



Choosing toilet equipment and accessories

DLF Factsheet

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INTRODUCTION

Managing toileting activities is an essential daily living task that should be carried out independently whenever possible to maintain privacy and dignity. There are many issues to consider including access to toilet facilities; transferring on and off the toilet; and tending to oneself. Solutions can generally be found by altering the approaches to the required tasks; using special equipment; or if a simpler solution can not be found, altering the home environment.

This factsheet purely gives advice to help you choose toileting equipment and methods that might work for you. For up-to-date product and supplier information, contact the DLF's equipment helpline which is open Monday to Friday from 10am – 4pm, Tel: 0845 130 9177 (calls charged at local rate); or if you use a textphone 020 7432 8009.

Alternatively, write to our letter enquiry service or contact us via e mail at advice@dlf.org.uk . To help us give you a concise and informative reply, please provide much detail as possible including information on the difficulties you are experiencing and any solutions you have considered, including equipment ideas.

WHERE TO GET HELP AND ADVICE

Before making any decisions about buying equipment or making alterations to your home, you may like to seek advice from an expert.

An occupational therapist (OT) can advise on the range of solutions to consider, the equipment available and home adaptations. The OT can be contacted via your local council's social services department.

A continence adviser is a specialist nurse who can give advice and support on all aspects of the treatment and management of incontinence. These advisers see people at a clinic or sometimes at home, and can be contacted via a GP.

General information on managing incontinence is also available from the Continence Foundation (see useful addresses).

Information and advice on design issues is available from the Centre for Accessible Environments (see useful addresses). This organisation has a range of useful publications and keeps a database of architects, surveyors and similar professionals with experience of designing for disabled people.

Local Care and Repair or Staying-put schemes advise older or disabled people who own their own homes on how to modify their homes for their continued independence. Addresses of local schemes are kept by the organisation Foundations (see useful addresses).

Disabled Living Centres (DLCs) are local equipment demonstration centres where people can see and try out ranges of equipment, and receive impartial advice to help choose appropriately. DLC addresses are held by the Disabled Living Centres Council (see useful addresses), or look on its web site at www.dlcc.org.uk

SOURCES OF SUPPLY

PERMANENT LOAN

Toileting equipment is generally regarded as daily living equipment and is provided by the local community equipment services.

Provision may include:

- Raised toilet seats;
- Support rails;
- Transfer equipment such as sliding boards and hoists.

Some responsibility may also lie with the community nursing service (district nurses) who may supply commodes.

TEMPORARY LOAN

Toileting equipment is not readily available on short term loan for hygiene reasons, but local branches of the British Red Cross often run equipment loan schemes and can sometimes loan equipment such as a commode.

PRIVATE PURCHASE

There are several mail order companies supplying equipment for daily living; and also disability equipment retailers selling through high street shops. If you choose to buy equipment privately, you may prefer to buy from a company that belongs to a trade association such as the British Healthcare Trades Association (see useful addresses).

FUNDING FOR ADAPTATIONS

There are two grants available through the local council's housing/environmental health department: Home Repair Assistance and the Disabled Facilities Grant.

HOME REPAIR ASSISTANCE

This grant is to help pay for small works and minor adaptations.

DISABLED FACILITIES GRANT

This grant is to help pay for more major projects such as providing additional toilet facilities or improving facilities already in place. It is a means-tested grant so the

amount of financial help you receive will depend on your household income. You will also require an assessment to confirm that the work you require the grant for is necessary and appropriate.

If you are considering applying for a grant, it is usually best to first contact the occupational therapist at your local social services department so that your needs can be assessed, although it is usually the housing department that processes applications and administers the grant. Your application for grant assistance will not be considered if you have already started the adaptation work.

Local authorities have, since July 2002, the power to assist with housing repairs and adaptations by offering loans as well as or instead of a grant. Local housing authorities are required to publish their policy on housing assistance.

WC DESIGN AND LAYOUT

'The Building Regulations 1991, access and facilities for disabled people, approved document M, 2004 Edition' and 'BS 8300:2001 Design of buildings and their approaches to meet the needs of disabled people - Code of Practice' gives information on the suggested layouts for a WC compartment accessed by ambulant disabled people and wheelchair users. To make compliance with these regulations easier, some companies supply equipment packages comprising WC, wash basin and rails.

