching Stool  
Pressure Cushion  
Raised Toilet Seat  
Shower Stool  
Threshold Ramp  
Transfer Board  
2-Wheeled Walking Frame  
White Cane



## Information and advice

When you need advice about what your equipment needs might be, there are local & national organisations you can contact.



### **Sutton Centre for Independent Living and Learning (SCILL)**

3 Robin Hood Lane, Sutton, Surrey, SM1 2SW  
Tel: 020 8770 4065. Minicom: 020 8770 4046  
[www.scill.org.uk](http://www.scill.org.uk)

SCILL can:

- Help you find out where to get equipment
- Help you access a supported online assessment on the internet
- Help you access Ask Des: [www.askdes.org.uk](http://www.askdes.org.uk), which is a website for buying and selling secondhand equipment
- Provide an opportunity to talk to other equipment users

### **Age UK Sutton**

1 Lower Square, Civic Centre, St Nicholas Way, Sutton, SM1 1EA. Tel: 020 8770 4090 [www.ageuk.org.uk/sutton](http://www.ageuk.org.uk/sutton)

### **Alzheimer's Society**

Sutton & Merton Office  
Pandora House, 41-45 Lind Road, Sutton, Surrey, SM1 4PP. Tel: 020 8770 1875 <http://alzheimers.org.uk>

## Information and advice

The Princess Royal Trust **Sutton Carers Centre**

12-14 Benhill Avenue, Benhill House, Sutton,  
Surrey, SM1 4DA. Tel: 020 8296 5611

[www.carers.org/local-centre/sutton](http://www.carers.org/local-centre/sutton)

### Contact a Family Sutton

For families with disabled children

St Helier Community Association, Hill House,  
Bishopsford Road, Morden, SM4 6BL Tel: 020 8640 5525

[www.cafamily.org.uk](http://www.cafamily.org.uk)

### Sutton Association for the Blind (SAB)

First floor, 3 Robin Hood Lane, Sutton, Surrey, SM1 2SW

Tel: 020 8409 7166 [www.sab-gb.com](http://www.sab-gb.com)

### Sutton LINK (Local Involvement Network)

Granfers Community Centre, 73-79 Oakhill Road,  
Sutton, Surrey SM1 3AA. Tel: 020 8644 2867

[www.suttonlink.org.uk](http://www.suttonlink.org.uk)

### Sutton Mencap

020 8647 8600 [www.suttonmencap.org.uk](http://www.suttonmencap.org.uk)

### Sutton and Croydon MS Therapy Centre

Bradbury House, The Mount, Lloyd Avenue, Coulsdon,  
CR5 2QS. Tel: 020 8660 1181 [www.surrey-ms.org](http://www.surrey-ms.org)

# National Organisations

## Action on Hearing Loss (RNID)

19-23 Featherstone Street, London, ECY 8SL

Telephone: 0808 808 0123 Textphone: 0808 808 9000

Fax: 020 7296 8199 SMS 0780 0000 360

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

## Disabled Living Foundation (DLF)

380-384 Harrow Road, London W9 2HU. Helpline

0845 130 9177 10am to 4pm Mon – Fri. [www.dlf.org.uk](http://www.dlf.org.uk)

The DLF provides:

- Expert, impartial advice to people of all ages, helping them to find equipment to assist in everyday tasks.
- Information about exhibitions of equipment all around the country.

## Disability Now

Online magazine at [www.disabilitynow.org.uk](http://www.disabilitynow.org.uk)

## Ricability

Unit G03, The Wenlock Business Centre,

50-52 Wharf Road, London N1 7EU. Tel: 020 7427 2460

[www.ricability.org.uk](http://www.ricability.org.uk)

- Independent consumer research charity providing reports for older and disabled people.

## Royal National Institute of Blind People (RNIB)

105 Judd Street, London, WC1H 9NE.

Helpline 0303 123 9999 [www.rnib.org.uk](http://www.rnib.org.uk)

## Local Retailers – Equipment

Committed to working in partnership with the London Borough of Sutton



### **Anna Pharmacy**

398 Green Wrythe Lane, Carshalton, SM5 1JF.  
Tel: 020 8640 0404



### **British Red Cross (Wallington branch)**

Marlborough Crescent, Cranley Gardens  
Wallington, Surrey, SM6 9PG. Tel: 020 8669 8056  
[www.redcross.org.uk](http://www.redcross.org.uk)

- Equipment purchase and hire following hospital discharge



### **Cheam Disability Solutions**

583 London Road, Cheam, SM3 9AE.  
Tel: 020 8337 8802  
[www.cheamdisabilitysolutions.co.uk](http://www.cheamdisabilitysolutions.co.uk)



### **Disability Aids**

75 Stonecot Hill, Sutton, Surrey, SM3 9HJ.  
Tel: 020 8644 8465  
[www.thedisabilitystore.co.uk](http://www.thedisabilitystore.co.uk)



### **Lotus Chemist**

Wrythe Lane, Carshalton, SM5 2RE.  
Tel: 020 8647 0006  
[www.lotus-chemist.co.uk](http://www.lotus-chemist.co.uk)

