

## Disability Sheffield Information Service Equipment and Adaptations Factsheet



Disability Sheffield Information Service,  
The Circle, 33 Rockingham Lane, Sheffield S1 4FW  
Tel (0114) 253 6750  
E mail: [info@disabilitysheffield.org.uk](mailto:info@disabilitysheffield.org.uk)  
Website: [www.disabilitysheffield.org.uk](http://www.disabilitysheffield.org.uk)

# Equipment and Adaptations

Disabled people can find it difficult to get the equipment or adaptations they need to be able to live independently at home.

Barriers can be caused by not having information about:-

- the range of products available
- services available and how to contact them and get help
- eligibility for services

This fact sheet aims to address these barriers by providing information about the options available with their contact details. Because not everyone has the same need we have organised the information under the headings below:-



**Are equipment and adaptations available free of charge from Social Services or the NHS?**

**Who can I contact for information and advice?**

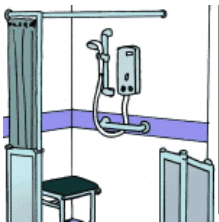


**Who do I contact for an assessment of my requirements?**

**Can I get a direct payment to purchase equipment?**



**Is there any equipment available to loan or hire?  
Where can I purchase equipment privately?  
Do I have to pay VAT on equipment?**



**Is there any financial assistance to help pay for adaptations?**

- **If I'm a Council tenant?**
- **If I'm a home owner?**
- **If I live in privately rented accommodation?**

**I'm worried about my personal safety at home. Who provides emergency care alarms?**



**Are there any other local services that could help me?  
To fit equipment  
To advise on equipment for sensory impairment  
To access toilet facilities**








**Are there any other useful links?**

## Are equipment and adaptations available free of charge from Social Services or the NHS?

If the equipment costs less than £50 and does not need fitting you are expected to pay for the equipment yourself. If the equipment costs more than £50 ( or less than £50 and needs fitting ) you can apply for an assessment of your needs to see if you are eligible to receive equipment from the Joint Equipment Loan Service ( provided jointly by Sheffield City Council and the NHS ) free of charge.

## Who can I contact for information and advice?

If you are seeking general information contact Sheffield City Council's **Health and Housing Team** on ( **0114** ) **273 5522** for information and advice . <https://www.sheffield.gov.uk/home/social-care/adapting-your-home> **In brief the service can provide:-**

<p><b>Equipment Costing £50 + ( or less that £50 and needs fitting )</b></p>	<p><b>Examples</b> bath/shower seats, toilet frames chair/settee raisers)</p>	
<p><b>Minor Adaptations Costing less than £250</b></p>	<p><b>Examples</b> handrails, safety gates, altering switches or controls ( you do not have to pay )</p>	
<p><b>Major Adaptations Costing more than £250</b></p>	<p><b>Examples</b> ramps, stair lifts, door entry systems, level access showers, wheelchair lifts. ( If you own your own home or are a private or housing association tenant you can apply for a Disabled Facilities Grant)</p>	
<p><b>Advice, Information / signposting</b></p>	<p><b>Examples</b> include advising on safer ways to do everyday tasks and signposting to other options you can contact</p>	
<p><b>An extension to your home or rehousing</b></p>	<p>Depending on the suitability of your home for adaptation</p>	

If you spend time in hospital due to an accident, sudden illness or planned admission you should be asked for information about your home circumstances and how you manage at home. Ask ward staff for information to make sure that any support you need has been arranged before you are discharged

Your GP or other health professional may be able to arrange or provide information about equipment and adaptations to suit your requirements e.g. walking frames, crutches or wheelchairs, incontinence supplies, a commode or a specialist bed (if you need nursing care at home)

## Who do I contact for an assessment of my requirements?

Sheffield City Council, **First Contact**, Howden House, 1 Union Street, Sheffield, S1 2SH

☎ ( 0114 ) 273 4908

E mail: [adultaccess@sheffield.gov.uk](mailto:adultaccess@sheffield.gov.uk)

Alternatively you can visit the First Contact reception at Howden House on Union Street in the city centre from Monday to Friday 8.30am to 5.30 pm

The team will forward your application to the Equipment and Adaptations service who will arrange for an Occupational Therapist ( O.T. ) or an O.T. assistant to visit you in your home to carry out the assessment within 3 months. They will encourage you to:-



- Think through and write down what you're finding difficult to do - even if you find things easier on some days or at certain times in the day make sure you let the assessor know about the 'bad' days/times
- Tell the assessor about things that may be embarrassing
- Arrange to have someone like a relative or neighbour with you when the assessment takes place, if you wish

Following your assessment a member of the occupational therapy team will discuss their recommendations with you.

