

## Directory of Accredited Retail Outlets in Cumbria

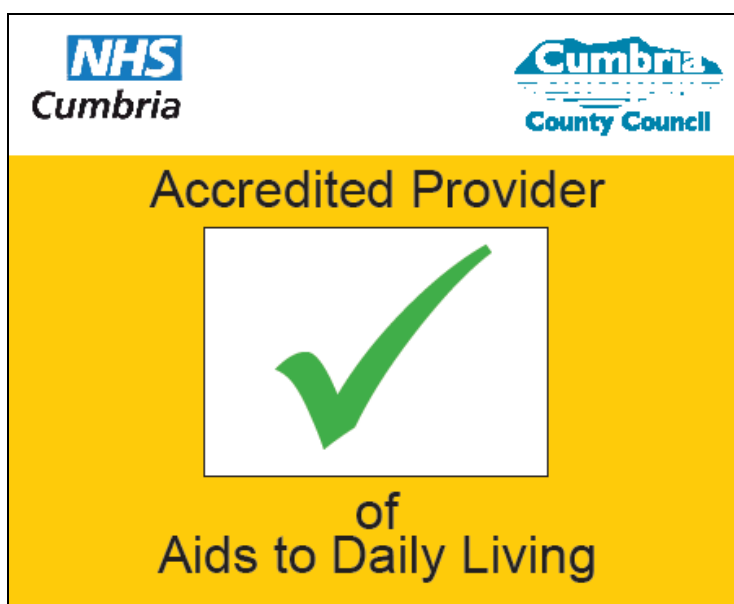
If you have been given a “prescription” for one or more simple aids to daily living, you will need to exchange it at a nationally accredited retailer. This leaflet provides a list of accredited retailers in Cumbria and further advice and guidance to help you with your equipment needs.

### Accredited Retailers

On behalf of NHS Cumbria and Cumbria County Council, the county council runs an accreditation scheme for equipment suppliers.

Accreditation means that retailers will be able to provide the equipment listed on your prescription. They will have trained staff to offer advice and demonstrate how the equipment should be set up and used.

Accredited retailers can be identified by the following logo which should be displayed in a prominent location in their shop windows:



### Choosing your retailer

The entries in this directory are listed by district council area or, in for those not in Cumbria, the nearest district area.

**For legal reasons, we cannot recommend a particular equipment supplier.**

### Ownership of Prescribed Equipment and Collection Queries

The equipment is yours and there are currently no arrangements for collection when it is no longer required. You are responsible for looking after it and are asked to dispose of it thoughtfully when you no longer need it.

## **Some hints and tips**

- If you need the item of equipment urgently, you are advised to contact the accredited retailer before planning a journey, to check its availability and make sure it is in stock.
- Some accredited retailers work out of premises which are not ideally suited to people with mobility disabilities. Where there are limits to access these are recorded in the directory listing. However, if you were to ring the retailer of your choice, they may be able to make suitable arrangements for you.
- You are not obliged to hand over the prescription in person. Someone else, such as a relative, friend or carer can exchange a prescription for you.
- Your prescription will be for a standard piece of equipment which has been assessed as being suitable for your needs. However you may wish to select a more elaborate version of the equipment specified. In this instance the supplier will credit you with the cost of the item on the prescription and you can make an additional “top up” payment to purchase your chosen equipment.
- You can exchange your prescription with any accredited retailer in the county or from any location where accredited retailers operate. Note: The National Accreditation scheme for equipment suppliers specific to England. This system does not operate in Scotland and Wales.
- Some of the equipment may be bulky, so if you or someone is collecting the item, you may wish to check with the accredited retailer in advance that it can be loaded into your vehicle.
- Accredited retailers will arrange delivery if you request it, but they will charge for this service.
- Accredited retailers will arrange fitting of the equipment if you request it, but they will charge for this service.

## **Your comments, concerns and complaints**

NHS Cumbria and Cumbria County Council cannot guarantee the level of service you will receive from the retailer. Any concerns about the equipment you have been supplied or the service you have received, should be taken up with the retailer.

If you are unhappy with the response from your retailer, please raise this with the person who gave you the prescription. If necessary they will raise the concern with the accrediting body in Cumbria.

If you don't think the equipment supplied meets your needs, you should contact the person who gave you the prescription.

