North Cheshire and Mersey
NHS Foundation Trust

Halton, St Helens and Warrington Wheelchair Service

FAQs

October 2026

• Home • Community • Hospital
Caring for you

Am I eligible for an NHS wheelchair?

You may be eligible for an assessment if **all** of the following apply to you:

- you are registered with a GP in Halton, St Helens or Warrington
- you have a permanent disability or health condition that is expected to last longer than 6 months
- your disability or health condition makes it difficult or unsafe for you to walk around your home
- you need to use a wheelchair for longer than 6 months
- you cannot walk safely indoors, or cannot walk at all, and need a wheelchair to move around

People who are at the end of their life may also be eligible.

Having an assessment does not guarantee that we will provide a wheelchair. A wheelchair clinician will assess your needs and discuss the most suitable equipment with you.

Read the full eligibility criteria.

When can't the service provide a wheelchair?

We do not provide wheelchairs for:

- occasional use
- outdoor use only
- short-term use
- rehabilitation only
- school, college or work use only
- sport only
- travel or transport only
- moving and handling only
- managing behaviour or restraint when someone can walk
- children who have not yet reached the expected age for walking

If you need a wheelchair for a short time, we can give you advice about other ways to borrow or hire one.

We do not provide mobility scooters or powered wheelchairs solely for outdoor use.

What if I am not eligible for an NHS wheelchair?

If you are not eligible, there are other ways you may be able to get a wheelchair. You could:

- hire one from a local mobility shop or the British Red Cross
- buy a wheelchair yourself
- contact a charity that may be able to help you borrow or buy equipment
- borrow one from a shopping centre or public venue that offers wheelchair loans, such as Shopmobility.

What equipment can the wheelchair service provide?

If you are eligible, the equipment we offer will depend on your individual needs. A wheelchair clinician will assess these with you.

We can provide:

- transit wheelchairs, which are pushed by another person
- self-propelled manual wheelchairs
- active user wheelchairs, where clinically appropriate
- powered wheelchairs for indoor and outdoor use
- specialist buggies for children who need postural support
- postural support for your wheelchair
- specialist or custom-made seating when standard seating does not meet your needs
- pressure relief cushions for your wheelchair

Read the full eligibility criteria.

What equipment doesn't the service provide?

There are some items we do not normally provide. These include:

- mobility scooters
- bikes and trikes
- bike attachments
- powered wheelchairs for outdoor use only
- power packs and power-assisted wheels
- stair climbers
- standing wheelchairs
- sports wheelchairs

- double buggies
- rain covers and sunshades

There are other types of equipment that we may not provide. Some equipment may be available if your wheelchair clinician identifies a specific clinical need.

What happens if my NHS wheelchair needs repairing?

We provide free repairs and maintenance for wheelchairs and accessories supplied by our service.

Halton and St Helens

For repairs in Halton and St Helens, contact Ross Care:

Ross Care
9–13 Westfield Road
Wallasey
CH44 7HX

Telephone: 0151 653 6000

Warrington

If you live in Warrington, our technical team provides repairs and maintenance.

If you have a problem with your wheelchair or accessories, contact:

Warrington Wheelchairs
Europa Point
Europa Boulevard
Warrington
WA5 7TY

For sat nav, use WA5 7YS.

Telephone: 01925 946080
Opening hours: 8am to 4pm, Monday to Friday, excluding bank holidays.

We aim to complete repairs within 1 working day. This will depend on the type of repair and whether the technician and parts needed are available.

Do I need to look after my NHS wheelchair?

Yes. Your wheelchair and accessories belong to the wheelchair service and are loaned to you.

Please:

- keep your wheelchair clean
- look after your wheelchair and accessories
- tell us about faults as soon as possible

You may have to pay for damage or loss caused by misuse or neglect.

Can I have a Personal Wheelchair Budget?

If you are eligible for an NHS wheelchair, you will have a Personal Wheelchair Budget.

A Personal Wheelchair Budget is an amount of money based on the cost of the NHS wheelchair that would meet your assessed needs. It can give you more choice about your wheelchair.

How can I use my Personal Wheelchair Budget?

There are 3 options:

1. **NHS wheelchair** – choose the NHS wheelchair recommended for you, at no cost to you.
2. **NHS wheelchair with a contribution** – pay towards an upgrade or extra features that are not part of your assessed needs.
3. **Third-party wheelchair** – choose a wheelchair from an independent supplier. Your budget contributes towards the cost and you pay any additional amount.

If you are eligible, we will discuss your Personal Wheelchair Budget with you as part of your assessment and support you to choose the option that works for you