



Ross
Care

Recognising Quality in the Retail Sector

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Retail Sector - A partner in the community, promoting resilience

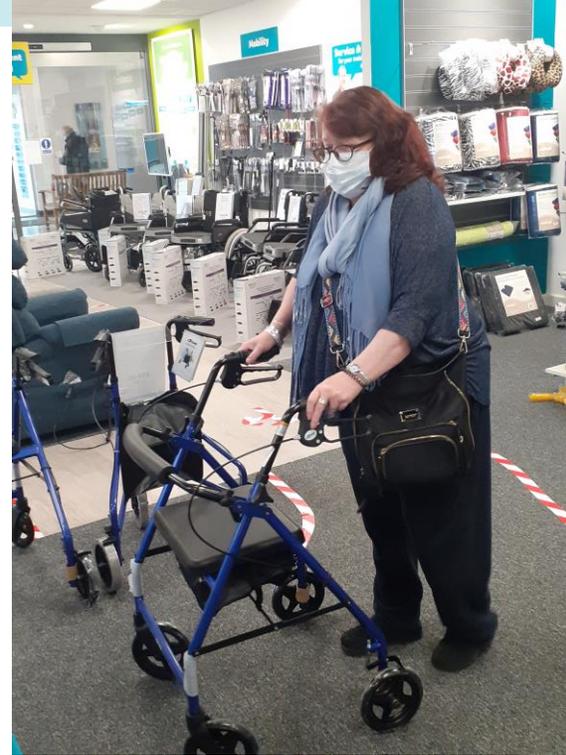
Retail Sector

- Complementary to Community Equipment Services
- Acts as a first point of contact 'I just came in to ask about...'
- Key role in maintaining Health, Wellbeing and Prevention



Outdoor mobility - 4 Wheeled Walker

- Maintain outdoor mobility
- Reduce risk of falls – assist balance
- Maintain confidence to go outdoors unaccompanied
- Maintain independence – eg posting letter, visit local friends



Independent Living - Rise and Recliner chairs

- Maintain activity levels – ease of stand, overcomes ‘putting off’ tasks due to struggle to stand (making a drink, going to the loo)
- Comfort – well fitted, range of back styles for supporting different back shapes, good posture
- Healthy positioning and skin – tilt in space chair elevates legs and maintains good position, and integral pressure relieving cushion/stretch fabric protects skin



Community Connection - Mobility Scooters

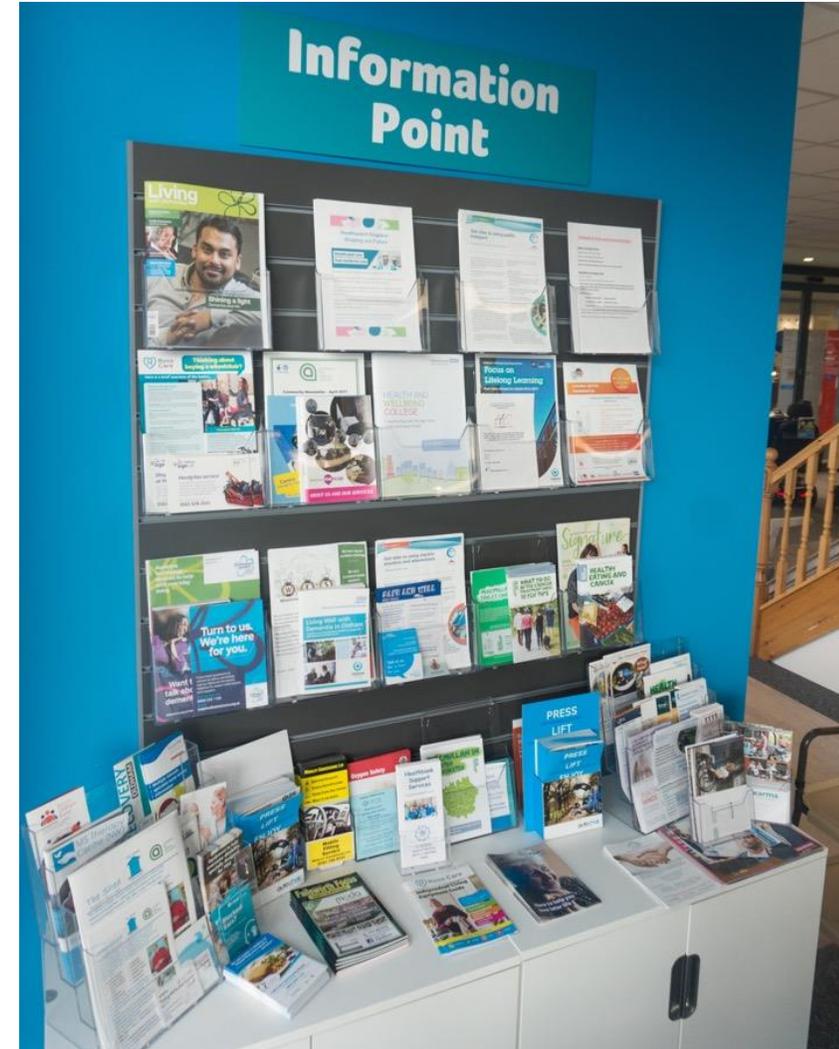
- Maintain independence in outdoor activities – shopping, leisure
- Maintain Social Contacts
- Promote mental health and resilience
- ‘I feel a part of the community’



Retail Sector - Promoting Self-management of Long Term Health Conditions and Assisting Carers



- Guidance – exploring pros and cons of different equipment to enable customers to make informed choices
- Signposting – to statutory services when someone needs more help, acting as a ‘front door’ service
- Information - Local links & networks, Products, Sources of further help, advice and information
- Support –staff often provide ‘a listening ear’ and support, especially for carers



- Introduction of standards, providing reassurance to customers and professionals
- Establishing position as a partner in Equipment Provision
- High Street Retailer vs Internet
- Covid-19.....but we adapted - contactless collections, doorstep deliveries, telephone advice - and were still able to provide much appreciated support – ‘I’m so relieved to have found someone to help’,



Thank you

