

Step-lift

Following a recent visit from your Occupational (OT) Therapist, a step-lift has been recommended for you.

Useful information

- A step- lift is designed for full-time wheelchair users to enable you to get in and out of your home when it is not possible to fit a ramp.
- The design may include a set of steps for ambulant people to use. The steps may be an integral part of the lift or completely separate to it.
- Structural alterations will be required in order to install the lift. EG it may be necessary to form a level base for the lift. This would be either on the path, in the porch or in place of the steps to your door. Our surveyor will discuss this with you before any work is actioned. We will arrange for the building work to be done in conjunction with the installation of the lift.
- It will not be possible to use the door to which the lift is fitted whilst work is in progress.
- A dedicated power supply will be installed for the lift. This means that if there is ever a problem with the wiring in your home the lift will still work.
- A step-lift is designed to carry one person in a wheel-chair at a time and is capable of carrying combined weights of wheelchair and user of up to 250Kg (39 stones).

Average waiting time

- If you are applying for a Disabled Facilities Grant (DFG) the Order for the adaptation cannot be placed until you have received a grant approval which usually takes approximately eight weeks. Once the Order has been placed the average waiting time is then six-eight weeks. The installer will contact you to arrange a mutually convenient installation date.

Installation time

- It takes approximately one day to fit the lift. This is in addition to any preparatory structural work which will take approximately two days.
- If you refuse the installer access to your property of the day you have agreed for installation, you may pay have to pay a fee for their wasted journey and time.

After installation

- A step- lift is fitted with a number of safety features. The engineer who installs it will explain these, and how to use the lift safely. You will be asked to sign a certificate to confirm that you have been shown how to use the lift and are satisfied with it. The engineer will leave a user manual with you.
- A surveyor from Stockport Homes will contact you to check that you are happy with the lift and that it is working properly. **Please tell them if you have any concerns.**
- Your OT will be informed that the step-lift has been fitted. They may visit you to ensure that you are using it correctly and that it meets your needs.

- In the future, if you no longer need the lift, please contact us on **0161 474 4291** to see if we can re-use it. If the lift cannot be re-used, you may dispose of it as you wish

Reporting faults

- The lift has a 12 month guarantee. Any faults occurring during this period should be reported to Stannah Stairlifts Ltd. Their contact details are on the lift.
- When the warranty expires you may be eligible to join the Council's scheme for servicing and maintenance. Your OT will write to you about this.

More information

- For more information about this adaptation please contact the Home Improvement Agency Team on **0161 474 4291** or **hia@stockporthomes.org**
- (If you would like a copy of this factsheet in large print, Braille, on audio tape or CD, or in any other language, please contact the Social Inclusion team on **0161 474 2860** or email **inclusion@stockporthomes.org**.)