## **Accredited Retailers – Allerdale**

### **Age UK Northwest Cumbria**

St Michael's Active Living Centre, Station Road, Workington CA14 2UY

Telephone: 01900 844670

Email: [Workington@ageukwestcumbria.org.uk](mailto:Workington@ageukwestcumbria.org.uk)

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### **Opening Hours**

Monday to Friday: 9.00am – 12.30pm    Saturday/Sunday: Closed

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### **Delivery**

Emergency – 24 hours

Urgent – three days

Routine – seven days

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### **Accessibility**

Outlet fully accessible.

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### **Additional Information**

Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

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### **J.W.W. Allison & Son LTD**

31 Main Street, Cockermouth CA13 9LE

Telephone: 01900 822292

Fax: 01900 823844

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### **Opening Hours**

Monday to Friday: 9.00am – 5.30pm

Saturday: 9:00am – 4.00pm

Sunday: Closed

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### **Accessibility**

Level entry to premises. Time limited free parking on the street. Variety of car parks in town.

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### **Additional information**

When we have the product on the premises we can guarantee a delivery time of no more than 48 hours and probably quicker in practice.

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## **Accredited Retailers – Allerdale (continued)**

### **JN Murray Ltd**

15-17 Station Street, Keswick CA12 5HH

Telephone: 017687 72049      Fax: 017687 74970

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### **Opening Hours**

Monday to Saturday: 9.00am – 5.30pm    Sunday: Closed

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### **Delivery**

Routine – seven days

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### **Accessibility**

Our branch is fully accessible to wheelchair users. Free on street parking is available close by.

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### **Additional Information**

We stock a wide range of products included in the Cumbria Aids to Daily Living catalogue, and our trained staff are available to help you. Any items not stocked can be obtained and we will contact you to let you know when they are available.

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### **Wigton Age UK Resource Centre**

Wigton Hospital, Cross Lane, Wigton CA7 9DD

Telephone: 016973 42279

Email: [Wigton@ageukwestcumbria.org.uk](mailto:Wigton@ageukwestcumbria.org.uk)

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### **Opening Hours**

Monday, Wednesday & Friday: 9.00am – 12.00pm

Saturday & Sunday: Closed

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### **Delivery**

Emergency – 24 hours

Urgent – three days

Routine – seven days

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### **Accessibility**

Outlet fully accessible.

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**Additional information**

Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

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**Age UK Maryport Shop**

71 Senhouse St, Maryport, CA15 6BU  
Telephone: 01900 819441

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**Opening Hours**

Monday, Wednesday & Friday: 9.30am – 3.30pm  
Saturday & Sunday: Closed

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**Delivery**

Emergency – 24 hours      Urgent – three days      Routine – seven days

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**Accessibility**

Outlet fully accessible.

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**Additional information**

Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

## **Accredited Retailers – Barrow**

### **JN Murray Ltd**

68 Dalton Road, Barrow-in-Furness LA14 1JB

Telephone: 01229 823516      Fax: 01229 813103

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### **Opening Hours**

Monday to Saturday: 9.00am – 6.00pm    Sunday: Closed

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### **JN Murray Ltd**

108 Duke Street, Barrow-in-Furness LA14 1LS

Telephone: 01229 820491      Fax: 01229 834459

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### **Opening Hours**

Monday to Saturday: 9.00am – 5.30pm    Sunday: Closed

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### **JN Murray Ltd**

10 Market Place, Ulverston LA12 7DX

Telephone: 01229 582003      Fax: 01229 582003

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### **Opening Hours**

Monday to Friday: 9.00am – 5.30pm      Saturday: 9.00 – 5.00pm

Sunday: Closed

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### **Delivery**

Routine – seven days

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### **Accessibility**

Our branches are fully accessible to wheelchair users. Free on street parking is available close by.

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### **Additional Information**

We stock a wide range of products included in the Cumbria Aids to Daily Living catalogue, and our trained staff are available to help you. Any items not stocked can be obtained and we will contact you to let you know when they are available.

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### **Accredited Retailers – Carlisle**

#### **Cumbria Mobility Limited**

25 Newtown Road, Carlisle CA2 7JA

Telephone: 01228 538383      Fax: 01228 533357

Email: cumbriamobility@aol.com

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#### **Opening Hours**

Monday to Friday: 9.00am – 5.00pm      Saturday/Sunday: Closed

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#### **Delivery**

Routine – seven days

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#### **Accessibility**

Wheelchair access to the side entrance. Local parking disc zone. Two steps to the front door.