Accessible public toilets are designed to the above mentioned specifications, and might also be fitted with a special lock to give access only to disabled people. Keys are available from local councils, or from the organisation RADAR (see useful addresses) for a small charge. RADAR also holds a list of the public WCs that belong to this National Key Scheme.

In someone's own home existing facilities need to be maximised, Modifications are made to cater for the needs of usually just one disabled person. Although the needs of other people living in the home must be considered as they too will need to use the WC facilities, the position of handrails and the height of the WC seat can be determined by carrying out an individual assessment of the disabled person's needs.

SAFETY

Safety is a major consideration. Basic advice includes:

- Give yourself enough time to avoid rushing;
- Ensure that lighting is adequate;
- Avoid having a toilet pedestal mat as it can cause people to trip;
- Don't use fixtures to hold on to (e.g. a toilet roll holder or wash basin). Fit grab rails instead;
- Keep everything you need within reach;

- Don't lock the door if you may need assistance; or use a lock that can be opened from the outside with a coin or screwdriver;
- An outward opening door provides better access in a emergency – if you fall behind the door, for example.

It may be prudent to fit an alarm to make it easier to summon help in an emergency. It is also essential that any specialist equipment is checked routinely for signs of wear and tear, and that fittings are tightened.

GENERIC DIFFICULTIES AND SOLUTIONS

FOR PEOPLE WITH WALKING DIFFICULTIES

- Do not leave getting to the toilet to the last minute. Try to anticipate when you might need to go, for example when you wake up or after lunch;
- Consider having facilities downstairs where they are more easily accessible during the day;
- Make sure your route through to the WC is kept clear of obstructions;
- If you use equipment to assist your walking, can it be used easily and safely in the confined space of a WC? Consider fixing hand rails or grab rails.

FOR PEOPLE WITH DIFFICULTY SITTING DOWN AND STANDING UP

- Check that the height of the WC is appropriate to your needs;
- Use a raised WC seat or frame;
- Attach grab rails to adjacent walls.

FOR PEOPLE WHO USE A WHEELCHAIR

- Consider how you can maintain your independence, for example by installing equipment to help with transfers on and off the WC; by positioning grab rails in strategic places; by using a sanichair;
- Does your wheelchair have features to help with transfers, for example, removable or flip-up armrests and footrests?
- Is the height of your WC the same as the seat height of your wheelchair?

FOR PEOPLE RESTRICTED IN HAND/ARM FUNCTION

- Choose clothing that can be handled/adjusted easily, for example Velcro fastenings;
- Use a bottom wiper or bidet to clean yourself;
- Look at alternative flush controls.

FOR PEOPLE WITH POOR SITTING BALANCE

- Check the height of your WC and make sure your feet are flat on the floor;
- Look at equipment that provides additional support, for example WC backrests, gated grab rail systems and over toilet chairs.

FOR PEOPLE WHO HAVE URGENCY

- Consult your GP - urgency can be caused by a medical problem such as a urinary tract infection;
- Try to anticipate when you may need to go, for example when you wake up or after lunch;
- Consider having facilities downstairs where they are more easily accessible during the day;
- Choose clothing that can be handled/adjusted more easily;
- Seek advice from a continence nurse or a specialist organisation such as the Continence Foundation.

FOR PEOPLE WHO HAVE FREQUENCY

- Consult your GP - there may be a medical reason such as an infection or the medication you are taking that is

causing your frequency;

- You may have developed a habit of frequently emptying your bladder. Retraining the bladder and tightening your pelvic floor muscles may help. Seek advice from a continence nurse or a specialist organisation such as the Continence Foundation;
- Consider having facilities downstairs where they can be more easily accessed.

EQUIPMENT TO HELP GETTING UP FROM AND DOWN TO THE TOILET

Difficulty getting on and off the toilet is often a problem associated with arthritis and stiffness in the joints. It can be made easier by:

PROVIDING GRAB RAILS

Rails can be used to push up from or to pull yourself up with. They are generally fixed to the wall alongside the WC, but if this is not structurally possible, then a rail that extends from the wall behind the toilet could be used.

