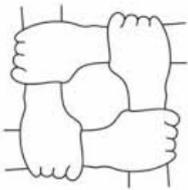


Integrated Community Equipment Loan Service (ICELS)



This easy read tells you about the Integrated Community Equipment Loan Service (ICELS).

What is ICELS?



ICELS is a partnership between Health and Social Care Services across Nottingham City and Nottinghamshire County. This means we work together.



We work with the British Red Cross to supply, deliver, service, collect and repair a range of equipment that we provide free for people to loan (borrow).



The service gives equipment on loan to people who need help in their own homes.

Equipment loans and servicing



Equipment is given free for you to borrow to help you do your day-to-day activities.



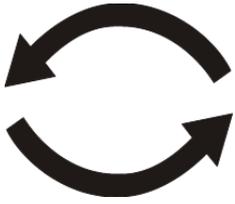
Every item has a sticker showing the item belongs to the British Red Cross.



The stickers have a contact number if you need to get in touch with the service.



When you don't need the item anymore, you must give it back to ICELS so it can be cleaned and loaned to someone else who needs it.



When an item is not safe to use anymore, it will need to be replaced.



The British Red Cross will give you advice and where possible, arrange for equipment to be replaced.

Equipment Dos and Don'ts



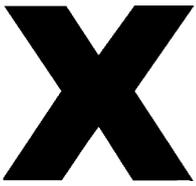
Please do:



- Look after the equipment and let us know if there are any problems with it.



- Give our equipment back to us when you don't need it anymore.



Please do not:



- Do not **modify** the equipment.
Modify means to make changes to it.



If you do this, you may have to pay for it to be fixed or replaced.



- Do not use equipment that your assessor has told you is no longer safe or suitable for you.



If you are told equipment is no longer safe for you, give the equipment back to us so we can give you a replacement that is better for you.



- Do not give the equipment to anyone else, sell it, or give it to a charity shop.



Equipment belongs to the Red Cross and must be returned.

Returning Equipment



When you don't need the equipment anymore and need to return it to the British Red Cross, please get in touch.



You can email:

customercare@redcross.org.uk



Or you can phone: 0345 1272911

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them,
including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Relay UK

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



SignVideo

Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Nottinghamshire County Council

www.nottinghamshire.gov.uk

British Red Cross

<https://www.redcross.org.uk/>

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

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