

Your guide to stair-lifts, through-floor lifts and hoists

Useful Advice

- Always follow the manufacturer's safety instructions and read these thoroughly prior to using the lift. Retain a copy. Choice can provide a further copy on request;
- Do not attempt to use a lift if it is being used by someone else;
- Always keep pets and children out of the vicinity when a lift is in use;
- Do not remove or move the lift to allow for new floor coverings to be fitted. This may affect the operation of the lift and its fitted safety devices. Please contact Choice, who will arrange for an engineer to carry out this work for you;
- Do not stand or place furniture either on top of trap-doors or below the lift aperture;
- If you notice anything unusual about your lift such as strange noises coming from the motor or irregular movements, contact Choice to arrange for an engineer to inspect it. Do not use it in the meantime;
- When being seated, sit back comfortably with your arms on the rests and your feet placed on the footrests;
- Always fasten seatbelts provided prior to starting your journey as falling from the seat is the most common cause of injury from lift use;
- Only undo the seatbelt when you have reached the top or bottom, the lift has stopped and you are ready to get off;
- Make sure any loose clothing such as skirts, dresses or long scarves are tucked in as the material could very easily become trapped;
- Always ensure that all doors are closed and safety switches are engages before using the lift;
- The key switch will prevent any unauthorised use of the lift - particularly useful if you have children at home or visiting;
- Never switch off the power supply to the lift, even if you go on holiday. The lift control circuits are fed by a battery, which must be kept on constant charge;
- If your lift is fitted with a manual door, always close it after use. Powered door units have a self-closer. Do not pull or push the automatic door;
- Never allow children to play in, under or around the lift. If children are in the house, isolate the lift using the optional remote control fob or key;
- Do not use the lift for anything other than transporting those with impaired mobility between fixed floor levels;
- Do not lean or allow objects to hang over the lift sides or door. These are fitted with safety edges which will stop the lift if activated;
- Users with wheelchairs should apply the brakes on their wheelchair and all other users should ensure they are using the seat and seatbelts provided before moving the lift. Do not travel in the lift unless seated;
- Safety related components should only be adjusted and reset by a competent person;
- Do not use in the event of a fire.



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Your guide to stair-lifts, through-floor lifts and hoists

Stair-lifts, through-floor lifts and hoists (lifting equipment), when fitted in your home, contribute to tenant independence.

Choice will fit stair-lifts or through-floor lifts as recommended by an Occupational Therapist whereas hoists are provided by Health and Social Care Trusts to assist carers.

Tenant safety is our primary concern. Whilst lift equipment can support independence, it is important that it is used only as designed and intended and with appropriate supervision, particularly when used by a child with a disability or users with sensory or learning impairments.

Additionally, lift equipment must never be misused for example by visitors, other children or family members.

Lifting speeds are slow and steady and should come to a smooth stop.

To ensure lifts remain safe to use and continues to run at optimum capacity, service visits are carried out at least every 6 months.

In addition, inspections by independent engineers are carried out every 6 months. It is essential that access is provided for both servicing and inspection.

If a fault should arise or the lift is damaged in any way, this must be reported by calling Choice Services Centre on **0300 111 2211**.

Choice will arrange for an engineer to complete any necessary repairs.

Do not use the lift until the repair is complete.

You should never tamper with or remove any safety switches or devices or attempt to repair a lift yourself. If there is a key, ensure it is removed to avoid the lift being misused, for example when children are visiting.

Please be aware that children may see a lift as a play thing and try to use it when unsupervised.

Lifts will have controls and safety features which may include:

- User controls, key-switches and remote controls;
- Emergency lowering via a wind-down handle or a battery operated back-up system;
- Seat belts or harnesses;
- An in-car alarm or telephone to call for help;
- An overspeed governor;
- An automatic door locking mechanism when the door shuts;
- Smoke and fire detection monitors within the car that will automatically take the car away from the fire and seal the ceiling aperture;
- A lockable car door, especially if there are young children in the household;
- Sensors, typically underneath the car to detect any objects that could possibly block its path, for example toys and furniture or at edges to detect anything overhanging the sides;
- Emergency stop setting - every lift will have an emergency stop setting or emergency brake.

What is the maximum weight your lift could carry?

Each lift will have a maximum weight limit. Typically the limit for a stair-lift is 25 st (160kg). The maximum capacity varies between different through-floor lifts, ranging from 40st - 99st (250 - 630kg) and will be displayed on a plate on the side of the lift.

It is important that the lift is used by only one person at a time to ensure safety and avoid over-loading.



DO NOT HESITATE TO CONTACT CHOICE IF:

- you have any concerns with the operation of your lift;
- the lift service has not been completed by Choice's contractor within the past 6 months;
- a hoist has not been serviced by the Health and Social Care Trust provider, within the past year;
- you require more advice or information;
- the lift is no longer required.

