

A BASIC GUIDE FOR
BATHERS, FAMILIES AND CARERS

How to own a powered assistive bath from Abacus Healthcare

In this guide you will be able to understand how to own an Abacus bath. To begin the pathway to ownership contact our friendly customer services team on:

01527 594234

sales@abacushealthcare.co.uk

www.abacushealthcare.co.uk

CONSUMER



How to own a powered assistive bath from Abacus Healthcare

Abacus Healthcare is the trusted choice in specialist baths that help disabled bathers and their carers. Whether you are looking to bathe a disabled child or adult more easily, or an Occupational Therapist seeking the appropriate bathing solution for your client, then the proven Abacus product range will help.

The Abacus customer care team will also support you every step-of-the-way from initial assessment through to bath installation and beyond for total peace of mind.

By choosing a powered bath from Abacus Healthcare everyone can enjoy a more pleasant bathing experience, irrespective of ability. Abacus supplies quality, reliable baths with powered functionality that always meet individual needs and are backed up by outstanding service.

The Abacus range includes baths with powered hi-lo functionality, bather transfer seats and integrated platforms – all helping to maximise comfort and safety for you and the adult or child in your care. These features ensure carers can avoid muscle or back injury from manual handling of semi-ambulant bathers. With the provision of safe working heights, parents and carers can attend more fully to the needs of disabled bathers and benefit from greater engagement.

The following steps will help you own a specialist bath from Abacus Healthcare:



1. Contact us

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2. Talk to your Occupational Therapist

The starting point to owning an Abacus bath commonly involves contacting your assigned Occupational Therapist (OT).

Whether your OT is working privately or via social services, part of their role is to advise and recommend on the right equipment to help with day-to-day living. This will include guidance on home adaptations to increase accessibility including modifications to the bathroom. If a power-assisted Abacus bath is your preferred choice then this can be discussed with your OT.

If they agree that it is suitable and appropriate, they will then contact Abacus to arrange a free bath demonstration at your home.



Need help with grant applications? Search: **#BathingIsBetter**

3. Free home demonstration

Abacus has dedicated Assessors working around the UK that will come to your home and demonstrate an accessible bath. They have vast experience in assisted bathing and will always recommend the most appropriate bathing solution.

During this visit they will bring a bath for you, your bather and OT to physically test. This will ensure you have a clear understanding of how it can help and whether it is suitable. The Assessor will demonstrate all the features and benefits of the bath and explain why Abacus products deliver peace of mind. They will explain the ownership process in more detail and discuss other options and accessories such as postural supports.

If you are keen to proceed, the next stage involves Abacus drafting a quotation for supply and installation of a bath.

4. The quotation

An Abacus quotation will include information for you, your OT and the surveyor or builder who will co-ordinate the installation. It will explain in simple terms the bath specification, delivery time and warranty.

During this quotation period Abacus can also provide design recommendations for the local authority surveyor or contractor regarding layout of your bathroom. This will ensure there is appropriate room for movement of wheelchairs and hoists ie. so transfers can be performed efficiently and safely.

This quotation is then returned to your Occupational Therapist and in the case of council funded installations, they will then submit to the local authority for budget approval.

5. Funding

Supply and installation of an Abacus bath can be funded privately, via a compensation claim, charity donation or through a local authority Disabled Facilities Grant (DFG). Abacus can provide families and OTs with support and information for DFG applications.

Commonly a council may only provide funding for adapted showering or wet room conversions as these alternatives are considered as more cost effective in their opinion. However in many situations this is not the case as a powered bath can provide more long term value and delivers greater care, well-being and safety benefits.

Disabled bathers have certain legislative rights that must be upheld by local authorities when they are deciding whether a specialist bath is either a 'want' or a 'need.' Vital information to justify a specialist bath can be found on the Abacus website or by searching **#BathingIsBetter**.

If the Abacus bath is deemed 'necessary and appropriate' then DFG funding is approved and project planning goes ahead.

The grant approval process can vary in length considerably dependent on individual circumstances however most successful applications take between 6-9 months to complete.

Nevertheless the application for a grant is not always successful or may take longer than a year to be approved – in these situations Abacus can assist with speeding up the process.



www.abacushealthcare.co.uk/case-studies



6. Finalising the proposed scheme

On approval of a grant application, a Home Improvement Agency or council surveyor will draw up the bathroom scheme including the preferred Abacus bath. They will act as the co-ordinator for the project and will liaise with you, your OT, Abacus and the preferred builder so that the most suitable layout is formulated. The selected building contractor will be sourced following a tendering process and will be one of the approved suppliers to the local authority.

If you are not funding the bath via a DFG then your own choice of builder is possible. Abacus will work closely with whichever contractor is selected so that the bath installation is completed efficiently. The contractor commonly purchases an Abacus bath on your behalf and then invoices the local authority or yourself for the product after installation.

During this phase an Abacus representative will visit your home to complete a pre-install survey. This 'hands-on' approach helps to ensure everything is fitted correctly and on time. They will liaise with the contractor to check the proposed electrical and water feeds and waste points are suitable for the specified bath.

7. Bath installation

Once the plans have been approved by all parties, your contractor will start work on your new bathroom. They will arrange with Abacus for your specialist bath to be delivered at a suitable time so that fitting is hassle-free. There is normally around a 4-6 week lead time for a new Abacus bath

as it has to be manufactured to order. If a bath is needed urgently, then fast track supply is possible as Abacus baths are manufactured in the UK. In certain circumstances Abacus has been able to supply a bath in less than two weeks.

Abacus will send either one or two specialist fitters to install your bath. Fitting time may vary however a standard installation normally lasts less than a day.

If a new bath is required for a ground floor bathroom then the product can be delivered as a whole unit which speed up the fitting process. However if access is an issue or the bath is required upstairs, then the individual components can be delivered separately and then assembled onsite. The Abacus engineers will ensure the bath is fitted correctly and operating as it should be before leaving your property.

8. Training

Once your bath has been commissioned and is working effectively, an Abacus Assessor or product technician will provide you with straightforward product training. They will spend as much time as required with you, so you feel comfortable with the bath controls. All relevant instructions and warranty documents will be supplied along with contact details for the Abacus customer care team.

9. After care and servicing

Abacus will look after you and your bath for the lifetime of the product. Its customer care team is always available to answer any queries so you get the most out of your product. Each Abacus bath comes with a comprehensive 1 year warranty which can be extended up to 5 years through a package of options.

Abacus baths are renowned for their durability and reliability however if any rare issue arises, then the problem will be resolved as quickly as possible.

Abacus recommends that your bath is serviced by one of its trained engineers once a year so all electrical and moving parts continue to perform at the best of their ability. LOLER testing may also be required if you are using the bath in a care or rehabilitation centre.

10. Future proof bathing

Abacus understands that the needs of disabled bathers can change over time. This is why once you own a Gemini, Aries or Scorpio bath, Abacus can provide additional accessories or extra features so bathing continues to be as easy as possible.

By regularly attending exhibitions where Abacus demonstrates its baths, such as the Kidz to Adultz shows, you can keep up to date with the latest product developments and gain the most recent advice.



Join our discussion:
[#BathingIsBetter](#)



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