If you are unhappy with the recommendations contact the Health and Housing Team on ( 0114 ) 273 5522 to ask for a review of the decision.

Sheffield City Council uses national rules (called the Eligibility Regulations) to decide if you have any eligible care and support needs. Care and support to meet these needs makes sure you are safe, and that you are able to maintain your independence. Full details are available in Sheffield City Council's Factsheet [Getting Care and Support](#) .

For further guidance Disability Rights UK has produced a factsheet about [Assessment, Eligibility and Support Planning](#)

## Can I get a direct payment to purchase equipment?

You can have a Direct Payment for small pieces of equipment that have been identified by the assessment. You can decide to have standard equipment provided for you or you can choose to receive the money towards buying your own equipment. The money you receive would be equal to the price of the recommended piece of standard equipment.



## Is there any equipment available to loan or hire?

### Integrated Community Equipment Loan Service Sheffield (ICELSS)

ICELSS is an equipment loan service delivered by Medequip. All equipment is loaned free of charge with the expectation that the loaned equipment will be returned when it is no longer required

**Only** medical professionals (GP's, Therapists and District Nurses) can order equipment for you online. Equipment includes: bathing accessories, beds, bed accessories, lifting, mobility, moving and handling and toileting equipment.

### British Red Cross Mobility Aids

The British Red Cross offers wheelchair hire and an equipment loan service for short term loans.

Tel **03004 561914**

E-mail [Manvers\\_HUB@redcross.org.uk](mailto:Manvers_HUB@redcross.org.uk)

Website: <https://www.redcross.org.uk/get-help/borrow-a-wheelchair/find-your-local-wheelchair-service>

### Specialist Shops

Two local specialist shops **Wicker Mobility Shop** and **Clark and Partners** offer some equipment for hire. For contact details see their entries under '**Where can I purchase equipment privately**'

### Mobile Sheffield

Sheffield BID's Mobile Sheffield scheme provides pavement mobility scooters, manual wheelchairs and tri walkers for day use in Sheffield city centre. Whatever your age or walking ability, they have a range of reliable products to ensure people with walking difficulties or disabilities can access shops and local amenities.

Unit 1, Surrey Street, Sheffield S1 2LH ( next to The Winter Gardens )

To discuss your needs and to book equipment please email [info@mobilesheffield.co.uk](mailto:info@mobilesheffield.co.uk)

or call **0114 339 2015**. Equipment hire is currently available between 10am and 4pm Monday to Friday. Any earlier and later hire times will be subject to agreement.

Please book equipment in advance, allowing at least 24 hours' notice.

<https://www.mobilesheffield.co.uk/>

### Shop Mobility

**Meadowhall** provides a shopmobility scheme.

Tel **0333 313 2000**

<https://www.meadowhall.co.uk/news/shopmobility>

The Shopmobility directory for schemes across Britain can be searched for at [www.shopmobilityuk.org](http://www.shopmobilityuk.org)

## Where can I purchase equipment privately?

Your local chemist or high street stores ( e.g. Boots ) or supermarkets (e.g.Asda) stock some disability equipment or can order equipment for you.

Local specialist shops are:-



WICKER MOBILITY SHOP

**Wicker Mobility Shop** 61-67 Wicker, Sheffield. S3 8HT  
Tel: 0114 272 3729 e-mail: [mobilityshop@wicker.co.uk](mailto:mobilityshop@wicker.co.uk)  
web: [www.wickermobilityshop.co.uk](http://www.wickermobilityshop.co.uk)

The shop has a fully accessible showroom, open Monday to Friday 9-5 with good parking facilities and sells equipment ranging from outdoor mobility aids to home equipment. Staff offer specialist advice, and pre-booked one-to-one appointments are available. An Online shopping facility is available on their website.



