



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 useful details about sourcing the equipment or services to assist.

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

Last reviewed May 2026

Next review due May 2027

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 & Voluntary Organisations

<u>Name</u>	<u>Contact</u>	<u>Services</u>	<u>Area</u>
Occupational Therapy at Adult Social Care	0300 373 3301	Provide assessment, advice and certain types of equipment to help with daily living/ personal care.	Westmorland & Furness Council area
Red Cross Equipment Loan Service	0300 456 1914 10am-1pm Mon-Thurs	Short term loans (6-8 weeks) of equipment including wheelchairs & commodes.	National
Shopmobility	01539 740 933 Mo/Tu/We/Fri: 10am-4pm	Membership fee payable: provides scooters & wheelchairs for access to shops and facilities in locations listed.	Kendal, Arnside, Lakes Aquarium, Bowness, Holker Hall, Levens Hall, Milnthorpe
Memory Wheelchairs	07540 653 204 Sarah	Short-term loans of wheelchairs named in memory of loved ones.	Kendal area
South Cumbria Sight Advice	01539 769 055 The Bradbury Centre 116 Highgate Kendal LA9 4HE	The resource centre has a wide range of equipment on display. Home visits /demonstrations may also be possible.	South Cumbria
Cumbria Deaf Association	01228 210 205/ office@cumbriadeaf.org.uk	Specialist services & support for deaf people, their families and carers.	Carlisle & Eden, South Lakes & Barrow
Age UK South Cumbria	01539 728 118 17 Finkle Street Kendal LA9 4AB	NHS Hearing Aid retubing most Wednesdays 9.30am to 12.30pm. NHS Hearing Aid batteries available Mon-Sat 9.30am to 4pm.	Kendal & surrounds
Age UK South Cumbria	Stores in Barrow, Bowness, Grange, Milnthorpe, Ulverston, and Windermere	NHS Hearing Aid batteries available when shops open – up to 30 minutes before closing time	Across South Cumbria

Retail Outlets & Mail Order

Approved Mobility	01229 877 888 Barrow Market Hall 28 Duke Street Barrow-in-Furness LA14 1HU	Mobility equipment supplier	Showroom in Barrow
Bird M J & Sons	01524 732 062 The Old Mill Mill Lane Bolton-le-Sands LA5 8ET	Home furniture supplier including high seat chairs, riser/recliner chairs on display & available to order.	Showroom in Bolton-le-Sands delivers to S. Cumbria & N. Lancs
BJM Scooter Mobility Centre	0800 025 70374/ 01524 411 613 / info@bjm-mobility.co.uk website: bjm-mobility.co.uk 85-87 Euston Road Morecambe LA4 5JY	Mobility Equipment supplier	Showroom in Morecambe supplies S. Cumbria & N. Lancs
Boots the Chemist	01539 720 180 66 Stricklandgate Kendal LA9 4PU	Limited range of products in-store near Pharmacy section; wider range of mobility and daily living aids available to order.	Kendal & surrounds
British Red Cross	store.redcross.org.uk/ Gen enquiries: 0344 871 1111	Assisted Daily Living website with items for bathing, kitchen & dining, and around the home.	National
Co-op Chemist	015395 32993 Co-op Store Kent's Bank Road Grange-over-Sands LA11 7EY	Ordering facility through Wardles Catalogue	Grange & surrounds
Flookburgh Pharmacy	015395 58298 1 Market Street Flookburgh LA11 7JU	Able to redeem prescriptions for equipment; also have full catalogue for browsing/orders.	Flookburgh & surrounds

Mobility Linx Ltd	01524 832 413 mobilitylinxlimited@yahoo.co.uk Website: mobilitylinxltd.com 83 Marine Road West Morecambe LA4 4ER	Mobility Aid supplier since 2007, provides advice with no obligation. Scooters, Wheelchairs, bathing & walking aids, Scooter & wheelchair servicing, repairs & hire in Morecambe.	Showroom in Morecambe
Mobility Solutions	01229 877 888 / 07719 360 768 204 Dalton Road Barrow LA14 1PR	Mobility scooters, wheelchairs, walking aids, bathing aids, adjustable beds & more. Sales, Service & Repairs of some products.	Showroom in Barrow
South Lakes Mobility	01539 734 600 Website: Lakesmobility.co.uk Units 5 & 6 Library Road Kendal LA9 4QB (next to M&S car park)	Mobility scooters, wheelchairs, walking aids, bathing aids, adjustable beds & more. Sales, hire, servicing & repairs of some larger items – ring to check. Home visits & demonstrations.	Showroom in Kendal covering S Lakes area
Staveley Pharmacy	01539 821 222 staveleypharmacy.co.uk 6 Main Street Staveley Kendal LA8 9LU	Stock simple aids to support daily living Also able to redeem prescriptions for equipment.	Staveley/ surrounds

Recycling of Equipment

Red Cross	01539 734 289 / 0300 456 1914	Recycling of wheelchairs & walking frames to use for their loan service	Kendal area
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Age UK South Cumbria Warehouse	01539 740 657 Modgate House Station Road Kendal LA9 6BT (next to Atlantis Kitchens)	May accept a range of non-sanitary equipment including scooters & walking aids – please ring to check	Kendal area
Age UK South Cumbria Milnthorpe	015395 62239 39 Beetham Road Milnthorpe LA7 7QN	May accept a range of non-sanitary equipment including scooters & walking aids – please ring to check	Milnthorpe
Age UK South Cumbria Ulverston	01229 587370 Unit 3 Canal Head Oubas Hill Ulverston LA12 7LB	May accept a range of non-sanitary equipment including scooters & walking aids – please ring to check	Ulverston

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.

