

Directory of Accredited Retail Outlets in Cumbria

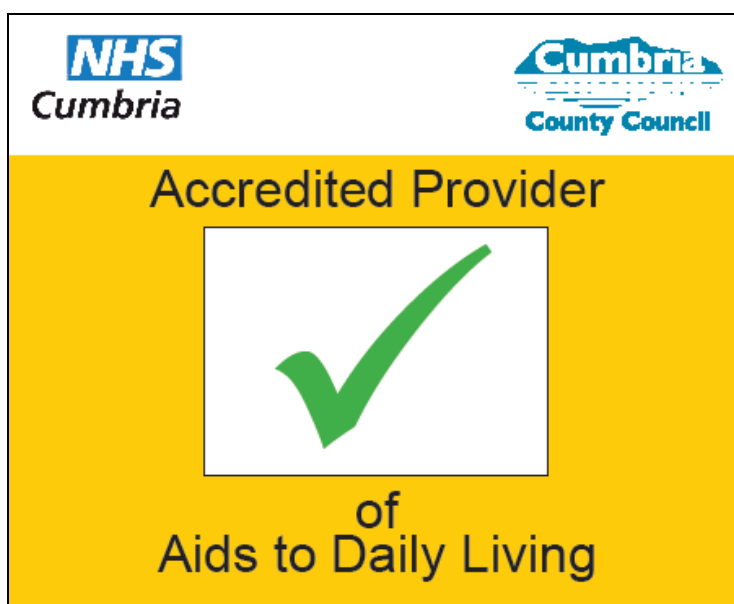
If you have been given a “prescription” for one or more simple aids to daily living, you will need to exchange it at a nationally accredited retailer. This leaflet provides a list of accredited retailers in Cumbria and further advice and guidance to help you with your equipment needs.

Accredited Retailers

On behalf of NHS Cumbria and Cumbria County Council, the county council runs an accreditation scheme for equipment suppliers.

Accreditation means that retailers will be able to provide the equipment listed on your prescription. They will have trained staff to offer advice and demonstrate how the equipment should be set up and used.

Accredited retailers can be identified by the following logo which should be displayed in a prominent location in their shop windows:



Choosing your retailer

The entries in this directory are listed by district council area or, in for those not in Cumbria, the nearest district area.

For legal reasons, we cannot recommend a particular equipment supplier.

Ownership of Prescribed Equipment and Collection Queries

The equipment is yours and there are currently no arrangements for collection when it is no longer required. You are responsible for looking after it and are asked to dispose of it thoughtfully when you no longer need it.

Some hints and tips

- If you need the item of equipment urgently, you are advised to contact the accredited retailer before planning a journey, to check its availability and make sure it is in stock.
- Some accredited retailers work out of premises which are not ideally suited to people with mobility disabilities. Where there are limits to access these are recorded in the directory listing. However, if you were to ring the retailer of your choice, they may be able to make suitable arrangements for you.
- You are not obliged to hand over the prescription in person. Someone else, such as a relative, friend or carer can exchange a prescription for you.
- Your prescription will be for a standard piece of equipment which has been assessed as being suitable for your needs. However you may wish to select a more elaborate version of the equipment specified. In this instance the supplier will credit you with the cost of the item on the prescription and you can make an additional “top up” payment to purchase your chosen equipment.
- You can exchange your prescription with any accredited retailer in the county or from any location where accredited retailers operate. Note: The National Accreditation scheme for equipment suppliers specific to England. This system does not operate in Scotland and Wales.
- Some of the equipment may be bulky, so if you or someone is collecting the item, you may wish to check with the accredited retailer in advance that it can be loaded into your vehicle.
- Accredited retailers will arrange delivery if you request it, but they will charge for this service.
- Accredited retailers will arrange fitting of the equipment if you request it, but they will charge for this service.

Your comments, concerns and complaints

NHS Cumbria and Cumbria County Council cannot guarantee the level of service you will receive from the retailer. Any concerns about the equipment you have been supplied or the service you have received, should be taken up with the retailer.

If you are unhappy with the response from your retailer, please raise this with the person who gave you the prescription. If necessary they will raise the concern with the accrediting body in Cumbria.

If you don't think the equipment supplied meets your needs, you should contact the person who gave you the prescription.

Accredited Retailers – Allerdale

Age UK Northwest Cumbria

St Michael's Active Living Centre, Station Road, Workington CA14 2UY

Telephone: 01900 844670

Email: Workington@ageukwestcumbria.org.uk

Opening Hours

Monday to Friday: 9.00am – 12.30pm Saturday/Sunday: Closed

Delivery

Emergency – 24 hours

Urgent – three days

Routine – seven days

Accessibility

Outlet fully accessible.