**Clark and Partners Ltd**

The company has showrooms throughout the region and two in Sheffield at: 1 Orgreave Way, S139LS Tel 0114 229 3391 and 37 Wellington Street, Sheffield S1 (the larger of the showrooms )Tel 0114 273 8787. Also provide a wheelchair repair service [www.clarkandpartners.co.uk](http://www.clarkandpartners.co.uk) ( includes online shopping )

**The Parkgate Group** has mobility shops throughout the region, the Sheffield branches are 262, Handsworth Rd, Handsworth, S11 9BS.  
☎ **0114 2438122** and Unit 30, Hillsborough Barracks, S6 2LW  
<http://parkgatemobility.co.uk>



You can also hire or purchase ( as well as loan equipment through ICELSS ) from **Medequip**  
<https://www.medequip-uk.com/online-sales>

**Sheffield Mobility Solutions.**  
96 Bradfield Road, S6 2BZ.  
Call **(0114) 231 5131**  
[www.sheffieldmobilitysolutions.co.uk](http://www.sheffieldmobilitysolutions.co.uk)

Other shopping facilities include:-

**AffordMobility** ☎ **0800 073 0161**  
[www.affordmobility.co.uk](http://www.affordmobility.co.uk)

**Betterlife Healthcare** ☎ **0800 328 9338**  
[www.betterlifehealthcare.com](http://www.betterlifehealthcare.com)

**British Red Cross** ☎ **(0116) 270 1462**  
[www.redcross.org.uk/shop/subsection.asp?id=93309](http://www.redcross.org.uk/shop/subsection.asp?id=93309)

**Patterson Medical** ☎ **0844 873 0035**  
<https://www.pattersonmedical.co.uk/app.aspx>

**Hearing and Mobility** ☎ **0800 652 0042**  
<http://www.hearingandmobility.co.uk/>

**Nottingham Rehab Supplies** ☎ **0845 120 4522**  
[www.nrs-uk.co.uk](http://www.nrs-uk.co.uk)

## Do I have to pay VAT?

You may be eligible to claim exemption from paying VAT charges when purchasing equipment, if you declare that you are chronically sick or have a disabling condition.

The following criteria apply:-

- You have a physical or mental impairment that has a long-term and severe effect on your ability to carry out everyday activities
- You have a condition that doctors treat as a chronic sickness (like diabetes, for example) or
- You are terminally ill



Also, VAT is not charged on certain services provided to disabled people including

- the servicing, maintenance and installation of disability equipment
- adaptation work on equipment or appliances so a disabled person can use them
- some building alterations to a disabled person's home
- the hire of qualifying disability equipment

If you are in any doubt as to whether you are eligible for VAT exemption contact the National VAT Advice Service ☎ **0300 123 1073**.

Please note that there are penalties for making false declarations.

Further information from HM Revenues and Customs is available by following [this link](#)

Most reputable companies will identify VAT exemption in their charging details.

However please note that there is no legal obligation on suppliers to offer VAT exemption and some suppliers may not be aware of the scheme. You therefore need to ask before making your purchase and consider whether you wish to shop with a company that does offer VAT exemption.

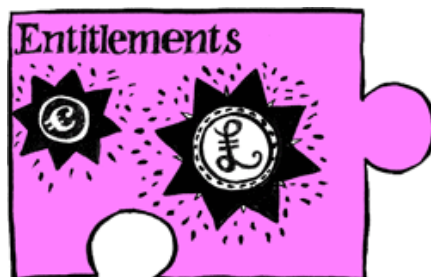
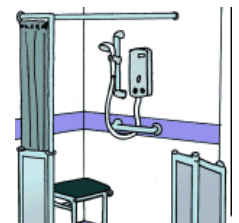
## Is there any financial assistance to help pay for adaptations?

**If you are a council tenant** any adaptations to the property are free of charge

**If you own your own home or are a private or housing association tenant** you can apply for a Disabled Facilities Grant for any **major** adaptations ( costing over £250 )

### Disabled Facilities Grant

This grant from the local authority is a means tested grant for up to £30,000 for people with a disability to adapt either their own property or private rented accommodation. Parents of disabled children are not means tested.