Blue Badge Scheme / Disabled Parking

The Blue Badge Scheme is managed by Westmorland & 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 but cannot turn a steering wheel by hand. It allows badge holders to park in designated areas close to their destination.

How to apply:

Application is by completion of a form, online or on paper, and submission of the completed form with any accompanying documents, a passport-style photo and the appropriate fee.

Westmorland & Furness Council	0300 373 3300 South Lakeland House Lowther Street Kendal LA9 4DQ Website: westmorlandandfurness.gov.uk	W&F application forms and advice can be obtained from the council by phone, by personal callers to the Kendal Town Hall or online	Westmorland & Furness area
Online applications	www.gov.uk/apply-blue-badge		

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 and includes over 1000 Changing Places toilets with added specialist equipment.

NKS was introduced because an increasing number of local authorities and other organisations felt the need to lock facilities to counter vandalism and misuse. Standardisation of the locks has been adopted by over 400 local authorities and there are over 10,000 accessible toilets for disabled people.

Purchasing a NKS key therefore allows access to NKS toilets throughout the country, although please note that the scheme is not in use everywhere. The genuine NKS keys are available to order via www.nks.co.uk website or direct from The Radar Key Company. Please note that RADAR itself no longer exists.

The table below indicates some sources:

The Radar Key Company	01395 222 588 Mon-Fri 9am-5pm Radarkeys.org/order	Purchase online, by post or by phone with credit/debit card	
Disability Rights UK	shop.disabilityrightsuk.org steve.newsham@disabilityrightsuk.org	Online purchase or email	
Amazon	www.amazon.co.uk	Online purchase	
Age Co	0800 046 1501 Mon-Fri 9am - 5pm Ageukincontinence.co.uk	Telephone or online purchases	

The price of the keys varies, depending on source and delivery charges but is between £5 - 10 in November 2025. Some local key cutters can also cut these keys – please check in your local area.

Personal Alarms

Various companies provide alarms which allow you to alert someone in an emergency, even when you are unable to reach the phone. They are operated by pressing a button on a pendant or bracelet, which alerts a monitoring service.

For details of suppliers of personal alarms, please ring our Helpline on 030 300 300 03 and request a copy of our ‘Safety in the Home’ leaflet.

MedicAlert

MedicAlert is a UK registered charity providing a life-saving identification system for individuals with hidden medical conditions and allergies through a membership system.

How it works: In an emergency, vital information is available on the back of your MedicAlert Emblem on a bracelet or necklet. Medical and emergency personnel can

then telephone the given number and obtain further important details such as your name and address, doctor's details, current medication or next of kin.

This 24-hour, 365 days a year, emergency telephone service is managed from MedicAlert emergency call centre, with trained staff on hand to answer all calls. All calls are logged, with full details of the caller, the nature of the call and the response given.

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

Stairlifts/chair lifts

These are motorised chairs or platforms that move along a track directly mounted onto a staircase. They can be customised to fit the layout of a staircase, straight or curved.

Generally speaking, a straight stairlift will be cheaper than a curved one. Some companies may only offer straight stairlifts but most of the better known names offer curved or straight and may offer indoor or outdoor (e.g. for flat dwellers).

Reconditioned stairlifts may be available as well as new.

The suitability of a particular type of stairlift may be assessed by an Occupational Therapist either via Adult Social Care or privately from a member of the Royal College of Occupational Therapists. Financial assistance with the cost is means tested and may be available via the local council.

Among the sources of information and advice you may wish to consider is research into stairlifts done by Which? Consumer magazine, which may be available online or via your local library.

Some examples (but not recommendations) of suppliers are:

Acorn Stairlifts*	0800 783 0152 Telecom House Millennium Business Park Steeton West Yorkshire BD20 6RB Website: Acornstairlifts.co.uk	Enquire by phone, or online via website	National company
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Age UK Mobility	0808 303 7535 82 First Avenue Pensnett Trading Estate Kingswinford DY6 7FJ Website: Ageukmobility.co.uk	Enquire by phone, or online via website	National company
Stannah	0808 239 9765 Stannah Lifts Holdings Watt Close East Portway Andover SP10 3SD Website: Stannah.com	Enquire by phone, or online via website	National company

*Declaration of interest: if you choose Acorn Stairlifts and quote our branch number (available from Finkle Street reception) then Age UK South Cumbria will receive commission.