



# Stairlift Recycling Ltd

A not-for profit company

Tel: 0800 689 1055



## Community Interest Company

A not-for profit company

serving you in the community

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## Who we are and what we do

Initially founded in 2013, Stairlift Recycling Ltd works to enhance the quality of life of disabled people, primarily by providing affordable access to life-changing stairlifts.

A brand-new stairlift typically costs thousands of pounds, yet at the end of its use, this investment is often wasted. We remove these used stairlifts and extend their lifecycle by refurbishing them before offering them to those in need at hugely reduced rates.

Our social purpose is to work in the community to promote independent living by providing vital cost-saving mobility equipment for people in later life or those living with medical conditions. Our collaborative work with other community service providers and the NHS is to reduce hospital falls admissions. We are committed to bring wider benefits to the community and to trade with a social purpose, rather than to make shareholder profits. The following is just some of the benefits we bring to the community:

- ♦ **Hugely reduced rates for community service users**
- ♦ **The lowest cost of product warranty in the UK for service users.**
- ♦ **Low-cost stairlift rental scheme for community service users.**
- ♦ **The employment of ex-servicemen and women for collections and installation of stairlifts.**

## **Working in the community**

Retaining our independence and dignity is vital to us all as we get older, and having access to affordable stairlifts can play a key role in helping people remain in their own homes if they choose to, rather than moving to alternative accommodation or residential care due to unsuitable housing. We provide an excellent package for people in palliative care, which affords the patient the choice of receiving an end of life care in the comfort and privacy of their own home. Our service goes some way to alleviate the pain and stress the family faces during a very difficult time.

One of the Stairlift Recycling Scheme's key goals has always been to reduce pressure on the NHS, in an era of declining budgets and increasing healthcare demand. To this end, we have introduced a low-cost stairlift rental option, which enables patients to be discharged from hospital with a vital part of their care package, freeing up hospital beds and staff resources.

We also create jobs for our war veterans. This initiative is in line with our employment equality policy. Getting ex-servicemen and women back into work is an essential aspect of their re-integration into society, yet many struggle to find work following their time in service. Through our close and long-standing association with SSAFA, the Armed Forces Charity, we offer veterans training and job opportunities to add to the many skills that they deployed while serving their country.

## Our ethos

Stairlift Recycling Ltd works to enhance the quality of life of disabled people. In all our dealings, our ethos is to 'do the right thing,' endeavouring to achieve the very best outcome for the person. This means looking at the individual's situation and taking the time to discuss their needs with them and their caseworker. On occasions, this has meant liaising with the caseworker to explore other options, as a stairlift may not always be the best or only option to meet their needs.

Over the past five years, Stairlift Recycling Ltd has developed and implemented several best practices aimed to provide safeguards against sharp selling in the home.

Our ex-service personnel share our ethos and continue to serve in the community after serving their country. Veterans bring a range of transferable and management skills and qualities as follows:

1. Integrity
2. Tenacity
3. Teamwork,
4. Leadership

Our staff members recognise that customer service is the bedrock of our business. We provide our customers with safe, reliable, and affordable stairlifts and through floor lift- backed up by excellent support and after-sales service.

## Product and Services

We have had an overwhelming response from people willing to donate stairlifts to the cause, with most people delighted by the prospect of their end-of-life equipment going on to help somebody else retain their independence.

The refurbishment of a donated stairlift is a painstaking process requiring great attention to detail by skilled engineers. The result is an environmentally responsible quality product tested for safety and reliability, which is affordable to the client.

In the course of refurbishment, the stairlift engineer completes a 31 step refurbishment process. Firstly, stairlifts that are reusable are stripped down and cleaned. Safety sensors, switches, and circuits are tested under load, and damaged panels, covers, and batteries replaced. Any missing parts are also replaced from our huge stock of stairlift parts. Secondly, any obsolete stairlifts are stripped for parts and saved for repairs. Thirdly, unusable stairlifts are stripped down and disposed of in an environmentally responsible manner.

The meticulous process carried out in the refurbishment of a stairlift by our ex-service personnel, and the professionalism of our service teams allows us the confidence to offer our service users the lowest warranty cover in the UK.

