

# Equipment Enquiries

Depending on who has funded your child's equipment will depend on the process for organising a repair or review.

## Education settings – all therapy equipment

If equipment is being used in school or nursery, it will have been funded by Essex County Council or the school directly and they will need to pay for servicing or repairs. School staff are offered advice about completing regular safety checks on all items prescribed by our therapists and can raise a request for review to our service if they have any concerns about the safe use of equipment or if a child has outgrown their current equipment.

Essex County Council commission Essex Cares Limited to supply education equipment and school staff can contact Essex Cares directly to raise issues relating to the maintenance and safe working of the equipment they provide.

Their contact details are:

[0333 0135438](tel:03330135438)

[ECL.ContactCentre@essexcares.org](mailto:ECL.ContactCentre@essexcares.org)

## ACE Paediatric Therapy Team

**(standing frames, walkers, wedges, sleep systems)**

If equipment has been ordered by the ACE Paediatric Therapy team for use in your home, you can book a service or repair directly with the company who provided the equipment. If new parts are required, please email this quote to our team inbox at [paediatric.services@acecic.nhs.uk](mailto:paediatric.services@acecic.nhs.uk) and a member of the team will be in touch to discuss funding this repair for you, even if your child is no longer being seen by on of our therapy team.

Chief Executive Officer: Nick Hulme  
Chair: Helen Taylor

If your child has outgrown their equipment or you are not happy with the way it is being used please email us at [paediatric.services@acecic.nhs.uk](mailto:paediatric.services@acecic.nhs.uk) or call us on [01206 588100](tel:01206588100) to request a therapy review. This may be offered virtually or face to face depending on the nature of the review required.

**(seating, bathing, toileting equipment, beds, cots, hoists and slings)**

These items are not funded by ACE Paediatric Therapy Team budget directly. Any faults relating to these need to be reported to Essex Cares Limited:

[0333 0135438](tel:03330135438)

[ECL.ContactCentre@essexcares.org](mailto:ECL.ContactCentre@essexcares.org)

We can open a new episode of care to specifically address your child's equipment needs and once you and/or education staff are happy to use it independently, we will end this open referral.

Below are some useful contact details for the main equipment suppliers we use. Please visit their websites for useful downloads of their product brochures and user guides. You can also email them to request a site visit from one of their engineers if there is a fault with your equipment.

If your home equipment has been prescribed by a social care Occupational Therapist, please contact them directly to discuss any enquiries relating to this equipment.

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# Equipment Companies

## Jenx

<https://jenx.com/>  
0114 2853376  
[export@jenx.com](mailto:export@jenx.com)

## Jiraffe

<https://www.jiraffe.org.uk/>  
0114 285 3376  
[hello@jiraffe.org.uk](mailto:hello@jiraffe.org.uk)

## Leckey

<https://www.leckey.com/>  
028 9260 0750  
[hello@leckey.com](mailto:hello@leckey.com)

## R82

<http://www.r82.co.uk/contact/>  
0121 561 2222

## Simple Stuff Works

<https://www.simplestuffworks.com/>  
01827 307870  
[admin@simplestuffworks.co.uk](mailto:admin@simplestuffworks.co.uk)

## Schuchmann

<https://schuchmann.co.uk/>  
01733 561885  
[info@schuchmann.co.uk](mailto:info@schuchmann.co.uk)

## Smithwaite

<https://www.smirthwaite.co.uk/>  
01626 835 552  
[info@smirthwaite.co.uk](mailto:info@smirthwaite.co.uk)

## Symmetrikit

<https://www.symmetrikit.com/>  
01531 634468  
[service@symmetrikit.com](mailto:service@symmetrikit.com)

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