

Questions and Feedback:

If you have a question or would like to leave feedback about the Community Equipment Loan Service, please contact:

 **024 7685 8453**

warwickshire@medequip-uk.com

 **Medequip, Site B, Leofric Business Park,
Progress Close, Binley Woods,
Warwickshire, CV3 2TF**

Monday to Saturday 8.00am – 5.00pm



www.medequip-uk.com

We respond to customer needs with a professional approach and in a timely manner. Visit mq-uk.com/cscharter to read more about our commitment to you.

 If you would like information contained in this leaflet in a **different language** or format such as  **braille**, **larger print** or on  **audiotape**, please email us at warwickshire@medequip-uk.com

Please be aware that your information may be shared with certain organisations that help with the Community Equipment Loan Service. These organisations include Warwickshire County Council, NHS Coventry and Warwickshire, and Medequip. They will only use your information for specific purposes:

Determining your needs: Your information will help our partners figure out what equipment is best for you.

Managing equipment: They will use your information to ensure your equipment is delivered, maintained, repaired, checked regularly, and collected when you no longer need it. Please note that your information will not be shared with anyone else unless it's required by law. If you'd like more details about how your information is handled, you can visit www.medequip-uk.com/privacy.

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Working in partnership with:



Community Equipment Loan Service Information

 **024 7685 8453**



Keeping people independent

Loan Equipment:

The equipment will be on loan to you for as long as you need it and live in Warwickshire. If you move house, or if any of your contact details change, please notify Medequip by calling: 024 7685 8453 or email: warwickshire@medequip-uk.com so that we can update our records.

The equipment **must not** be:

- Passed on or sold
- Taken out of the area if you move away
- Used by any person other than yourself
- Misused or damaged by incorrect use
- Altered or modified in any way
- Moved when unsafe to do so (large equipment such as beds, hoists and chairs)

Please note: equipment provided is not always new but undergoes thorough cleansing and quality checks before being re-issued. Re-using equipment makes the service cost effective for social services and the NHS who fund it, and also makes it more environmentally sustainable.

Repairs:

If you think your equipment needs a repair, please call Medequip on 024 7685 8453. Some essential items are covered if they breakdown outside normal office hours; a label on the equipment provides the emergency callout helpline number for this service. Look out for the red label for the callout number.

Equipment Labels:

All equipment has a unique reference number and barcode. Medequip records the location of each piece of equipment and the individual to whom it has been loaned.



Please **do not** remove this label.

Please keep any manuals or instructions provided with the equipment - they will help you get the best and safest results from use of the equipment.

Please ensure anyone who operates the equipment has read the manual provided and conducts all the recommended safety checks. It is your responsibility to look after the equipment whilst it is on loan to you. Please keep the equipment clean and report any damage to Medequip.

Servicing and Testing:

To ensure the ongoing safety of users and operators some items of loan equipment require servicing and testing. Medequip will arrange six-monthly or annual servicing by calling you to book an appointment to carry out the servicing at a convenient time, so it is important to let us know of any changes to your contact details or address and to allow Medequip entry into the property to carry out this important work.

Returning Equipment:

Help your local NHS and Social Care Services to help others by returning equipment you no longer need. All items returned will be assessed, safety tested and either repaired and reused within the community or stripped down for recycling.

Your loaned equipment can be collected free of charge. To request a collection, please contact Medequip on:

 **024 7685 8453**

You can also email a request for collection to:
warwickshire@medequip-uk.com

If you would prefer to return equipment to Medequip yourself, you can take it to our service centre between 8.00am and 5.00pm Monday to Saturday at:

Binley Service Centre Depot:

Medequip, Site B, Leofric Business Park,
Progress Close, Binley Woods,
Warwickshire, CV3 2TF

mq-uk.com/returning-equipment

All equipment is **supplied on a loan basis** and remains the property of the Community Equipment Loan Service supplied by Medequip.