As a general rule, if a rail is required to push up from, it should be positioned mid way between the back wall and the front of the toilet bowl at approximately waist level and extending forwards away from the user. If someone has weak or stiff wrists, he/she may prefer to rest the forearm along the rail and push up from this position. If this is the case, a slight deviation of the rail from the

horizontal may support the forearm better.

If a rail is used to pull up with, it is generally fitted level with the front toilet pan, at approximately waist height and at an angle running forwards and upwards away from the user. Sometimes, a horizontal rail followed by a vertical rail (or a right angled rail) might be preferred to provide two handhold levels.

You must check the distance between the WC pan and the wall. If the user has to lean sideways to reach the rail, it will not provide sufficient support and a fold-down rail fitted to the back wall or a toilet surround frame may be more appropriate.

Toilet surround frames are metal frames that are often height adjustable to suit the user's requirements. They surround the toilet and provide a hand hold either side of the user to push up from. They can be floor-fixed to provide more stability.

PROVIDING A HIGHER SITTING POSITION

This can be done by:

- Permanently raising the height of the WC by inserting a plinth between the floor and the toilet pedestal;
- Using a raised toilet seat;
- Using a raised toilet seat frame;
- Installing a high seat WC;
- Installing an adjustable height WC.

WC plinths

These are usually made of fibreglass or clay and can be shaped and coloured to match your existing toilet pedestal.

Raised toilet seats

A raised toilet seat usually replaces the existing toilet seat and provides a raise of 5cm, 10cm or 15cm depending on the model. The seat either clamps onto the toilet bowl or is fitted using the standard toilet seat fixings. Less flexion is required in the hips and knees if a higher seat is used, making it easier to sit down and stand up. A seat that is too high, however, can leave a person feeling unsupported. Ideally, feet should be flat on the floor to give stability.

Raised toilet seat frame

These are toilet seats attached to a metal frame that surrounds the toilet and their height can usually be adjusted to set the seat at the height required for individual use. The frames can either be freestanding or fixed to the floor. They have the added advantage that they provide a hand-hold either side, but they are more obtrusive.

High seat WCs

These provide a higher sitting position and may assist people who have difficulty bending at the hips. However, they also present problems for people who use a wheelchair since the difference in transfer height may be too great.

Adjustable height WCs

These are replacement toilets that are usually mounted on wall fixings that allow the toilet to be adjusted up and down, powered via a low voltage electrical supply or water pressure.

PROVIDING ADDITIONAL HELP to STAND UP

If the user is unable to stand independently using rails and/or raising the seat height of the WC, then the following might provide a solution:

- A mechanical self-lift seat. These are spring assisted to tilt the user forwards. To work effectively they must be adjusted to the weight of the user. Users must have enough strength in their arms to lift their bottom slightly to trigger the mechanism, and enough strength in their legs to rise with the seat and support their body weight.
- A powered self-lift seat helps a person to stand by rising and tilting forwards.
- An adjustable height WC can be raised up to enable the user to shuffle forwards onto straight legs.

EQUIPMENT TO IMPROVE STABILITY

If users have poor balance then it is essential that they are able to place their feet flat on the floor to give themselves a solid base. The style of seat can also help.

- A dish-shaped seat is shaped to accommodate the buttocks and tapers down towards the aperture;
- A contoured seat is shaped to support the buttocks but is also raised slightly at the centre front to help keep the legs apart and to provide better support for the thighs;
- Padded seats can provide a degree of compression under the heavier areas such as the buttocks, providing support in a similar way to a dish-shaped seat.

Back supports

A standard toilet does not provide any back support. Therefore, if the user leans backwards, he/she will be more inclined to slip forwards on the seat. A simple back support pad fitted onto a horizontal rail on the wall behind the toilet, positioned at waist level can help to maintain an upright position.

Backrests

A full length backrest fitted with a harness can provide support for someone with insufficient muscle tone to maintain an upright position independently.

Rail systems

Rails either side of the user, provided by a toilet surround frame or by wall-fixed rails will provide handholds to help him/her to stabilise the trunk. If rails are required at

both sides, a fold down rail fixed to the back wall can be swung clear to provide better access when transferring. Some systems have the addition of front rails (gated rails) that fold down in front of the user once he/she is positioned on the toilet.

