

SUPPORT AVAILABLE

1. Product Resources

We have over 200 product resources available for users and carers.

These are featured on appropriate web pages for individual products or can be searched and viewed from the RESOURCES AREA of our website. Some key resources are included in this Welcome Pack for your convenience.

Support materials available include (but are not limited to):

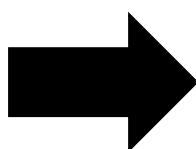
General	Slings (GLOVE SLING™ & COMFORT VALUE™)	Bathing (Premium & COMFORT VALUE™)
➤ Brochures	○ Product Information Sheet	● Product Information Sheet
➤ Accessory Guide	○ User Guide	● User Guide
➤ Remote Assessment Form	○ Introductory Product Video	● Introductory Product Video
➤ Returns & Repair Policy & Procedure	○ Sling Sizing Charts	● Operational Video
	○ Sling compatibility statement	
	○ Sling Recline & Adjustment Guide	
	○ Fitting Video	❖ Product Information Sheet
	○ Pressure Mapping Information	❖ User Guide
	○ Sling Care Guide	
	○ Pre-Use Sling Inspection Guide & Record	❖ Introductory Family Video
	○ Personal Care Plan – Sling Record Template	❖ Operational Video
	○ Sling Comparison Chart	

BURNETT REMOULD™

- ❖ Product Information Sheet
- ❖ User Guide
- ❖ Introductory Family Video
- ❖ Operational Video

Scan the QR code to be taken direct to our Resources Page

Then simply filter by product, range or resource type.



RESOURCES

*If you still can't find what you need, please get in touch.
033 012 80808 sales@careandindependence.com*

2. Support Beyond The Everyday



We provide **free product training** for professional healthcare professionals. Details of our scheduled training events are published on our website on the services/training page where online bookings can be easily made.

Additionally, we also offer bespoke training at your own premises at a time and date of your convenience, and can tailor the content as required. Please contact your Account Manager to discuss and arrange your bespoke training requirements.



Contact us to discuss any Sling Doctor need.

LOLER EXAMINATIONS

Space is provided on sling labels to note LOLER details. For a small fee, Care & Independence will undertake a LOLER examination for our customers upon request.

REPLACEMENT LABEL SERVICE

Care & Independence will replace faded labels on our sling products for a nominal fee.

OUT OF WARRANTY PRODUCT REPAIRS

Should you experience a faulty or damaged product, we may replace or repair free of charge whilst covered by the warranty or for a nominal fee if outside of the warranty period. For full details and instructions on how to arrange a repair or replacement, please refer to our Returns & Repairs Policy and Procedure.



Contact us to arrange a local School Clinic.

Our **School Clinic** service provides specialist assistance to occupational therapists working with less-abled children within an educational setting. Typically conducted over a half day, we will visit the school and undertake on-site assessments to help ensure every child has the right sling and right fit based on their individual needs.

Contact us: T. 033 012 80808 E. sales@careandindependence.com www.careandindependence.com