Additional Information

Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

J.W.W. Allison & Son LTD

31 Main Street, Cockermouth CA13 9LE

Telephone: 01900 822292

Fax: 01900 823844

Opening Hours

Monday to Friday: 9.00am – 5.30pm Saturday: 9:00am – 4.00pm

Sunday: Closed

Accessibility

Level entry to premises. Time limited free parking on the street. Variety of car parks in town.

Additional information

When we have the product on the premises we can guarantee a delivery time of no more than 48 hours and probably quicker in practice.

Accredited Retailers – Allerdale (continued)

JN Murray Ltd

15-17 Station Street, Keswick CA12 5HH

Telephone: 017687 72049 Fax: 017687 74970

Opening Hours

Monday to Saturday: 9.00am – 5.30pm Sunday: Closed

Delivery

Routine – seven days

Accessibility

Our branch is fully accessible to wheelchair users. Free on street parking is available close by.

Additional Information

We stock a wide range of products included in the Cumbria Aids to Daily Living catalogue, and our trained staff are available to help you. Any items not stocked can be obtained and we will contact you to let you know when they are available.

Wigton Age UK Resource Centre

Wigton Hospital, Cross Lane, Wigton CA7 9DD

Telephone: 016973 42279

Email: Wigton@ageukwestcumbria.org.uk

Opening Hours

Monday, Wednesday & Friday: 9.00am – 12.00pm

Saturday & Sunday: Closed

Delivery

Emergency – 24 hours

Urgent – three days

Routine – seven days

Accessibility

Outlet fully accessible.

Additional information

Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

Age UK Maryport Shop

71 Senhouse St, Maryport, CA15 6BU
Telephone: 01900 819441

Opening Hours

Monday, Wednesday & Friday: 9.30am – 3.30pm
Saturday & Sunday: Closed

Delivery

Emergency – 24 hours Urgent – three days Routine – seven days

Accessibility

Outlet fully accessible.

Additional information

Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

Accredited Retailers – Barrow

JN Murray Ltd

68 Dalton Road, Barrow-in-Furness LA14 1JB

Telephone: 01229 823516 Fax: 01229 813103

Opening Hours

Monday to Saturday: 9.00am – 6.00pm Sunday: Closed

JN Murray Ltd

108 Duke Street, Barrow-in-Furness LA14 1LS

Telephone: 01229 820491 Fax: 01229 834459

Opening Hours

Monday to Saturday: 9.00am – 5.30pm Sunday: Closed

JN Murray Ltd

10 Market Place, Ulverston LA12 7DX

Telephone: 01229 582003 Fax: 01229 582003

Opening Hours

Monday to Friday: 9.00am – 5.30pm Saturday: 9.00 – 5.00pm

Sunday: Closed

Delivery

Routine – seven days

Accessibility

Our branches are fully accessible to wheelchair users. Free on street parking is available close by.

Additional Information

We stock a wide range of products included in the Cumbria Aids to Daily Living catalogue, and our trained staff are available to help you. Any items not stocked can be obtained and we will contact you to let you know when they are available.

Accredited Retailers – Carlisle

Cumbria Mobility Limited

25 Newtown Road, Carlisle CA2 7JA

Telephone: 01228 538383 Fax: 01228 533357

Email: cumbriamobility@aol.com

Opening Hours

Monday to Friday: 9.00am – 5.00pm Saturday/Sunday: Closed

Delivery

Routine – seven days

Accessibility

Wheelchair access to the side entrance. Local parking disc zone. Two steps to the front door.

Additional Information

We carry in stock a wide range of both mobility and daily living aids. If we do not have the required item in stock we can obtain items within 7 days or less. If your request is urgent please telephone to check availability.

We are located opposite the Cumberland Infirmary.

H Jobson & Son Pharmaceutical Chemists

Market Place, Brampton CA8 1RW

Telephone: 016977 2501 Fax: 016977 2501

Opening Hours

Monday, Wednesday and Friday: 9.00am – 6.00pm Tuesday/Thursday:
9.00am – 5.30pm Saturday: 9.00am – 5.00pm Sunday: Closed

Delivery

Urgent – three days Routine – seven days

Accessibility

Free parking nearby. Call for staff assistance with wheelchairs. Bus Route 85 (Carlisle Newcastle) stop directly outside.

Additional information

It is intended that a comprehensive range of living aids be held in stock. Accredited staff will provide helpful and courteous advice. Please telephone for details.

Accredited Retailers – Carlisle (continued)

Robson Medical & Mobility

4 Brunswick Street, Carlisle CA1 1PP

Telephone: 01228 510044 Fax: 01228 510055

Email: enquiries@robson-medical.com

Opening Hours

Monday to Friday: 9.00am – 5.00pm Saturday/Sunday: Closed

Delivery

Urgent – three days Routine – seven days

Accessibility

Local free parking 1 or 2 hour zone areas or disabled spaces.

