What happens if the equipment no longer meets my needs?
If your needs have changed, you will need to request another assessment by phoning the Adult Social Care Team on 0161 217 6029.

What happens if I no longer need the equipment?
You need to dispose of small items of equipment thoughtfully when you no longer need it. Larger items such as wheelchairs, bath lifts and hoists are provided on loan, phone 0161 217 6029 for advice on how to return them.

We're here for you!
We are taking steps to ensure your care and safety. If at any point in the process, you have any concerns or you feel that your needs are not being met, please discuss this with your assessor or health professional who may be able to resolve any difficulties.

Getting in touch
You can contact us by phone on 0161 217 6029, Monday to Friday, from 8am to 6pm. Or get in touch by email to adult.social.care@stockport.gov.uk

Visit our website
www.mycaremychoice.org.uk

A free interpreting service is available if you need help with this information.
Stockport Interpreting Unit
0161 477 9000
Email: eds.admin@stockport.gov.uk
Fax: 0161 480 1848

If you need someone to explain this leaflet in Polish, please contact 0161 474 4614.

Minicom: 0161 217 6029
Fax: 0161 474 4666
Email: asc.comms@stockport.gov.uk

If you would like this leaflet in large print, Braille or audio format, please contact 0161 474 4614 for a copy.
What's happening?

You have been assessed as needing equipment to help support you with daily living tasks. You will have been given a prescription detailing the type of equipment you need.

How do I get the equipment?

You, or a carer, relative or friend, will need to take the prescription to an accredited shop. A list of the accredited shops in your area is provided with this leaflet along with telephone numbers and websites. You are advised to phone the shop before you visit, to make sure that they have the required items in stock, so that you don't have a wasted journey. If they do not have a required item in stock, they will let you know when it will be available for collection.

Once the staff at the shop receive your prescription they will exchange it for the equipment which has been recommended for you. You, or the person going to the shop for you, will be asked to sign for the equipment. If you would prefer that the retailer delivers the equipment to your home, you will need to contact the shop in the unlikely event that your equipment breaks or wears out?

What happens if the equipment breaks or wears out?

If your equipment breaks or wears out within the first year, the retailer is responsible for replacing the faulty equipment. As with any other product you buy, the retailer will be responsible for replacing the equipment.

How long will the shop help me?

The staff will be able to give advice about your equipment. You will be shown how to use it and you will be given instructions for fitting the equipment in your home. If you would prefer that the retailer delivers the equipment to your home, you can arrange for this, but you have to pay the retailer.

About the equipment

The equipment is brand new and belongs to you. You are responsible for looking after it and ensuring it is well maintained. Will I have to pay anything?

The basic standard equipment is provided free of charge. You may have the option of topping up to a piece of equipment with additional features, or in a different colour. If this item is more expensive, you will be asked to pay the difference in price. If this item is not available in the required colour, you may have the option of topping up to a piece of equipment with a different feature. You may have the option of changing the equipment if you are not happy with it. The staff will be able to give advice about this.

How can I get the equipment?

The equipment you need does not have to be ordered from the same place as the equipment you currently have. A list of the accredited shops in your area is provided with this leaflet. You can choose to take the prescription to an accredited shop to take the prescription to an accredited shop or have a wasted journey. If they do not have a required item in stock, you will need to make sure that they have the item before you visit.

Accredited shops?

What is special about the accredited shops?

These shops are responsible for providing the facilities you need, and will be able to provide the equipment that has been prescribed. They have knowledgeable staff who will be able to demonstrate the equipment and provide you with instructions for fitting it in your home. They will also be able to offer other helpful advice and information.

Your questions answered

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