NHS
Oxford Health
NHS Foundation Trust

Tissue Viability Service

Oxford community pressure relieving equipment

This leaflet provides information concerning your specialist healthcare equipment. Your equipment has been supplied based on a comprehensive assessment of your needs by a healthcare professional, such as nurse or occupational therapist.

The equipment is provided on loan from the Oxford Health NHS Foundation Trust. Patients who have items on loan are responsible for their safekeeping. NRS are currently contracted to manage the distribution and collection of all healthcare equipment supplied in the community.

How is the equipment delivered?

Once an equipment order has been processed, you will receive a telephone call from NRS, within five working days, to confirm availability of equipment and access to your home. The set-up of equipment depends on its complexity but this should be supported by manufacturer's guidelines, a NRS representative or a healthcare professional (nurse, OT) before use.

What happens if the equipment is not suitable?

The supply of alternative equipment largely depends on equipment library stock. This would require a reassessment of your needs by a healthcare professional (nurse, OT) who is involved with your care. Please contact your primary nurse in the first instance to discuss your options further.

How do I report a problem?

If you have a powered pressure-relieving mattress or cushion, please call NRS (telephone: 01869 225420) as soon as you notice a problem. The customer service team will be happy to deal with your enquiry. For any other equipment, please call your primary nurse for further assessment and advice.

How do I check the equipment is working?

If you are unsure, please contact your healthcare professional (nurse, OT) in the first instance.

Foam cushions

These should be checked monthly to ensure the cushion is not 'bottoming out'. You should not be able to feel the base of the cushion through the foam.

Air-filled cushions

These should be routinely checked for adequate inflation. Manufacturer instructions are provided with each cushion supplied.

Powered mattresses/cushions

Please do not attempt to adjust settings or deflate equipment during use without prior support from NRS or your healthcare professional. Instructions for use will be provided with each mattress.

All powered mattresses (apart from combination foam and powered) have the ability to be put into transport mode to maintain inflation for a short period of time. Please discuss this with your healthcare professional (nurse, OT) who can issue you with an instruction leaflet on how to do this.

How do I return equipment?

Standard collection time is five working days.

NRS will require details of all equipment on site for collection. The equipment will be returned to the distribution centre for specialist cleaning and reallocation.

Please call NRS on telephone 01869 225420

How do I care for the equipment?

Caution should be taken when managing equipment at home as you could be charged for the misuse of or damage to supplied equipment.

You should avoid:

- allowing any animal on any device
- smoking near inflated products
- use of corrosive cleaning products, for example alcohol-based

If equipment becomes soiled, please use soap and warm water to clean. Heavily soiled products should be reported to your healthcare professional (nurse, OT) for reassessment.

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

જો તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઇએ, તો કૃપા કરીને અમને પૂછો

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本，请与我们联系

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੀ ਦੂਜੀ ਭਾਸ਼ਾ ਜਾਂ ਸ਼ਕਲ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਪੁਛੋ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقہ سے درکار ہوں تو براہ مہربانی ہم سے پوچھیں:۔

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The Tissue Viability Service is part of our Older People Directorate.

OP 117.15