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#### **Additional Information**

We carry in stock a wide range of both mobility and daily living aids. If we do not have the required item in stock we can obtain items within 7 days or less. If your request is urgent please telephone to check availability.

We are located opposite the Cumberland Infirmary.

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### **H Jobson & Son Pharmaceutical Chemists**

Market Place, Brampton CA8 1RW

Telephone: 016977 2501      Fax: 016977 2501

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#### **Opening Hours**

Monday, Wednesday and Friday: 9.00am – 6.00pm      Tuesday/Thursday:  
9.00am – 5.30pm      Saturday: 9.00am – 5.00pm      Sunday: Closed

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#### **Delivery**

Urgent – three days      Routine – seven days

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#### **Accessibility**

Free parking nearby. Call for staff assistance with wheelchairs. Bus Route 85 (Carlisle Newcastle) stop directly outside.

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#### **Additional information**

It is intended that a comprehensive range of living aids be held in stock. Accredited staff will provide helpful and courteous advice. Please telephone for details.

## **Accredited Retailers – Carlisle (continued)**

### **Robson Medical & Mobility**

4 Brunswick Street, Carlisle CA1 1PP

Telephone: 01228 510044      Fax: 01228 510055

Email: [enquiries@robson-medical.com](mailto:enquiries@robson-medical.com)

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### **Opening Hours**

Monday to Friday: 9.00am – 5.00pm      Saturday/Sunday: Closed

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### **Delivery**

Urgent – three days      Routine – seven days

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### **Accessibility**

Local free parking 1 or 2 hour zone areas or disabled spaces.

Access to front door, steps or disabled ramp. Purpose built doorway.

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### **Additional Information**

We carry 99% of stock items listed and also a more specialized range available. Our shop principle is a 3 day delivery or sooner. We have our own website with a vast range of products. [www.robson-medical.com](http://www.robson-medical.com). We also offer excellent product advice and support with local support and personal contacts, fast reliable supply service given through our experienced team.

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**Cumbria Centre for Independent Living**

Unit 3, St Nicholas Street, Carlisle, CA1 2EF

Telephone: 01228 594806

Fax: 01228 594806

Email: [info@cumbriacil.org.uk](mailto:info@cumbriacil.org.uk)

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**Opening Hours**

Monday to Thursday: 9.00am – 5.00pm Friday: 9.00am – 4.30pm

Saturday/ Sunday: Closed

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**Delivery**

Emergency: 24 hours (within office hours)  
(within office hours)

Urgent: Three Days

Routine: Five Days (within office hours)

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**Accessibility**

Own parking at rear of building which can be entered via Lord Street. The centre has easy access for wheelchair users and people with limited mobility.

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**Additional Information**

We stock a large range of daily living aids and offer a delivery and fitting service, if required. Our knowledgeable staff can help you with advice and demonstrate items of equipment to you. In addition, the Cumbria Centre for Independent living offers a range of services for disabled people which include direct payment support, refurbished daily living aids, IT classes, computer recycling, sales and repairs.

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## Accredited Retailers – Copeland

### Age UK Northwest Cumbria

Bradbury Centre, St Georges Road, Millom LA18 4JE  
Telephone: 01229 774573 Fax: 01229 778407  
Email: Millom@ageukwestcumbria.org.uk

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### Opening Hours

Monday to Friday: 9.00am – 4.00pm Saturday/Sunday: Closed

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### Delivery

Emergency – 24 hours Urgent – three days Routine – seven days

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### Accessibility

Outlet fully accessible.

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### Additional Information

Resource Centre located on St Georges Rd Millom. Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

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### Age UK Northwest Cumbria

Old Customs House, West Strand, Whitehaven CA28 7LR  
Telephone: 01946 66669  
Email: Whitehaven@ageukwestcumbria.org.uk

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### Opening Hours

Monday to Friday: 9.00am – 4.00pm Saturday/Sunday: Closed

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### Delivery

Emergency – 24 hours Urgent – three days Routine – seven days

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### Accessibility

Outlet fully accessible.

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### Additional Information

Resource Centre located on West Strand Whitehaven. Will stock a supply of the most popular items from community equipment catalogue. Additional items can be provided on request.