Access to front door, steps or disabled ramp. Purpose built doorway.

Additional Information

We carry 99% of stock items listed and also a more specialized range available. Our shop principle is a 3 day delivery or sooner. We have our own website with a vast range of products. www.robson-medical.com. We also offer excellent product advice and support with local support and personal contacts, fast reliable supply service given through our experienced team.

Cumbria Centre for Independent Living

Units 2C – 2E, Port Road Business Park

Carlisle CA2 7AF

Telephone: 01228 594806

Fax: 01228 606437

Email: info@cumbriacil.org.uk

Opening Hours

Monday to Friday: 9.00am – 5.00pm Saturday/ Sunday: Closed

Delivery

Emergency: 24 hours (within office hours)

Urgent: Three Days

Routine: Seven Days

Accessibility

Own car parking with ample disabled spaces. Premises all on one level, enabling easy access for wheelchair users and people with limited mobility.

Additional Information

Some items of equipment are available from stock with other items available within 2-3 days. Delivery and fitting service available if required. A demonstration area is based within the centre, allowing customers to try out equipment. In addition, the Cumbria Centre for Independent Living offers a range of services for disabled people. We offer direct payment support, welfare benefits assistance, computer recycling, upgrades and sales, training opportunities and support.

Accredited Retailers – Copeland

Age UK Northwest Cumbria

Bradbury Centre, St Georges Road, Millom LA18 4JE
Telephone: 01229 774573 Fax: 01229 778407
Email: Millom@ageukwestcumbria.org.uk

Opening Hours

Monday to Friday: 9.00am – 4.00pm Saturday/Sunday: Closed

Delivery

Emergency – 24 hours Urgent – three days Routine – seven days

Accessibility

Outlet fully accessible.

Additional Information

Resource Centre located on St Georges Rd Millom. Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

Age UK Northwest Cumbria

Old Customs House, West Strand, Whitehaven CA28 7LR
Telephone: 01946 66669
Email: Whitehaven@ageukwestcumbria.org.uk

Opening Hours

Monday to Friday: 9.00am – 4.00pm Saturday/Sunday: Closed

Delivery

Emergency – 24 hours Urgent – three days Routine – seven days

Accessibility

Outlet fully accessible.

Additional Information

Resource Centre located on West Strand Whitehaven. Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

Seascale Pharmacy

Gosforth Road, Seascale CA20 1PR

Telephone: 019467 28323 Fax: 019467 21449

Email: seascalepharmacyltd@yahoo.co.uk

Opening Hours

Monday to Friday: 9.00am – 6.00pm Saturday: 9.00am – 1.00pm

Sunday: Closed

Delivery

Routine – seven days

Accessibility

Off road parking. Wheelchair accessible.

Additional Information

A wide range of items can be ordered and will be available the next working day. As we are only able to carry a limited stock, customers would be advised to phone in advance so items can be ordered prior to collection.

Accredited Retailers – Eden

Alston Pharmacy

Front Street, Alston CA9 3QP

Telephone: 01434 381259

Fax: 01434 381259

Email: alstonpharmacy@hotmail.co.uk

Opening Hours

Monday, Wednesday, Thursday, Friday: 9.00am – 5.30pm Tuesday and

Saturday: 9.00am – 12.30pm Sunday: Closed

Delivery

Urgent – three days

Routine – seven days

Accessibility

Fully accessible. 2 disabled parking spaces within 50 yards.

Additional Information

Closed bank Holidays.

Joseph Cowper Limited

49 – 50 King Street, Penrith CA11 7AY

Telephone: 01768 862063

Fax: 01768 868911

Email: jcowper.chemist@aah-n3.co.uk

Opening Hours

Monday to Saturday: 8.45am – 5.30pm Sunday: Closed

Delivery

Urgent – three days

Routine – seven days

Accessibility

Level access to shop suitable for all users including wheelchairs. Limited local free parking using parking disc.

Additional information

If we do not have the item you require in stock we can usually obtain it within 3 working days. If you require an item urgently, please ring to check on availability.

Accredited Retailers – South Lakes

Able to Enable

Unit 1, Lyne Riggs Estate, Lancaster Road, Carnforth LA5 9EA

Telephone: 01524 730100 Fax: 01524 730144

Email: carnforth.sale@ableto.co.uk

Opening Hours

Monday to Friday: 9.00am – 5.00pm Saturday: by appointment only

Sunday: Closed

Delivery

Urgent – three days

Routine – seven days

Accessibility

Ample parking on the flat. Free parking outside showroom. Level access for wheelchair users and toilet facilities available.

