

Gloucestershire Community Equipment Service

Service user leaflet

The Community Equipment Service provides equipment for Gloucestershire residents to remain in their own homes, achieving and maintaining independence in daily living tasks and to support carers.

The service is commissioned by Gloucestershire County Council, Gloucestershire Clinical Commissioning Group and Gloucestershire Hospital NHS Foundation Trust. The service is managed by Gloucestershire Care Services NHS Trust who work in partnership with GIS Healthcare to provide the equipment to the people of Gloucestershire.

Terms of equipment loan

1. The equipment is on loan to you, free of charge, for your personal use only. **Do not share or give** the equipment to anyone else.
2. The equipment is not for re-sale - unauthorised disposal is theft. If the equipment is abused or damaged, a charge may be incurred.
3. The equipment must only be used according to instructions or as directed.
4. **Do not** remove the barcode labels.
5. Please clean according to the manufacturers instructions. **Do not** use bleach to clean any of the equipment.
6. GIS Healthcare accepts no responsibility if the equipment is moved, used, cleaned or adapted in anyway other than as instructed.
7. Equipment must be returned when no longer required. You may receive reminder letters annually asking if you still require this loaned equipment.
8. Service engineers must be given access to inspect and service the equipment covered by a servicing contract. Appointments will be arranged in advance.
9. Please notify GIS Healthcare of any change of address or phone number.
10. Please note when emailing do not include your name or address. We only require the barcode of the equipment and a contact telephone number.

Repairs / Breakdowns / Servicing

Hoists, beds, bath lifts and air mattresses are covered by a breakdown and servicing contract and are serviced regularly.

Any equipment which is worn / defective / broken / unsafe or if your needs change, please get in touch with the Helpdesk as you may need to be reassessed by a Health and Social Care Professional before a replacement can be issued.

Before using electrical equipment, please check plugs and wiring are not frayed or damaged.

Slings issued with hoists should be made available for inspection by the service engineer.

How to return equipment

If your equipment has a GIS Healthcare barcode and you no longer need it, please call GIS Healthcare on **01452 520438**. If the equipment is easily transported in your own vehicle, we have a number of drop-off points locally you can utilise. For your nearest drop-off point, please visit www.glosequip.co.uk.

Please do not return urinals, bedpans or wooden walking sticks.

Please do not leave used equipment at any health centre, clinic or GP surgery that has not been set up as a drop-off point as there is no space to receive this equipment and it creates an infection control risk.

If your needs change, please contact the Adults and Children's Helpdesks on:

01452 426868 (Adults)

01452 426565 (Children's)

Useful contacts

Office hours

Monday - Friday, 8:30am - 4:30pm

General enquiries / change of address: **01452 520438**

Office hours for Breakdown / Repairs: MEDEQUIP, 9am to 5pm, Monday to Friday

Repairs / breakdown on hoists, mattresses or beds 0117 957 9140

Email: emersonsgreen@medequip-uk.com

Out of hours: Please call CYGNET Mon-Fri 5pm to 9am, Saturdays, Sundays and Bank Holidays

Repairs / breakdown on hoists, mattresses or beds call 020 8573 2871

MEDEQUIP is the contractor

Useful websites

Where can I get help and information about equipment?

Visit our self assessment website (via glosequip.co.uk) for:

- Handy hints and tips
- Advice, guidance and links to buy equipment
- Signposting to other services that may be helpful

Your feedback

We value your feedback as it helps us as we continue to develop and improve the service we provide.

Please contact GIS Healthcare on:

Telephone: 01452 520438

Email: customerservices@gisglos.co.uk

Write to: GIS Healthcare

Sevenside Trading Estate

Sudmeadow Road

Hempsted

Gloucester

GL2 5HS

Service provided by GIS Healthcare