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**Seascale Pharmacy**

Gosforth Road, Seascale CA20 1PR

Telephone: 019467 28323      Fax: 019467 21449

Email: seascalepharmacyltd@yahoo.co.uk

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**Opening Hours**

Monday to Friday: 9.00am – 6.00pm      Saturday: 9.00am – 1.00pm

Sunday: Closed

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**Delivery**

Routine – seven days

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**Accessibility**

Off road parking. Wheelchair accessible.

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**Additional Information**

A wide range of items can be ordered and will be available the next working day. As we are only able to carry a limited stock, customers would be advised to phone in advance so items can be ordered prior to collection.

## Accredited Retailers – Eden

### Alston Pharmacy

Front Street, Alston CA9 3QP

Telephone: 01434 381259 Fax: 01434 381259

Email: alstonpharmacy@hotmail.co.uk

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### Opening Hours

Monday, Wednesday, Thursday, Friday: 9.00am – 5.30pm Tuesday and

Saturday: 9.00am – 12.30pm Sunday: Closed

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### Delivery

Urgent – three days

Routine – seven days

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### Accessibility

Fully accessible. 2 disabled parking spaces within 50 yards.

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### Additional Information

Closed bank Holidays.

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### Joseph Cowper Limited

49 – 50 King Street, Penrith CA11 7AY

Telephone: 01768 862063 Fax: 01768 868911

Email: jcowper.chemist@aah-n3.co.uk

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### Opening Hours

Monday to Saturday: 8.45am – 5.30pm Sunday: Closed

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### Delivery

Urgent – three days

Routine – seven days

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### Accessibility

Level access to shop suitable for all users including wheelchairs. Limited local free parking using parking disc.

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### Additional information

If we do not have the item you require in stock we can usually obtain it within 3 working days. If you require an item urgently, please ring to check on availability.

## **Accredited Retailers – South Lakes**

### **Able to Enable**

Unit 1, Lyne Riggs Estate, Lancaster Road, Carnforth LA5 9EA

Telephone: 01524 730100      Fax: 01524 730144

Email: [carnforth.sale@ableto.co.uk](mailto:carnforth.sale@ableto.co.uk)

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### **Opening Hours**

Monday to Friday: 9.00am – 5.00pm    Saturday: by appointment only

Sunday: Closed

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### **Delivery**

Urgent – three days

Routine – seven days

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### **Accessibility**

Ample parking on the flat. Free parking outside showroom. Level access for wheelchair users and toilet facilities available.

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### **Additional information**

We have an ecommerce website at [www.abletoenable.co.uk](http://www.abletoenable.co.uk) where customers can purchase products which will be despatched to their address. We hold a variety of mobility products in our showroom supplemented by a detailed catalogue of over 90 000 products that can be ordered and delivered to either the customers home or picked up from the showroom. Delivery time is 5 working days of order. Home and Demonstration visits available on request. NHS Wheelchair Voucher accredited.

## **Accredited Retailers – South Lakes (continued)**

### **South Lakes Mobility Ltd**

Unit 6, Library Road, Kendal, Cumbria, LA9 4QB  
Telephone: 01539 734600      Fax: 01539 734600  
Email: d.gibson26@hotmail.com

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### **Opening Hours**

Monday to Friday: 9.30am – 5.00pm    Saturday: 9.30- 3.30pm  
Sunday: Closed

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### **Delivery**

Urgent – three days      Routine – seven days

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### **Accessibility**

Ample parking available in car park. Posted prescriptions accepted.

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### **Additional Information**

We hold a variety of mobility products in our showroom supplemented by a detailed catalogue of over 90 000 products that can be ordered and delivered to either the customers home or picked up from the showroom. Delivery time is 5 working days of order. Home and Demonstration visits available on request. NHS Wheelchair Voucher accredited.

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**Mobility Products Ltd (Scooter Market)**  
**Station Road, Arnside, Cumbria, LA5 OHG**  
**Telephone: 01524 761656/7**  
**Fax Number : 01524 761657**  
**Email : steve@mpltd.co.uk**

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### **Opening Hours:**

Monday to Friday: 9am – 5pm    Saturday: By appointment  
Sunday: Closed

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### **Delivery**

Emergency Delivery: 24 Hours  
Urgent Delivery: 3 Days  
Routine: 7 Days

### **Accessibility**

Wheelchair Access

Parking for 3 cars on the forecourt outside the showroom.

Level access into the shop area.

### **Additional Information**

Ecommerce website at [www.mobility-shops.com](http://www.mobility-shops.com) where customers can purchase products which will be despatched to their address. Also stock a vast array of products in the showroom supplemented by a detailed catalogue with over 3000 daily living aids.