Over-toilet chairs/sanichairs

These chairs are either free standing or mobile and are placed over the toilet. They have two advantages: they provide better sitting support and they avoid the need to make awkward transfers within the confined space of a WC compartment/bathroom.

Multi-function chairs, often called sanichairs, can be used over the toilet, in the shower and as a commode. These chairs are mobile and can be attendant or self propelled.

Toilet chairs can support the weight of a heavier user whereas a ceramic WC may not.

INDEPENDENT WHEELCHAIR TRANSFERS

Transferring on and off the toilet from a wheelchair is made easier if the seat heights of the wheelchair and the toilet are comparable. Different techniques may be employed:

- Front transfer - users positions their wheelchair facing the WC and slide forwards to straddle the WC bowl, facing the cistern;

- Front-pivot transfer - users face the WC with their feet on the floor. They then pull themselves up and pivot 180 degrees to sit on the toilet in the conventional way;
- Side transfer - users position their wheelchair alongside the WC, remove the armrest and slide themselves across.

The strategic placing of grab rails can help to provide a secure handhold to pull up or slide across with during these transfers. In addition, the following may help:

Transfer boards

These are smooth surfaced solid boards, tapered at either end to assist sideways transfers by bridging the gap between the wheelchair seat and the toilet seat.

Turning discs

These comprise two circular discs that rotate one against another. They can be used to place the feet on when doing pivoting transfers.

If further assistance and/or support is needed, then it may be necessary to use a mobile over-toilet chair or an overhead hoist.

Mobile over-toilet chair

Self-propelled over-toilet chairs enable the wheelchair user to transfer themselves into the chair from, for example, the bed, propel themselves into the bathroom/WC and manoeuvre themselves over the toilet. Features such as removable or fold-up

armrests, retractable or flip-up footrests can make transferring on and off the chair easier.

Multi-function chairs/sanichairs can also be used and have the advantage that they can be used as a commode and shower chair, making for a less cluttered environment.

Overhead hoist

These hoists run on overhead tracking, usually attached to the ceiling, but sometimes on a freestanding gantry. They are electrically powered and can be operated by the hoist user to lift, lower and track sideways. Used with a divided leg sling that can be put into place whilst seated in a wheelchair. An overhead hoist can be operated by the user without help from a carer.

Tracking can be straight, jointed, curved, and run from room-to-room as required. However, structural alterations such as strengthening the ceiling, or adapting the top of the door frame, may need to be made.

EQUIPMENT TO HELP WITH ASSISTED TRANSFERS

Small transfer equipment such as the sliding boards and turning discs can be used to help a carer assist with transfers. However, it is imperative that carers position themselves correctly when assisting with transfers to minimise back strain. Reach and grip may be improved by using a handling belt. A handling belt is worn by the person

being transferred and is basically a belt with handholds. Manual lifting should be avoided, so if the carer finds that he/she is supporting the person's body weight at any time during the manoeuvre then an alternative solution to transferring should be sought.

Attendant propelled over-toilet chairs/sanichairs

These are mobile chairs that can be wheeled by the carer and positioned over the toilet. The user can be transferred into the chair in the bedroom directly from bed where there is more space and scope to transfer.

Mobile hoists

Mobile hoists eliminate the need for lifting. They basically comprise a wheeled chassis; a boom that is raised to lift the user up and lowered to position him/her on the toilet. In the domestic environment, however, there may be insufficient space to use a hoist for direct toilet transfers. It may be necessary to use the hoist in the bedroom where space is less restricted, and transfer onto a mobile over-toilet chair.

There are three styles of mobile hoist: Sling hoists have a spreader bar to which slings are attached. For toileting purposes, since it is essential that the user's bottom is kept clear of the slings, slings with an aperture or a toileting (divided leg) sling should be used.

Standing or toileting hoists have a specially designed sling arrangement that enables the user to be lifted in a semi-standing position.

To use this style of hoist safely, the person being lifted must place his/her feet on a footboard, be able to partially weight bear through the legs and have reasonable muscle tone around the shoulder girdle as the lifting sling is positioned halfway down the back, under the arms. The advantage of these hoists is that they make it easy to adjust trousers, skirts and underwear.

Seat hoists have an aperture seat instead of slings, so the user is transferred in a sitting position. Some may have the option of a commode pan. The hoist lifting mechanism is either operated manually using a winding handle or hydraulic pump or it is battery powered.