## **Palliative care - testimonial**

"For palliative care where speed is of the essence, Stairlift Recycling Ltd is outstanding. Speedy, Efficient, Kind, Compassionate, and offering a great service all round." HS

On both occasions, I have needed your stairlift service you have been really helpful. You understood in both instances that a very emotional and life-changing situation was affecting our family. You listened to our situation and answered my queries. Our stairs were trickier than normal, as we needed a turn at the top to go around a landing and up to three more steps – hence the reason everyone else said it would take ages to get a stairlift tailor-made. Mark, you were just so thoughtful in your approach to me, never rushed me, let me make up my mind, explained the various options available really clearly and held my hand through the whole thing. You were interested in our family and were like a friend. Thank you.

I can't recommend you more highly. The fact that you use ex-Servicemen is so commendable, and you recycle stairlifts. These two things alone are enough, but the compassion everyone from your company showed was remarkable. At a time when I was pulling out my hair, trying to spend every second with someone who is dying, you understood. I can remember saying I would have to call back with some info a few times when the nurses or carers arrived, and you completely understood without getting at all frustrated with me!

Having the option of being able to go up to her bedroom, to be in her bed, with her dressing table and her own space was the most important thing for both of us. We only had three weeks at home together before my mother died. It was a very emotional time having the lift removed. Nigel was quiet, compassionate, and kind.

## Our company - testimonials

*“ I think you would provide an excellent service whatever your company status, as you put the customer before profit. However, I think it is admirable to be a registered Community Interest Company that gives something back to the community”. **DM***

*“After much searching on the internet (and soul searching), I decided the best thing to do with my late husband’s stairlift was to try and give it to charity, especially if that charity involved ex-forces personnel. I was very happy to make contact with Stairlift Recycling, who is involved with SSAFA. They came and took away the stairlift without any hassle whatsoever, and as I understand it, it is already installed in a person’s home that needs it. I know my husband (who flew in the Fleet Air Arm during World War 2) would thoroughly approve.” **RJ***

*“The quotation for our reconditioned stairlift was very reasonable and much less than a new one of the same quality. The aftersales service is excellent. I would recommend you, most definitely.” **IM***

*“My stairlift was a lifeline; I could go upstairs to bed for the first time in three months. I was so happy that I did not have to sleep on the sofa anymore.” **JB***

## Product - testimonials

*"The stairlift that I purchased from Stairlift Recycling Ltd was excellent. It is safe, reliable, comfortable, and superb quality, plus it looks as good as new. **DM***

*"I have reviewed the Stairlift Recycling online pricing tool, and it's a clear, concise, easy to complete pricing tool that I found very helpful. The pricing tool helps the customer understand how the quote has been arrived at".*

*This transparency should go some way to eliminate mis-selling and over quoting as the customer will understand what is required for their staircase and is less likely to be fooled by anyone. **DM***

*"The quotation for our reconditioned stairlift was very reasonable and much less than a new one of the same quality. **IM***

*"The aftersales service is excellent. Any questions that I asked were answered to my satisfaction. I have every confidence that they would fix any problem should one arise". **IM***

## Ex-servicemen - testimonials

*"I met Nigel Harwood through my volunteer work with the Forces Charity SSAFA. I arranged for Stairlift Recycling Ltd to visit the home of an elderly couple who needed a stairlift fitted in their home. I found him to be very polite and helpful with advising the client on the best type of stairlift that would suit them and their home. As the work progressed Nigel kept both me and the client informed on dates for installation and was always available to answer queries. Over the years that I have dealt with this company I have had many meetings with him. He has always been courteous and knowledgeable. He has very good people skills and as we deal with a lot of Veterans from the Forces it has helped that he can relate to them. He would be an asset to any company especially if it deals with Force Veterans. He has a very good work ethic and would be able to teach new work colleagues with ease as his previous Army life skills have helped him to adapt well to the civilian workforce".* **JF. SSAFA Caseworker**

"Thank you so much for your help in organising the disposal of my stairlifts and please pass my special thanks to Nigel for his truly Herculean efforts in removing my three elderly lifts. It was a pleasure to meet Nigel, he is completely honest and trustworthy, and I would happily have gone out and left him alone in my home." **HR**