

## Some frequently asked questions and answers about transporting your loved one

**Q: My loved one is upstairs in bed and is not able to walk downstairs. How will you get her down to your ambulance?**

**A:** Our vehicles are each equipped with a purpose-built carry chair: this is a narrow seat (with a seatbelt) and which is designed to be carried front and back by two people. Obviously the weight of the person to be carried is relevant and a stair-crawler chair and step-by-step descent may be more appropriate. We will discuss this with you at the time of your enquiry and also make an assessment when we arrive on site.

**Q: My loved one is elderly and suffers from dementia, so moving away from home will be especially nerve-wracking. How will you ensure that he is not unduly distraught by the whole process?**

**A:** Everyone reacts to moving in a different way, depending not just on their personal nature but also upon any illness or disability which they may be suffering. Our job is to listen, to reassure and to encourage your loved one, so that they feel relaxed and confident in our ability to help them. We won't rush them; we will always seek their consent to any suggested actions we think appropriate; we will make sure they are warm and comfortable at all times; and we will treat them with dignity and respect. Sometimes having a family member or friend accompanying them in the ambulance provides an additional level of reassurance, and you are welcome to travel with your loved one.

**Q: How much will your transport cost?**

**A:** We calculate the price of each trip based upon the time which we anticipate the journey will take (including loading and unloading and our crew's time to get to and from our base) plus the mileage. We always like to provide a written quotation so there are no surprises later. Our prices are very competitive, as we believe you will see if you to obtain other quotations for comparison.

**Q: How quickly can you arrange transport?**

**A:** As with anything, the more notice we are given, the more likely we will be to have a slot in our schedules. That said, we will always try to accommodate short-notice transport requests if we have a crew and vehicle available.

**Q: Can you take luggage and equipment such as commode or walking frame?**

**A:** Our vehicles are large enough to accept a certain amount of luggage and equipment. The constraining factors are that we must be able to secure any luggage and equipment for the journey, and these must not impede our ability to tend to our passenger(s) and to evacuate the vehicle quickly in the case of an emergency. Please ask us about anything you'd like us to transport with your loved one, and we will let you know if we think we can take it.

**Q: My loved one requires to be hoisted from the bed. Can you do this?**

**A:** There are so many different types of hoist in the market that it is impossible for us to be trained in the use of all of them. We therefore ask that someone trained in the use of your particular hoist be present to operate it, and we are happy to assist with the move under their direction.

**Q: My loved one suffers from pressure sores. What can you do to mitigate these during the journey?**

**A:** On longer journeys, pressure sores can become a serious problem. Our stretcher mattresses are designed to minimise pressure sores and we can also provide a thin air-filled topper for the mattress to reduce pressure even further. We will also stop as often as is needed to turn your loved one so as to relieve pressure on particular parts of their body.

**If you have any other questions at all, please do not hesitate to call us on 01926 403359 or email [info@phoenix-ambulance.co.uk](mailto:info@phoenix-ambulance.co.uk)**