

ICES Accessible Equipment



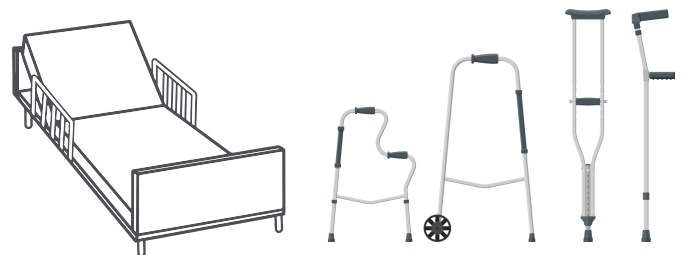
Nepalese Community (Folkestone)

15th March 2023, Healthwatch visited the Nepalese Community Centre in Folkestone. Presentation was given to 65 members of the Nepalese Community about the Accessible Equipment service provided by the NHS and Kent County Council.

With visual prompts we asked for responses as to whether they or loved ones had used such equipment for support in daily tasks.

Recognised equipment

Profiling beds – 2
Mobility Equipment – 3



They had no recognition of mattresses, pressure Care Equipment or Manual Handling Equipment as aids to independent living.

In response to being asked if they knew such equipment could be accessed through an NHS service, between 15 and 20 people were aware but did not know how to access it.

Focus groups were self selected to share their experiences.
Two groups of 11 people were gather – 22 respondents in total.



Of 22 respondents...

14 had sourced their own mobility equipment

- 12 bought theirs from a mobility shop/pharmacy or high street store
- 1 gifted their equipment by a friend
- 1 using a wheelchair donated by a charity organisation
- 16 use mobility equipment
- 15 rely on family for care
- 2 given equipment after hospital discharge
- 3 were partially paralysed by a stroke

15 of the 22 people rely heavily on family for support and care.

4 of those have to wait for relatives to get home from work for support with daily tasks (including getting to the toilet or preparing food).

3 out of the 22 live alone.

Healthwatch Case Study

Accessible Equipment



Healthwatch visited the Folkestone Nepalese Centre to ask the members about their experience of Accessible Equipment services.

We spoke to individuals and this is A's experience as told through a translator.

A had a stroke in 2003 and now has issues with being paralysed. He uses a walking stick and struggles with every day tasks. He requires support at home, but lives alone and depends on his son to check in on him after he finishes work.

"My son works, so if I need help with going to the toilet or getting around I have to wait for him to finish work."

A needs a walking stick to get around. He was given one by the hospital, but it was unsuitable for him. No one had checked the equipment he was provided with was appropriate.

"The walking stick the hospital gave me was too short for me. I still have it in the house, but I had to buy a new one."

When we asked him about the Accessible Equipment service he said he didn't know how to access it, but he would like to.

Healthwatch Case Study

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We spoke to individuals and this is B's experience as told through a translator.

B's wife has been paralysed for 25 years. His wife cannot go to the toilet or get out of bed by herself. He is her sole carer.

"When I am away, she has to wait for me to get home to help her go to the toilet and for support."

She uses a wheelchair that they bought across from Nepal. They have been using this same wheelchair for 5 years. He has no equipment at home to help him look after her.

"She is not being looked after by anyone, there are no home visits or supported accommodation."

He knows there is support but doesn't know how to access it. He would like to access the service to get a new wheelchair

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Accessible Equipment



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We spoke to individuals and this is E+F's experience as told through a translator.

We spoke to a father about his experience of having a disabled son. The son is disabled from polio, and uses a wheelchair donated by a charity organisation. The son cannot even use the donated wheelchair as he does not have the use of his hands and is unable to move it himself.

"He goes to the hospital 2/3 times a month, but still has not been issued any equipment."

He is looked after by his mother (75) and father (80) as he is not capable of looking after himself. Though his father is not mobile enough, he relies on his mother and father to push him around.

He has been given the top floor in a council house, but he cannot get up and down the stairs. He currently has his bedroom in the dining room, and his family have to come down the stairs and take him to the toilet during the night.

"He is stuck at home because he cannot use the wheelchair himself."

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We spoke to individuals and this is H's experience as told through a translator.

H has an injury from when he was in the forces. It was a long time ago, but he has been left in a condition where he has back pain and it is hard to walk. He has been to the hospital and GP a few times and they have only prescribed him with painkillers. His pain has gotten worse but he has stopped going back to the GP, as he felt he was not benefitting from the care.

"I just have to live with it."

He also has problems with a contorted hand. He went to physiotherapy, but it ultimately did not help.

He hasn't been issued any equipment. He was given a walking frame from a friend who bought it from a charity shop.

"One time my frame slipped on a public bathroom floor and I fell over!"

Healthwatch Case Study

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We spoke to individuals and this is G's experience as told through a translator.

G had a stroke 20 years ago and has been left partially paralysed. He would benefit from the use of mobility and handling equipment, but has not been offered any by hospital services.

"I struggle to get out of bed, I have to turn onto my active side and roll over."

His wife had open heart surgery 4/5 years ago, and they look after each other.

Despite saying he is getting all the support he needs at the moment, he also said assistance would be useful, as sometimes they have to call their son down from London to help them out. This only happens occasionally.

Healthwatch Case Study

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We spoke to individuals and this is V's experience as told through a translator.

V had a problem with her legs. She had a very painful tingling sensation, and was prescribed painkillers.

She has a 26-year-old son who lives with her and helps her. He works, so when she is alone, she has to wait until he comes home.

" I can use the toilet, but I have to wait for my son to come home to do the cooking."

She hasn't been given any equipment by services. Her son bought her a walking stick from a shop in Folkestone.