

## PATIENT INFORMATION

# HOW TO USE YOUR BACK REST



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1. Place the back rest onto the bed with the section of the back rest with the five plastic hooks facing up. Raise the support section of the back rest which is covered with a blue nylon fabric and a small head support to the desired height. Requires a Firm Mattress and Headboard to support it.
2. NB for safety, ENSURE that the “U” section of the back rest is properly resting within the chosen hook stay once the back support is raised.
3. The Back Rest is now ready for use.
4. DO NOT share the back rest with anyone, it is designed for one person only.
5. DO NOT place any Limbs or Obstacles between the opening section of the back rest at any time.
6. Check that the back rest is properly located in the plastic hook stays on a regular basis.
7. Check the back rest for damage regularly.
8. Wipe down with mild detergent, DO NOT immerse the back rest in any liquids.
9. Keep the back rest away from naked flames, including cigarettes
10. For comfort, additional pillow's may be used.

## **LOAN**

### **This item is on loan to you from:**

Worcestershire Community Equipment Service  
Crown Lane  
Wychbold  
Worcestershire WR9 0BX

## **COLLECTION**

For collection of this piece of equipment telephone the Worcestershire Community Equipment Service on:

**01527 869104**

**PLEASE DO NOT RETURN TO THE ISSUING DEPARTMENT/HOSPITAL**

## **CONTACTS**

### **Worcestershire Royal Hospital**

Medicine, Palliative – Level 0

Tel: 01905 760667

T&O, Surgery and Vascular - Level 2

Tel: 01905 760170

Aconbury West (Outpatients)

Tel: 01905 760683

Rheumatology -Highfield Unit –

Tel: 01905 760462

### **Alexandra Hospital**

Tel: 01527 512146

### **Kidderminster Hospital & Treatment Centre**

Tel: 01562 823424 (Ext 56556)

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.