All adaptations to private sector homes are organised by the Private Sector Housing Service of Sheffield City Council.

A Housing Officer will come to see you at home, and will complete the grant application form with you. They will want to see things like pension books and bank statements, and may borrow them to take photocopies.

They will then use this information to work out what grant you are entitled to. The Housing Officer will also want to check who owns your home. If you have the deeds you will need to show them. Otherwise the Officer may want to contact your Building Society, Bank or landlord.

Once the work is finished the Housing Officer will visit to check that the work has been done correctly.

The grant is paid directly to the builder or supplier once the work has been completed. If the grant does not cover the full cost of the work you will have to pay your share of the cost directly to the builder or supplier. For most types of work VAT is not charged by the builder or supplier if you sign a VAT exemption form ( See **Do I have to pay V.AT ?** )

Disability Rights UK has a [Disabled Facilities Grants factsheet](#)

## **I'm worried about feeling safe, secure and independent at home. How can I get an emergency care alarm fitted?**

**City Wide Care Alarms** , Priory Office, Station Road, Darnall, Sheffield, S9 4JT  
Tel ( **0114** ) **242 0351**  
[Sheffield City Council Care Alarms webpage.](#)



City Wide Care Alarms is a service available to anyone over 18 who feels vulnerable due to a disability, medical condition, or harassment. The service provides a portable alarm pendant and a unit which is plugged into the phone and linked to a call-monitoring centre which is manned 24 hours a day 365 days a year. In an emergency they will quickly arrange the most appropriate help for you. The current charge for the service and the additional alarms are details on their webpage or can be obtained by contacting the City Wide Care Alarms office. Additional automated alarm services are available at an extra charge including bed occupancy sensors, property exit sensors and fall alarms.

Unlike some other schemes, City Wide Care Alarms also provide mobile wardens, who can respond in an emergency at any time of the day or night, 365 days a year. The wardens are specially trained and equipped City Council care staff and so can provide professional emergency personal care and falls assistance. This means you know you'll be in safe hands, but also you don't have to rely on family, friends or neighbours being available to come to your assistance.

### **Age UK Alarms**

The Age UK Personal alarm service is a provided by PPP Talking Care Limited. Not all customers are elderly, some have a physical disability, or a chronic condition or are recovering from illness, while others are more concerned for their security than their health. You can contact the service on free phone **0800 023 4821** (enquiry lines are open 8am – 8pm, Monday to Friday or visit Age UK's [web page](#) for more information and details of charges.

### **Tunstall**

Tunstall provides technology, expertise and advice to support older people and those with physical disabilities and sensory impairments, to lead independent lives. They offer [Telecare services](#), which



involves the provision of non-intrusive sensors such as fall, smoke and movement detectors. Their equipment is linked to monitoring centres which will notify emergency contacts when triggered. This option is available on fall detectors, mobile alarms, epilepsy sensors, and discreet bogus caller buttons. They also have pagers for carers, which is linked to the equipment rather than routing them through the call centres.

Other aids available are door entry systems that allow you to identify a caller visibly or audibly by TV or phone television or audibly by phone before you grant access. The system provides emergency services access to your property through the monitoring centre, in the event of an emergency. There are also a number of vibrating and flashing aids which alert sensory impaired users to alarms.

You can obtain further information by calling ☎ **0197 766 0479**, or emailing Tunstall at [enquiries@tunstall.co.uk](mailto:enquiries@tunstall.co.uk). Alternatively visit their website [www.tunstall.co.uk](http://www.tunstall.co.uk).

Before accessing this service you are advised to contact your local authority for an assessment of your requirements. This is because your authority may already be using the same equipment and Tunstall will only assist you if your local authority cannot.

## Are there any local services that could help me?

### Driving and Mobility Scooter Assessments

Buying a mobility scooter can be a stressful – not to mention an expensive – experience, especially if you have never used one before. But luckily there is an organisation that can assess your ability to drive them safely, offering independent and objective advice by qualified and trained Occupational Therapists and provide you with details of suppliers and relevant information.

The **William Merritt Centre**, which has been a registered charity since 1982, offers impartial and professional advice for children and adults, carrying out assessments for clients, healthcare professionals and members of the public about daily living aids. Their ethos is ‘try before you buy’ allowing clients to identify their individual needs to enhance their independence.

