NHS South of Tyne and Wear (serving Gateshead Primary Care Trust, South Tyneside Primary Care Trust and Sunderland Teaching Primary Care Trust) is committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

If you require further copies of this leaflet please contact: Gateshead Equipment Service Tel: 0845 111 1155

This information can be made available in another format or language on request. Please contact the Communications and PR Team Tel: 0191 529 7118
Email: mopil@sotw.nhs.uk

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The Gateshead Equipment Service is jointly funded by Gateshead Primary Care Trust, Gateshead Health NHS Foundation Trust and the Borough Council of Gateshead. We provide equipment to anyone living in the Gateshead area, or anyone registered with a Gateshead GP, to assist you to remain in your home.

How can we help you?
We will:

- provide care that focuses on partnership with you and your carers
- assess what equipment you and your carers need
- provide you with equipment if you are housebound or have restricted mobility following referral to us from your health or social care provider
- provide you with equipment that improves your quality of life if you have a progressive illness
- deliver, safely install and carry out routine maintenance of equipment
- show you how you use the equipment safely
- collect equipment that is no longer required (please call 0845 111 1155 to arrange)
- refer you to other specialist services as necessary

What you can expect

- to be treated as an individual and to have equipment delivered with respect, privacy and dignity
- to have care provided by a named member of staff who has the correct knowledge and skills to assess your needs
- the staff from Gateshead Equipment Service will assess your individual equipment needs in order to provide appropriate equipment to assist you in your daily activities, unless this assessment has already been performed by another professional dealing with your care. In these circumstances our staff will deliver, fit or demonstrate the equipment as required only
- we will agree an individually tailored plan of equipment provision with you. This equipment will remain in your home for the duration of your treatment for you, your carer or other members of the health and social care team to use. We may change your equipment if there are changes to your condition
- Contact telephone numbers will be left with you to enable you to reach the Gateshead Equipment Service at any time during the day or night should you require advice or assistance
- We all wear identity badges which enables you to check our identity before allowing us entry into your home

How do you access the service?
You can be referred to Gateshead Equipment Service by your GP, hospital ward, out-patients department, nurse, adult social care single point of contact or any other health and social care professionals.

The service operates Monday to Thursday from 8.30am - 5pm, and on Friday 8.30am - 4.30pm. Our telephone number is 0845 111 1155.

There is an out of hours service for emergencies which covers every day of the year, including bank holidays, and this can be accessed via the council care call team by telephoning 0191 478 7665.