The catalogues are available free of charge to all customers.

Most products are kept in stock but if we do not have it available we will endeavour to source it within 3 days.

**Home visits and demonstrations are available on request.**

## **Accredited Retailers – South Lakes (continued)**

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### **Flookburgh Pharmacy**

1 Market Street, Flookburgh LA11 7JU

Telephone: 015395 58298

Fax: 015395 58975

Email: [flookburgh@aol.com](mailto:flookburgh@aol.com)

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### **Opening Hours**

Monday, Tuesday, Wednesday, Friday: 9.00am – 12.15pm, 1.30pm – 6.00pm

Thursday: 9.00am – 12.15pm Saturday: 9.00am – 12.15pm, 1.30pm – 5.00pm

Sunday: Closed

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### **Delivery**

Routine – seven days

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### **Accessibility**

Free parking in square in front of shop. Bell on front door.

## **Accredited Retailers – South Lakes (continued)**

### **RDK Mobility**

1 The Square, Milnthorpe LA7 7QJ

Telephone: 015395 63776      Fax: 015395 63776

Email: milnthorpe@rdkmobility.co.uk

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### **Opening Hours**

Monday to Friday: 9.00am – 5.00pm      Saturday: 9.00am – 3.00pm

Sunday: Closed

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### **Delivery**

Emergency – 24 hours

Urgent – three days

Routine – seven days

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### **Accessibility**

Free store car park – ramp access to front door – on side disabled toilet.

Monday – Friday on site café area with access ramp.

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### **Additional Information**

We carry in store more of the aids to daily living which are on the Cumbria Catalogue. We also have a range of products in different colours and styles. We can usually obtain items that we do not have in stock within 3-4 days. If your need is urgent please ring to check on availability.

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### **Staveley Pharmacy**

6 Main Street, Staveley, Kendal LA8 9LU



Telephone: 01539 821222      Fax: 01539 822388  
Email: [staveleypharmacy@numarknet.com](mailto:staveleypharmacy@numarknet.com)

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### **Opening Hours**

Monday to Friday: 9.00am – 6.00pm      Saturday: 9.00am – 12.30pm  
Sunday: Closed

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### **Delivery**

Urgent – three days      Routine – seven days

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### **Accessibility**

Free parking spaces including 'disabled' space giving easy access for wheelchair users and people with limited mobility. Please ring to arrange.

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### **Additional information**

We carry in stock the most popular Aids to Daily Living which are in the Cumbria Catalogue. We can usually obtain items that are not in stock within three days. If your need is urgent, please ring to check on availability.

### **Where can I find out more?**

For more information about the daily living equipment, please discuss this with your health or social care practitioner: district nurse or occupational therapist.

You may also find further details from:

- *'Daily living equipment services in Cumbria'* information leaflets:
  - A guide to Equipment Availability in Cumbria
  - Advice Centres
  - Occupational Therapy Assessments
- Adult Social Care offices (see contact details below)
- Website: [cumbria.gov.uk/adultsocialcare](http://cumbria.gov.uk/adultsocialcare)

You can also contact Adult Social Care, through Customer Services at the following local offices:

#### **Carlisle**

Civic Centre  
Rickergate  
Carlisle CA3 8QG  
**01228 227000**  
[carlislessd@cumbriacc.gov.uk](mailto:carlislessd@cumbriacc.gov.uk)

#### **Eden**

Friargate  
Penrith  
CA11 7NX  
**01768 812242**  
[penrithssd@cumbriacc.gov.uk](mailto:penrithssd@cumbriacc.gov.uk)

#### **Allerdale**

New Oxford Street  
Workington  
CA14 2LW

#### **Copeland**

Duke Street  
Whitehaven  
CA28 7SQ



**01900 706325**  
workingtonssd@cumbriacc.gov.uk

**01946 506352**  
whitehavenssd@cumbriacc.gov.uk

**South Lakeland**

County Offices  
Kendal  
LA9 4RQ  
**01539 713377**  
kendalssd@cumbriacc.gov.uk

**Barrow-in-Furness**

Market Street  
Barrow-in-Furness  
LA14 2LH  
**01229 407894**  
barrowssd@cumbriacc.gov.uk

For emergencies outside office hours, at the weekend or bank holidays, the Out of Hours Service can be contacted on **01228 526690**.