The charity is also an accredited member of Driving Mobility offering medical fitness to drive assessments, passenger access assessments and vehicle adaptation assessments.

The centre is based in Leeds but has opened a **Sheffield branch**, based at **Soar Works Enterprise Centre** in Parson Cross offering driving assessments and in the near future mobility scooter assessments.

You can find out more about the services the Centre

offers [here](#) and [pre book a place for a mobility scooter assessment](#) or call **0113 350 89 89**.

## To fit equipment

### Poppy Calls



If you have been in the armed forces for at least 7 days, or are the dependent of someone who has served in the forces (this includes widows and widowers), Poppy Calls provides a free dedicated handy-person service to those who are unable to carry out small repairs and minor alterations to their homes. The service is free to people of all ages who satisfy the criteria of The Royal British Legion. If you think Poppy Calls could help you, or if you need advice, please call them on ☎ **01480 478 031**

## To advise on Equipment for a Sensory Impairment

### Sensory Impairment Support

Sheffield City Council, Neighbourhoods and Community Care, Floor 1, Howden House, Union Street, Sheffield S1 2SH

☎ (voice and minicom)( **0114 ) 273 4977**

Mobile text messages (sms) 0788 183 5474

[Sensory Impairment Support](#) offers needs assessments including equipment , training on new techniques to help you move around safely and carry out a range a household tasks and information about social groups to people with severe vision and/or hearing loss.

### Deaf Advice Team – Citizens Advice Sheffield

3<sup>rd</sup> Floor, The Circle, 33 Rockingham Lane, Sheffield S1 4FW

☎ ( **01140 ) 253 6710**

Minicom ( **0114) 253 6711**

SMS only 07960 540431

Email: [help@deafadvice.org.uk](mailto:help@deafadvice.org.uk)

Webpage: [www.citizensadvice.org.uk/get-help/local-advice/deaf-advice-team](http://www.citizensadvice.org.uk/get-help/local-advice/deaf-advice-team)

A benefits advice service provided by Citizens Advice Sheffield for deaf people in Sheffield only, providing advice using British Sign Language (BSL) . They offer drop in sessions with advisors on Mondays and Wednesdays between 10am – 2pm. They also offer [BSL Skype appointments](#) and have self help information through their [BSL Information Links](#).



### Sheffield Teaching Hospitals Hearing Services

Diagnostic testing for hearing and balance and a comprehensive rehabilitation service for the deaf and hard of hearing including the issue of digital hearing aids. Communications advice and support and trials of equipment can also be provided by specialised Speech and Language Therapists. GPs have direct access to the service for patients over the age of 60 with no other ear, nose or throat problems.

Offers a postal service for batteries repairs available for NHS hearing aids only.

Tel: ( 0114 ) 2261314

Mobile (text only) 07824461772

For further information view [website](#)

### Sheffield Royal Society for the Blind

5 Mappin Street, Sheffield S1 4DT

☎ **0114 272 2757**

Their equipment centre offers a wide range of products for sale designed to help sight impaired people perform everyday tasks more easily and is open Mon- Friday from 8.30 to 4pm ( home visits can be arranged on request ).

More information is available on their [website](#) .

## To access public toilet facilities



### RADAR Keys

RADAR Keys are offered by the National Key Scheme (NKS). RADAR Keys provide independent access to disabled people to around 7,000 locked public toilets around the country. You can request a key in a variety of ways:-

Order [online](#) from Disability Rights UK

The cost of the key is £4.75 excluding VAT or £5.70 including VAT.

You can purchase the National Key Scheme Guide listing the toilets in the UK that use the key service ( see order online above )

RADAR keys can be purchased from First Point at Howden House on Union Street, in Sheffield City Centre.( Opening hours Mon- Fri 8.30-5.30 at the same cost , alternatively you can apply for a key online on the [Council's website](#) .

You can e mail any enquiries about Radar keys to [Disability Community Support Services](#) or phone **(0114) 273 4567**.

### Changing Places

Changing Places are for people who find it difficult to use standard accessible toilets. These toilets have enough space for disabled people and their carers, and equipment, including a height adjustable changing bench and a hoist (you will need to have your own sling). Facilities are accessed by a Radar key.

