

## Returning Equipment

If the equipment you have on loan is no longer required please contact the Service to arrange for its collection. If convenient, equipment can also be returned directly to our Wheelchair Depot.

## Contacting the Service

If you need any further information please contact the wheelchair service at :

NHS Highland Wheelchair &  
Seating Service  
Raigmore Hospital  
Old Perth Road  
Inverness  
IV2 3UJ

Tel : 01463 704167  
Fax : 01463 705717

Monday to Friday 9am - 5pm

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Devised by Highland Wheelchair and Seating Service		



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Raigmore Hospital  
Old Perth Road  
Inverness  
IV2 3UJ

Working with you to make Highland the  
healthy place to be

## About the Service

NHS Highland Wheelchair and Seating Service covers the Highlands, Western Isles and West Grampian area, providing wheelchairs and specialist seating services to patients with long term disability which impairs their ability to walk.

## Who is Eligible?

The Service is available to people of all ages who have serious and permanent conditions that affect their ability to walk. This could be significant difficulty moving around the home or longer distances outdoors.

The equipment will be provided and maintained by the NHS at no cost to the patient.

For temporary and short term loans, patients can also contact:

Red Cross : 01463 231620

Shopmobility : 01463 717624

## Accessing the Service

To be considered for a wheelchair you must be referred to the Service by a qualified health care professional. For example:

- GP
- Occupational Therapist
- District Nurse
- Physiotherapist

## Assessments

If your needs are clear from the information given in the referral, a wheelchair can be issued without the need for an assessment. However, if your needs are more complex you will be required to attend an assessment where the most appropriate equipment can be determined for your individual needs.

Assessments are carried out by teams of Occupational Therapists and Rehabilitation Engineers and may be supported by the Consultant in Rehabilitation for more complex problems. Assessments take place at hospital clinics, schools, residential homes or at home.

## Available Equipment

Subject to national eligibility criteria the service supplies:

- Attendant - propelled manual chairs
- Self - propelled manual chairs
- Power chairs for indoor use
- Power chairs for indoor and outdoor use
- Cushions
- Specialist seating systems

## Delivery

Basic chairs will be delivered to patients using a courier service. However, if a more complex piece of equipment is required the chair will be issued and set up during an appointment with one of our Occupational Therapist and Rehabilitation Engineers.

NHS Highland Wheelchair Service also use the services of a not for profit organisation, called ILM Highland, to carry out deliveries and basic repairs of our standard chairs in Ross-shire, Caithness & Sutherland.



## Repairs & Maintenance

NHS Highland Wheelchair Service has an in-house storage, repair and refurbishment facility. Repairs and maintenance are carried out free of charge on Service-loaned equipment. The maintenance department endeavours to carry out planned preventative maintenance on all chairs to ensure they are kept in good running order.

However, if your chair is in need of repair you should contact the service immediately on

01463 704167.

If the repair is considered urgent the Service will try to repair the chair the next day. Repairs of a less urgent nature will be carried out within 3 to 5 days.

Where convenient, an appointment can be made to bring the equipment directly to our depot for repair. The Depot is located at:

NHS Wheelchair Depot  
12 Walker Place  
Inverness  
IV1 1TY