

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.

CONTACT US

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CONTACT NRS ON 01869 225420

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.
Bengali আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔
Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫
Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.
Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

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Oxford Health
NHS Foundation Trust



Children's Community
Physiotherapy Service

Equipment guidelines

The Children's Community Physiotherapy Service has a budget to supply equipment for children receiving physiotherapy to use at home. We will ensure that the provision of equipment is safe, fair, transparent, efficient and effective.

1. The physiotherapist will assess your child to see what equipment they need as part of their therapy.
2. We will check the equipment is safe and meets your child's needs before we supply it.
3. The equipment is 'loaned' to your child with the expectation that it will be looked after as per instructions and returned to the service when it is no longer required. Then we are able to re-issue to other families.
4. We aim to provide equipment with room for growth so that it will not need to be replaced too soon.
5. We are able to provide one set of equipment for your child.
6. If you are moving out of area, give us plenty of notice and we can refer your child to the next physiotherapy team to ensure a smooth handover. If your child is reliant on a walking aid to walk every day you may take this with you with the expectation that it will be returned when the new Physiotherapy team supply one.

What equipment the Physiotherapy Service provides

- * Walking aids such as sticks, posterior walker or rollator. We will provide the one clinically

most appropriate for your child

- * Walking aids with a high level of trunk support may be provided if your child can stand to transfer into it and steer
- * Standing frame. If your child is unable to stand for sufficient time on their own and they have adequate range at their hips, knees and ankles they may use a standing frame
- * Sleep systems for children in need of postural support during the night

What support the Physiotherapy Service provides

- * Advice on appropriate shoes
- * Information on how to choose a gym



- * ball and where you can buy them
- * Letters of support if you are applying to a charity for a piece of equipment such as a tricycle
- * Information to schools on where to purchase equipment they may need
- * Advice on kinesio tape suppliers
- * We will refer to other services where appropriate to provide equipment such as:
 - ⇒ Specialist footwear
 - ⇒ Orthotics. An orthosis is an external device a child wears to improve the alignment of a joint,

- ⇒ such as: an Ankle Foot Orthosis, angled gaiters for tight knees
- ⇒ Complex sleep systems

Provision of equipment

Smaller pieces of equipment are issued directly by the Physiotherapy Service. Standing frames may be issued directly or via NRS (a company contracted by Oxford Health to store and deliver equipment). In both instances the equipment would be set up and its use demonstrated by the Physiotherapy Service.

Larger pieces of equipment should have the instructions for use attached to them in a plastic wallet. Equipment should not be used until your Physiotherapist has advised that it is safe to do so.

Maintenance of equipment

- * Standing frames are serviced annually. Any frames being re-issued will be serviced by NRS before dispatch.
- * Posterior walkers, rollators and other pieces of small equipment are also serviced annually. We may do this by telephone talking you through how to check this yourself.
- * It is the parent/carer's responsibility to highlight any concerns. If you have any concerns regarding equipment, stop using it and contact your physiotherapist as detailed