A full list of Changing Places sites in Sheffield are available on this [map](#) and include: Royal Hallamshire Hospital, Sheffield Teaching Hospital. Ponds Forge Leisure Centre, Rivelin Valley Park, The Crucible Theatre, Sheffield Town Hall, New Moor Market, Sheffield Hallam University. You can also use the map to search for changing places in other areas.

For more information visit the Changing Places website at: [www.changing-places.org](http://www.changing-places.org).

Alternatively you can contact them on: ☎ **020 7696 6019**.

### Useful Links

[GOV.UK](#) Government information on Disabled Facilities Grants.

[Disabled Living Foundation](#) The Disabled Living Foundation (DLF) ( part Shaw Trust ) is a national charity that provides support and advice to disabled people on independent living. They offer free fact sheets about choosing products, detailed independent information and guidance on sources of funding for equipment and adaptations



The DLF website has an extra facility called [asksara](#). It asks questions on topics around your health, in the home, and whilst carrying out activities, and gives guided advice and solutions about issues which may affect daily living tasks such as gardening, household chores, transport and mobility.

**Age UK** has a range of useful [fact sheets](#) on topics affecting the over 50's and younger people with disabilities including [Adapting Your Home](#)

[The Disabled Workers Co-operative](#) is a registered charity that helps disabled people to help themselves. They offer a free database where disabled people are able to register their skills, products or services, and have information on useful aids to assist disabled workers in the work place.

**The Royal National Institute for the Blind (RNIB)** are a UK charity offering information, support and advice to people who are blind or partially sighted. Their work helps anyone with a sight problem with practical solutions to everyday challenges. They have a variety of products available to [buy online](#) alternatively you can call their resource centre on ☎ **020 7388 1266**.

[Ability Net](#) is a national charity helping disabled adults and children use computers and the internet by adapting and adjusting their technology. They offer factsheets and skillsheets and can identify ways you can make your keyboard and mouse, Windows, the internet and your favourite applications suit you and your needs. Alternatively call the Freephone number on ☎ **0800 269545**

**NHS Choices : Your Health, Your Way** contains a page of information on ['Getting the Right Equipment'](#)

[Listening Books](#) is a charity that provides a postal and internet based audiobook library service to anyone who find it difficult or impossible to read due to an illness, disability, learning or mental health difficulty. We help a wide range of organisations and individuals and provide our audiobooks on 3 easily accessible formats: through the post on MP3 CD, or downloaded and streamed online. The charity charges a membership fee but this is heavily subsidised starting from as little as £20 per year.

Listening Books

12 Lant Street

London SE1 1QH

Louise Powell 020 7407 9417

[info@listening-books.org.uk](mailto:info@listening-books.org.uk)

[Arthritis Care](#) has a range of free publications available online covering all aspects of living with arthritis including ['Independent Living and Arthritis'](#)

**Other national charities relating to your impairment may have similar resources.**

### **Sheffield Directory**

The [Sheffield Directory](#) is a local resource for everyone in Sheffield with information on services and groups including activities and support groups. Here is their page on [Equipment and Adaptations](#) . Click on each entry to bring up the full details. You can also search for local support groups for [health conditions](#) .

### **What do you think of this factsheet?**

If you would like to comment on this factsheet or provide additional information from your own experience please let us know and we would be happy to consider adding to or amending the factsheet. We welcome any comments to help us improve our service. Our contact details are:-

Disability Sheffield Information Service

Disability Sheffield

The Circle

33 Rockingham Lane

Sheffield S1 4FW

☎ **0114 253 6750** Mon – Fri 09.30 – 5pm

(Ansaphone facility available at other times)

E- mail [info@disabilitysheffield.org.uk](mailto:info@disabilitysheffield.org.uk)

[www.disabilitysheffield.org.uk](http://www.disabilitysheffield.org.uk)

### **Disclaimer**

No recommendation is given or implied by providing these details. Whilst every effort is made to ensure accuracy we cannot accept responsibility for any errors or omissions. Please note that the inclusion of groups or individuals on the factsheet does not mean that they have been vetted or are recommended by Disability Sheffield Information Service . Details may change so it is important you check the information provided to make sure they are accurate and suitable for your own requirements

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