## Local Retailers – Equipment



### **Manor Pharmacy**

75 Manor Road, Wallington, SM6 ODE.  
Tel: 020 8669 1007



### **Mobility and Disability Centre**

161 Stafford Road, Wallington, SM6 9BT.  
Tel: 020 8647 9596



### **Park Lane Pharmacy**

27-29 High Street, Carshalton, SM5 3AX.  
Tel: 020 8773 3418



### **Purdome Ltd**

86 Westmead Road, Sutton, SM1 4HY.  
Tel: 020 8642 8763



### **Stafford Pharmacy**

150 Stafford Road, Wallington, SM6 9BS.  
Tel: 020 8647 2996



### **Sutton Shopmobility**

Level 3, St Nicholas Centre, St Nicholas Way,  
Sutton SM1 1AY. Tel: 020 8770 0691  
[www.suttonshopmobility.org.uk](http://www.suttonshopmobility.org.uk)

# Grab Rails and Handy Person Tasks



## Age UK Sutton's Handy Person Service

Tel: 020 8770 4097 [www.ageuk.org.uk/sutton](http://www.ageuk.org.uk/sutton)

- Covers small jobs around the home including gardening, decorating, fitting key safes, door entry systems, grab rails and galvanised rails for garden path. Plus much more. Reasonable fees.



## MD Rollings & Son

Tel: 020 8394 2260

- Private contractor who will supply and fit grab rails, stair rails and galvanised rails outside the property. Also supplies rails without fitting if preferred.

Visit <http://our.sutton.gov.uk>, the online Adult Social Care Directory which contains a list of approved local providers.



## Sutton Staying Put Minor Home Repairs Scheme

London Borough of Sutton, 24 Denmark Road, Carshalton, Surrey, SM5 2JG. Tel: 020 8409 7061

- Offer practical financial help towards the cost of essential minor repair jobs around the home for disabled or vulnerable people. Eg guttering, plumbing, electrical work, boilers and heating systems.



## Grab Rails and Handy Person Tasks



### **The Vine Project Handy Person Scheme**

Tel: 020 8685 6644 [www.thevineproject.org](http://www.thevineproject.org)

- Covers small jobs, eg fixing grab rails, that larger contractors may not do. Does not provide galvanized rails. Chargeable service but discount for those on lower incomes.

## Grab Rails and Stair Rails

Retailers such as the ones listed below also supply grab rails and stair rails.

**B&Q** Sutton Court Road, Sutton, SM1 4RQ.

Tel: 020 8770 2500 [www.diy.com](http://www.diy.com)

**Champion Timber Sutton** 272–274 High Street, Sutton, Surrey SM1 1PG Tel: 020 8642 8291

**Mark Fishers Ltd** 36-38 Green Wrythe Lane, Carshalton, SM5 2DW. Tel 020 8647 5028

For other local retailers please look at your local directory

## National retailers

You can also request a brochure or order equipment online from various national retailers, including those below.

**Homecraft Rolyan**, Nunn Brook Road, Huthwaite, Sutton-in-Ashfield, Nottinghamshire, NG17 2HU  
Tel: 08444 124 330 [www.homecraft-rolyan.com](http://www.homecraft-rolyan.com)

**Mangar International**, Presteigne, Powys, Wales, LD8 2UF  
Freephone 0800 2800 485  
[www.mangarinternational.co.uk](http://www.mangarinternational.co.uk)

**Nottingham Rehab Supplies**, Clinitron House, Excelsior Road, Ashby De La Zouch, Leic, LE65 1JG  
Tel: 0845 120 4522 [www.nrs-uk.co.uk](http://www.nrs-uk.co.uk)

**OTS Ltd**, PO Box 234, Malvern WR14 1QB  
Tel: 0845 260 7061 [www.otstores.co.uk](http://www.otstores.co.uk)

**S W Retail Ltd**, PO Box 4787 Sheffield S36 5BW  
Tel: 01226 762 513 [www.icswretail.co.uk](http://www.icswretail.co.uk)  
Suppliers of magnifiers and low vision aids.

You may wish to use a search engine such as Google to find and compare different products.

# Equipment that's no longer needed

## Equipment on Loan from the Council

If you have equipment you no longer need which was loaned by ICES (Integrated Community Equipment Store), please contact **020 8770 6080**. This equipment can be identified by a yellow sticker stating that it is the property of the London Borough of Sutton.

## Buying and Selling Equipment

The websites below are very useful if you wish to buy or sell secondhand equipment.

If you have purchased equipment you no longer need, and it is in good condition, you can advertise it on secondhand equipment websites.

[www.themobilitymarket.co.uk](http://www.themobilitymarket.co.uk)

[www.askdes.org.uk](http://www.askdes.org.uk)

[www.ebay.co.uk](http://www.ebay.co.uk) search term 'equipment for life'

Before you pass the equipment onto somebody else it may first need:

- Servicing or repair—to make sure it is safe
- Cleaning and disinfection.

If you own unwanted equipment, you may also take it to your local Reuse and Recycling Centre.

The London Borough of Sutton does not accept any liability for the actions or consequences of retailers listed in this leaflet should you choose to purchase equipment from them or use their services, as the Council is merely signposting you towards retailers who may be able to assist you.

If you need further information and advice about the contents of this leaflet, please contact:

London Borough of Sutton  
Civic Offices

St Nicholas Way  
Sutton SM1 1EA  
[www.sutton.gov.uk](http://www.sutton.gov.uk)  
020 8770 6080

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