

Ross Care is your new Wheelchair Service Provider in Staffordshire and Stoke-on-Trent

Service Commences 1 October 2026



Inside:

- Your new Wheelchair Service provider, Ross Care
- About Ross Care and the service we provide
- How you can get involved and help shape your wheelchair service
- Plus more...

Ross Care is pleased to announce that we have been appointed as the new provider of the Staffordshire and Stoke-on-Trent Wheelchair Service, commissioned by NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB).

The new service by Ross Care will be commencing on **1 October. From this point AJM Healthcare will cease to provide this service.**

With over 60 years of experience, Ross Care provides high quality Wheelchair Services and NHS-approved repairs across the UK. Serving 40 regions in England and Wales, we support over 400,000 wheelchair users each year. Our dedicated team delivers a comprehensive service, from clinical assessment to wheelchair provision, maintenance and repairs.

The Staffordshire and Stoke-on-Trent Wheelchair Service will support wheelchair users across the region, providing assessment, wheelchair provision, maintenance and repair services to help individuals maintain independence and mobility.

We are committed to working closely with local partners, including healthcare professionals, community services and stakeholders, to ensure a smooth transition and the continued delivery of high quality, patient-centred care.

Ross Care looks forward to working with local communities and partners to deliver a high quality service that meets the needs of wheelchair users across Staffordshire and Stoke-on-Trent.



How to Recognise Us

The visual appearance of branded items will change. This means that items such as staff uniforms, company vehicles and documentation will now bear the Ross Care logo and colour scheme. The telephone number for the wheelchair service will remain the same, but phone lines will be answered as Ross Care.



We have also created a new website for the Staffordshire and Stoke-on-Trent Wheelchair Service, accessible at **www.staffsstokewcs.uk**

You can also visit the main Ross Care website at **www.rosscare.co.uk** for useful information such as video guides, frequently asked questions, details on providing feedback and much more.

About the Service We Provide

From 1 October, we will provide wheelchair and postural management services to eligible residents of Staffordshire and Stoke-on-Trent on behalf of the NHS.



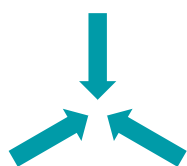
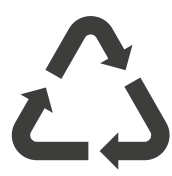
Clinical Service

Our clinical team work with you to assess your mobility, pressure, and postural support needs. We will develop a care and support plan with you, taking into account how you will use the wheelchair in your everyday life and discuss NHS options with you as well as Personal Wheelchair Budgets.



Repairs & Maintenance

We want to make sure your equipment remains in good working order. Our repair team provide a flexible repair and maintenance service to ensure your chair remains in good, safe working order. Repairs may be completed at our service centre or at your home, place of work or school.

 **Reduce.** **Reuse.** **Recycle.**

When a service user no longer requires a wheelchair that has been issued on loan from the Wheelchair Service, please let us know and one of our customer service team will be happy to arrange a collection.

Look for the equipment label*

WHEELCHAIR SUPPLIED BY:



WCMS: XXXXXXXXXX XX XX
S/N: XXXXXXXXXXXXX

When no longer required please telephone
0808 169 9633

**label design may differ*

How to Arrange a Collection

Please let us know if you have a wheelchair that is no longer required by the individual it was prescribed for. You can contact the Staffordshire and Stoke-on-Trent Wheelchair Service to arrange a collection on 01785 339 325.

If you would prefer to return wheelchairs that are no longer required yourself, you can take them to our Stafford service centre from **1 October** onwards:

Ross Care, Tollgate Drive, Tollgate Industrial Park, Beaconside, Stafford, ST16 3HS



Wheelchairs are prescribed for the individual only and should not be used by other people.

