

17 Finkle Street, Kendal, Cumbria, LA9 4AB  
Helpline **030 300 300 03**

# **EQUIPMENT TO MAKE LIFE EASIER**

This list provides some idea of what equipment and services are available to help when everyday tasks become a little harder, as well as vital details about sourcing the equipment or services to assist.

Please note that inclusion on this list does not constitute a recommendation.

Last reviewed June 2025

Next review due June 2026

**Further information booklets and leaflets are available from our  
Resource Centre at 17 Finkle Street, Kendal.**

**If you would like to discuss matters further with an adviser, please call  
our Information and Advice Helpline on 030 300 300 03.**

## **Local Authority and Voluntary Organisations**

### **Occupational Therapy at Adult Social Care 0300 303 2704**

Provide assessment, advice and certain types of equipment and adaptations to help with daily living and personal care. May provide for example, bath and toilet aids, ramps and lifts free of charge. However, equipment is only free if your needs are assessed as 'Critical' or 'Substantial'.

If you are over 65 years old, have a disability or are being discharged from hospital, Westmorland and Furness Council Handy Person scheme can fit grab rails free of charge (charge made for materials only). For eligibility and more information please contact Handy Person Scheme on **01539 733 333**.

### **Red Cross Equipment Loan Service 0300 456 1914**

**(10am - 1pm - Mon-Thurs)**

Short term loan (6-8 weeks) of equipment including wheelchairs and commodes.

### **Shopmobility**

**01539 740933**

**(Mon, Tues, Wed, Fri – 10am-4pm; Last equipment booking 3pm)**

Provide (for a membership fee) scooters and wheelchairs for access to shops and facilities in Kendal with satellites in Arnside, Aquarium of the Lakes, Bowness, Holker Hall, Levens Hall and Milnthorpe.

### **Sight Advice**

**01539 769055**

The Bradbury Centre, 116 Highgate, Kendal LA9 4HE

South Cumbria Sight Advice for the Blind and Visually Impaired. Their Resource Centre has a wide range of equipment on display, some of which is also relevant to those with hearing loss. An adviser can visit people at home to demonstrate and discuss equipment.

## **Cumbria Deaf Association**

**Telephone 01228 210205**

Cover Carlisle & Eden, South Lakes and Barrow.

They offer specialist services and support for deaf sign language users, deafened, deafblind people & their carers.

Contact can be made using main telephone numbers above, or email:

[office@cumbriadeaf.org.uk](mailto:office@cumbriadeaf.org.uk)

## **Age UK South Cumbria Retubing Drop in service**

**01539 728118**

Our Retubing volunteer, Mel, is usually available at our Resource Centre, 17 Finkle Street Kendal, every **Wednesday 9.30-12.30pm** for retubing services

- NHS batteries are also available Monday to Friday 9.30am - 4pm on production of NHS record book

## **Personal Alarms**

Various companies provide alarms which allow you to alert a friend or relative in an emergency when you are unable to reach the phone. Most require two contacts who are able to reach the user within 15 or 20 minutes of a call. They operate through a button on a pendant or bracelet, which can be pressed to transmit a signal to a receiver plugged into the telephone socket. The signal goes to a monitoring service which then alerts the friend or relative or, if it is appropriate, the emergency services. The equipment can be bought or leased with installation and maintenance included in the rental.

If you do not have two contacts living near, there is an alternative system which can be programmed to call a set of numbers directly. There is no monitoring service but the contact can be any distance away from the user.

**For details of suppliers of personal alarms, please ring our Helpline on 030 300 30003 and request a copy of our 'Safety in the Home' booklet.**

## **Retail Outlets and Mail Order**

### **BJM Scooter Mobility Centre**

85-87 Euston Road, Morecambe LA4 5JY

**0800 025 70374**

**01524 411613**

### **Bird, M J & Sons, Bolton-le-Sands**

Range of high seat chairs, some with lumbar support, and riser/recliner chairs on display and to order.

**01524 732062**

### **Boots the Chemist, Stricklandgate, Kendal**

Ordering facility and stock a range of products near the pharmacy section.

**01539 720180**

### **British Red Cross**

[www.redcross.org.uk/shop](http://www.redcross.org.uk/shop) Offer a range of items by mail order for independent living around the house, in the bathroom, bedroom and out & about.

**0344 871 1111**

### **Co-op Chemist**

Kent's Bank Road, Grange over Sands LA11 7EY  
Ordering facility through Wardles catalogue.

**015395 32993**

### **Flookburgh Pharmacy**

1 Market Street, Flookburgh, LA11 7JU  
Able to redeem prescriptions for equipment and also have a full catalogue of equipment to browse through and order from.

**015395 58298**

### **Mobility Linx Ltd**

83 Marine Rd West, Morecambe LA4 4ER  
Mail order and wide selection of products on show.  
Sales, service and repair services. Stair lift scrappage scheme.  
Hire out wheelchairs and scooters.

**01524 832413**

### **JN Murray Ltd**

10 Market Place, Ulverston, LA12 7DX  
Able to redeem prescriptions for equipment and also have a full catalogue of equipment to browse through and order from.

**01229 582003**

**Also at** - 108 Duke Street, Barrow LA14 1LS

**01229 820491**

### **Staveley Pharmacy**

6 Main Street, Staveley, Kendal, LA8 9LU  
Able to redeem prescriptions for equipment and stock a wide range of equipment and aids.

