

London Borough of Tower Hamlets

# CES Information

## Community Equipment Service

### *Pan Provider Forum - Health and Safety in the Home*



10<sup>th</sup> May 2017

### Who to contact

#### **CES**

#### **BSO/ Business Support officers,**

To place equipment, rails or minor adaptations delivery, replacement or collection orders.

Tel. 0207 364 1930

[Community.equipment.service@towerhamlets.gov.uk](mailto:Community.equipment.service@towerhamlets.gov.uk)

Or NHS staff to email:

[Tracey.Leon-Cutler@bartshealth.nhs.uk](mailto:Tracey.Leon-Cutler@bartshealth.nhs.uk)

#### **Wheelchairs**

For any queries please  
Tel. 0208 223 8842.

#### **SPA/ Single Point of Access**

For Nurses, Physiotherapy and Occupational Therapy. Also for if there is a decline in function/ change.

Tel. 0207 377 7151

#### **AIT/ Assessment and Intervention Team**

If there is a change in need, and for new assessment or information.

Tel. 0207 364 5005

### Handy person

For simple repairs Clients can contact the following to see if they are eligible for their service

Age UK East London, Home & Care service,  
Telephone 020 71832994/ 020 85034800.

### Damaged major adaptations and general repairs

Please contact the landlord urgently to report any damaged or broken adaptations, or general repairs needed to prevent a possible injury. Need to check if has 1 or 5 year warranty. e.g. WC Closomats, level access shower, or ceiling track hoist.

### When does equipment need replacing

For safety please urgently contact CES (see left column) if you notice that Clients' equipment is damaged, to request a replacement, to prevent a possible serious injury. Equipment needs replacing when:

- it is broken;
- the metal is dented or rusty;
- rubber ferrules are worn and/ or uneven;
- brakes do not work;
- wheels loose;
- material is torn, such as slings, or the stitches are coming undone, or the label is unreadable;
- the hoist gantry tape is frayed.
- hoist battery not recharging
- riser recliner chair not working
- chair seat fabric torn



## Equipment collections

Unused, taking up space, or in the garden? Please contact CES to arrange. You will need to have full Client details ready.

Please note that CES will **NOT** be offering a collection service for the following equipment, and instead Client's, or their families, will need to arrange if possible to dispose of themselves or leave out for the Waste Collection whenever possible. This is to assist CES with efficiencies, space, and because it is not possible for CES to repair or recycle these.

### -Items that are damaged (dented or rusty):

e.g. walking frames and sticks; trolleys, commodes; WC surround frames; bath boards; bath seats.

### -Single use items:

e.g. Raised toilet seats; urinals; bed pans; long handled sponges; toe washers.

### -Small TCES items:

e.g. tap turners; plates; cups; cutlery.

## General safety advice

-Carers to wear suitable footwear to protect toes.

-Use equipment correctly: check sling loops on hoist hook; allow space behind back of r/recliner chair; use profile bed functions; put brakes on: with the exception of hoists, if equipment has brakes please put all on before Client transfers on/ off it to reduce risk of serious injury.

-Arrange to get equipment repaired if you notice any damage.

-Check the floor for: Clear any spillages asap to avoid risk of slips;

ensure a clear pathway on floor for yourself and Clients to walk along , e.g. towards bed, to avoid tripping hazards. If Client declines to allow you to tidy to have a clear safe working area then contact your agency and they can refer Client to correct team.

-If Client's health (e.g. skin condition; seizure) and/ or ability to use current equipment safely deteriorates ,or not taking medication, then contact the GP (including for pressure care equipment), and the relevant Team.

-If the Client has Diabetes encourage them to wear indoor footwear to protect their toes.

-Encourage Clients' to use their walking aids (correctly).

-Remind Clients' to switch lights on if necessary before doing bed or chair transfers.

-Encourage Clients' to drink enough, to prevent risk of dehydration.

-Encourage Clients' to sleep in bed, not chair (and report to agency).