Wheelchair Referrer Training

Improve competency and confidence when completing referrals to the Wheelchair Service



Content of the courses includes:

- Eligibility criteria: Who meets our criteria and when to refer. What is our referral pathway.
- Wheelchair vs Armchair? What are the differences.
- Outcome measures: WATCH-AD form
- Buggy or Self-propelling wheelchair for paediatric service users.
- Self-Propelling wheelchair vs Attendant Propelled wheelchair.
- When to use tilt-in-space.
- Powered Pathway: Criteria and provision of a powered wheelchair.
- Home adaptations requirements for provision of a wheelchair.
- How to correctly measure an individual for a wheelchair.
- How to complete basic adjustments to a wheelchair.
- Routine vs Urgent referrals and their pathways.
- Personal Wheelchair Budget scheme and criteria.

There will also be a presentation of case studies.

For more details, please register online at:

<https://forms.cloud.microsoft/e/J5pVxDTKes>

These courses are aimed at all Therapy-based referrers, such as Occupational Therapist, Physiotherapist, Occupational Therapist Assistants, and Physiotherapy Assistants.

When:

Register your interest now to receive an invite to upcoming training sessions.

Email us to learn more and to sign up to receive details of upcoming training dates.



Where:

Staffordshire and Stoke-on-Trent Wheelchair Service, Ross Care

Ross Care, Tollgate Drive, Tollgate Industrial Park, Beaconside, Stafford, ST16 3HS

Facilitators:

Ross Care Occupational Therapists/ Physiotherapists

MEET & GREET

Service User Engagement

Events: Have Your Say

Ross Care & Staffordshire and Stoke-on-Trent Wheelchair Service would like to invite you to our future meet & greet, followed by the chance to have your say at one of our Service User Engagement Events!



Are you a wheelchair user, carer, or family of a wheelchair user and would like to get involved in shaping better services?

Come along and meet your new wheelchair service provider at our meet & greet. Refreshments will be provided and you will have the chance to chat with the team and have your say at one of our Service User Engagement Events.

Follow the link below or scan the QR code to sign up for details of upcoming events:
<https://forms.cloud.microsoft/e/gGORQTtR4r>



How To Contact us

The service will be delivered through two main clinic location in Stafford and Stoke-on-Trent.

Please note that there is a **new telephone number** for the service:

 **01785 339 325**

 **ssotwheelchairservice@rosscare.co.uk**

Getting To Us: Stafford Service Centre

Ross Care

Tollgate Drive

Tollgate Industrial Park

Beaconside

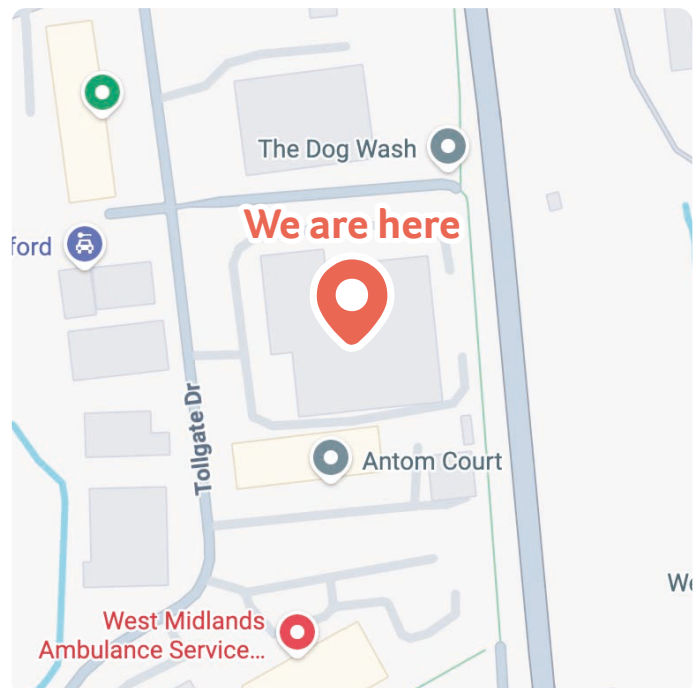
Stafford

ST16 3HS

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By Car: The service centre is approximately 6 minutes drive from junction 14 on the M6.

By Train: Stafford train station is approximately 10 minutes away by Taxi.



Stoke-on-Trent location details coming soon





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www.staffsstokewcs.uk



NHS
Staffordshire and
Stoke-on-Trent
Wheelchair Service