**01539 821222**

## **Scooter Market**

**01524 761656**

Station Road, Arnside, LA5 0HG

Sale of scooters, mobility aids and daily living aids, service and spares. Also car adaptations.

## **South Lakes Mobility Shops**

Unit 6, Library Road, **Kendal**, LA9 4QB

**01539 734600**

(near Marks & Spencers)

Main Street, Grange over Sands, LA11 6BA

**015395 33336**

Offer sales, hire, servicing and repairs of mobility equipment, home visits and demonstrations.

[www.southlakemobilityshop.co.uk](http://www.southlakemobilityshop.co.uk)

## **Recycling of Equipment**

If you have equipment/aids which you no longer require, you can donate them to:

### **Red Cross**

Recycling of wheelchairs and walking frames to use for their loan service.

Please ring to enquire **01539 734289 / 0300 456 1914**.

### **Age UK South Cumbria Warehouse 01539 740657**

Able to accept a range of non-sanitary equipment including scooters and walking aids. Please contact first to check they are able to take the items.

## **Disabled Parking/Blue Badge Scheme**

The Blue Badge Scheme is managed by Westmorland and Furness Council. It provides a national arrangement of parking concessions for people with severe walking difficulties who travel either as drivers or passengers. The Scheme also applies to registered blind people, people with hidden disabilities such as Dementia and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. It allows badge holders to park in designated areas close to their destination.

### **How to apply**

For an application form or any information or advice regarding this scheme, please contact Westmorland and Furness Council on **0300 373 3300**

Or you can apply on-line at [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge) or download an application form from [www.westmorlandandfurness.gov.uk](http://www.westmorlandandfurness.gov.uk).

## **National Key Scheme for Toilets for Disabled People** **(Sometimes called RADAR Keys)**

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. It was introduced because an increasing number of local authorities and other organisations providing public toilets felt that they had to lock their toilets to counter vandalism and misuse, and in order to reduce costs.

If accessible toilets for disabled people do have to be locked, providers are asked to join the NKS, which involves fitting standard locks to their toilets and making keys available to disabled people. This has now been adopted by over 400 local authorities.

Toilets fitted with NKS locks can be found in shopping centres, pubs, cafes, department stores, bus and train stations and many other locations in most parts of the country. Around 7000 toilets have been fitted with the NKS lock including those at many seaside resorts and other areas attractive to visitors. Purchasing a NKS key, therefore allows access to NKS public toilets throughout the country.

The scheme is not in use everywhere and a number of local authorities do not have any suitable toilets. The genuine RADAR keys are available to order on line at: [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)

Or by phone on **020 7250 8191** Mon- Fri 10am-12:30pm & 1:30 – 4pm  
Priced from £4.50. They also produce a list of the locations where these toilets can be found.

**www.amazon.co.uk** also sell the keys. Search for Radar Toilet Keys to find the items and be aware that the genuine RADAR keys have the Radar name on them.

**www.ageukincontinence.co.uk** Disabled toilet keys (which fit NKS locks) can be purchased online or by telephoning order line: **0800 849 8032**. Prices vary from as little as £1.09 - please enquire about purchasing VAT free.

## **MedicAlert**

MedicAlert provides a life-saving identification system for individuals with hidden medical conditions and allergies.

### **How it works**

In an emergency, vital information is available on the back of your MedicAlert Emblem, which is in the form of body-worn bracelets or necklets. Medical and emergency personnel can then telephone the given number and by quoting your ID number, after clearing security checks, they can receive further important details such as your name and address, doctor's details, current medication or next of kin.

This 24-hour emergency telephone service is managed from MedicAlert emergency call centre. The emergency telephones are staffed 24 hours a day, 365 days a year with trained staff on hand to answer all calls. In an emergency situation there is always someone on standby who can give your vital medical and personal information. All calls are logged, with full details of the caller, the nature of the call and the response given.

### **How to Join**

Standard Membership of the MedicAlert® service costs £36 per year plus the cost of Emblems (from about £19.95). As a registered charity, The MedicAlert Foundation can also provide free membership to individuals on a limited income.

For more information, contact MedicAlert Membership Services:  
Mon-Fri 9am-5pm or Sat 9am-3pm on **01908 951045** or look on line at [www.medicalert.org.uk](http://www.medicalert.org.uk)

### **VAT relief for disabled people**

If you are disabled or have a long-term illness, you will not be charged VAT on products designed or adapted for your own personal or domestic use. Also, you will not be charged VAT on:

- the installation and any extra work needed as part of this
- repairs or maintenance
- spare parts or accessories

## **Qualification**

Your supplier can tell you, but usually products designed or adapted for a disability qualify.

For example, certain types of:

- adjustable beds
- stair lifts
- wheelchairs
- medical appliances to help with severe injuries
- alarms
- motor vehicles - or the leasing of a motability vehicle
- building work like ramps, widening doors, installing a lift or toilet

To get the product VAT free your disability has to qualify. For VAT purposes, you're disabled or have a long-term illness if:

- you have a physical or mental impairment that affects your ability to carry out everyday activities, for example blindness
- you have a condition that's treated as chronic sickness, like diabetes
- you're terminally ill

You do not qualify if you're elderly but not disabled, or if you're temporarily disabled.

## **How to claim**

To claim the VAT exemption, you will be required to complete a form which the supplier of the equipment and the person making the claim will need to sign. This declaration form is available to download here:

<https://www.gov.uk/government/publications/vat-reliefs-for-disabled-people-eligibility-declaration-by-a-disabled-person>

Alternatively, we would be happy to provide you with a printed copy of the form.