Additional information

We have an ecommerce website at www.abletoenable.co.uk where customers can purchase products which will be despatched to their address. We hold a variety of mobility products in our showroom supplemented by a detailed catalogue of over 90 000 products that can be ordered and delivered to either the customers home or picked up from the showroom. Delivery time is 5 working days of order. Home and Demonstration visits available on request. NHS Wheelchair Voucher accredited.

Accredited Retailers – South Lakes (continued)

Able to Enable

Unit 6, Library Road, Kendal, Cumbria, LA9 4QB
Telephone: 01539 734600
Email: carnforth.sales@abletoenable.co.uk

Opening Hours

Monday to Friday: 9.30am – 5.00pm Saturday: 9.30- 4pm
Sunday: Closed

Delivery

Urgent – three days Routine – seven days

Accessibility

Ample parking available in car park. Posted prescriptions accepted.

Additional Information

We have an ecommerce website at www.abletoenable.co.uk where customers can purchase products which will be despatched to their address. We hold a variety of mobility products in our showroom supplemented by a detailed catalogue of over 90 000 products that can be ordered and delivered to either the customers home or picked up from the showroom. Delivery time is 5 working days of order. Home and Demonstration visits available on request. NHS Wheelchair Voucher accredited.

Accredited Retailers – South Lakes (continued)

Flookburgh Pharmacy

1 Market Street, Flookburgh LA11 7JU

Telephone: 015395 58298

Fax: 015395 58298

Email: flookburgh@aol.com

Opening Hours

Monday, Tuesday, Wednesday, Friday: 9.00am – 12.15pm, 1.30pm – 6.00pm

Thursday: 9.00am – 12.15pm Saturday: 9.00am – 12.15pm, 1.30pm – 5.00pm

Sunday: Closed

Delivery

Routine – seven days

Accessibility

Free parking in square in front of shop. Bell on front door.

Accredited Retailers – South Lakes (continued)

RDK Mobility

1 The Square, Milnthorpe LA7 7QJ

Telephone: 015395 63776 Fax: 015395 63776

Email: milnthorpe@rdkmobility.co.uk

Opening Hours

Monday to Friday: 9.00am – 5.00pm Saturday: 10.00am – 4.00pm

Sunday: Closed

Delivery

Emergency – 24 hours

Urgent – three days

Routine – seven days

Accessibility

Free store car park – ramp access to front door – on side disabled toilet.

Monday – Friday on site café area with access ramp.

Additional Information

We carry in store more of the aids to daily living which are on the Cumbria Catalogue. We also have a range of products in different colours and styles. We can usually obtain items that we do not have in stock within 3-4 days. If your need is urgent please ring to check on availability.

Staveley Pharmacy

6 Main Street, Staveley, Kendal LA8 9LU

Telephone: 01539 821222 Fax: 01539 822388

Email: staveleypharmacy@numarknet.com

Opening Hours

Monday to Friday: 9.00am – 6.00pm Saturday: 9.00am – 12.30pm

Sunday: Closed

Delivery

Urgent – three days

Routine – seven days

Accessibility

Free parking spaces including 'disabled' space giving easy access for wheelchair users and people with limited mobility. Please ring to arrange.

Additional information

We carry in stock the most popular Aids to Daily Living which are in the Cumbria Catalogue. We can usually obtain items that are not in stock within three days. If your need is urgent, please ring to check on availability.

Where can I find out more?

For more information about the daily living equipment, please discuss this with your health or social care practitioner: district nurse or occupational therapist.

You may also find further details from:

- *'Daily living equipment services in Cumbria'* information leaflets:
 - A guide to Equipment Availability in Cumbria
 - Advice Centres
 - Occupational Therapy Assessments
- Adult Social Care offices (see contact details below)
- Website: cumbria.gov.uk/adultsocialcare

You can also contact Adult Social Care, through Customer Services at the following local offices:

Carlisle

Civic Centre
Rickergate
Carlisle CA3 8QG
01228 227000
carlissd@cumbriacc.gov.uk

Eden

Friargate
Penrith
CA11 7NX
01768 812242
penrithsd@cumbriacc.gov.uk

Allerdale

New Oxford Street
Workington
CA14 2LW
01900 706325
workingtonsd@cumbriacc.gov.uk

Copeland

Duke Street
Whitehaven
CA28 7SQ
01946 506352
whitehavenssd@cumbriacc.gov.uk

South Lakeland

County Offices
Kendal
LA9 4RQ
01539 713377
kendalssd@cumbriacc.gov.uk

Barrow-in-Furness

Market Street
Barrow-in-Furness
LA14 2LH
01229 407894
barrowssd@cumbriacc.gov.uk

For emergencies outside office hours, at the weekend or bank holidays, the Out of Hours Service can be contacted on **01228 526690**.