Overhead hoists attach to overhead tracking and can be used for independent transfers (see above), but may also be used for assisted transfers if a mobile hoist is not practical.

EQUIPMENT TO HELP WITH PERSONAL CLEANING

Wherever possible, personal cleansing should be an independent task. Positioning of the toilet roll holder where it can be reached without over-stretching is essential. For people who have the use of one hand only, a dispenser that takes packs of separate leaf paper, or a toilet roll lock to allow sheets to be torn off will help.

Bottom wipers

These are long handled devices designed to assist people with limited reach.

Portable bidet bowls

These are moulded plastic bowls that fit over the WC seat. They have a dish at the front to hold soap and a plug hole or pouring lip at the back to empty the used water into the toilet pan.

Add-on bidet

Add-on bidets are used with an existing WC bowl. They are electrically powered and provide a jet of warm water to clean and warm air to dry the area afterwards. Permission is required from the local water authority before an add-on-bidet is installed.

Combined WC/bidets

These replace the existing toilet and combine the features of a standard WC with that of an automatic bidet providing a warm water douche and a stream of warm air for drying.

It may be necessary to ensure hand washing facilities can be accessed from the toilet to enable people who have difficulty standing to rinse their hands after using the WC are available for a commode seat. These cushions are designed primarily for comfort rather than pressure relief.

FLUSH CONTROLS

Someone who has weakness or stiffness in their wrists or hands may find a lever flush difficult to manage. To make flushing the WC easier, a lever that has a wider, flatter area to accommodate the palm of the hand can be fitted. High level cisterns have a pull chain. Replacing the handle with a large ring will make grasping the handle easier. If a hand operated flush is too difficult to use, alternative controls can be operated by touch sensitive or foot operated switches.

IMPROVING COMFORT

Someone who is frail or very thin, or who needs to sit on the WC for a while may need a more comfortable seat to sit on. Padded WC seats that replace the existing seat, either standard height or as a raised WC seat are available.

Another option is to use a toilet seat cushion. These might be air inflated, or made of foam or polyester fibre covered in a wipe-clean material. Similar cushions

PROVIDING ALTERNATIVE FACILITIES

Sometimes, it is not possible to access existing facilities. For example, managing stairs might be too difficult or unsafe, or the circulation space may be too tight. If managing stairs is the problem, look at DLF's fact sheet 'Choosing equipment to get up and down stairs'. Circulation space within a room can sometimes be improved by

changing an inward opening door to an outward opening one.

PORTABLE RECEPTACLES

Bedpans

Bedpans are more commonly used by people who are being nursed in bed and who cannot, or should not for medical reasons, be moved out of bed. Bedpans can be fairly easily ordered through local pharmacies. Lifting the buttocks free of the mattress can sometimes be a problem and lifting blocks or an overhead lift pole can be of help, see DLF fact sheet 'Choosing a bed and bed accessories'.

Urinals

A portable urinal is a simple way of providing people who have mobility difficulties with a way to empty their bladder. Styles are available for both men and women. Women in particular have to shuffle forwards on their seat so that the head of the urinal can be held close to the body. Clothing styles may influence the ease with which a portable urinal can be used. Men's trousers with a low opening fly can help when using a bottle; loose fitting knickers such as Cami-knickers that can be pushed to one side may help women. For clothing ideas, refer to DLF factsheet 'Clothing for continence and incontinence'.

Some urinals are designed specifically for travellers and can be sealed, thrown away or contain crystals that absorb urine forming a gel.

COMMODOES

One of the easiest ways of providing alternative facilities is to use a commode. A huge range of different styles is available. Features that you may need to consider are:

- Wood or metal frame;
- Fixed or adjustable height;
- Freestanding, mobile or bed-attached;
- Standard or chemical;
- Armrest style;
- Style of seat.

The height of wooden commodes tend to be fixed and they may fit in better within the home environment, looking more like a standard chair or disguised as an armchair. The height of metal commodes can be fixed or adjustable; they can be static or mobile and tend to be easier to wipe down.

Mobile commodes make it easier to position the commode close to the user for transfers. They can also be used as a transfer chair and some can be positioned over the WC with the commode pan removed.

Bed attached commodes can be useful for transferring from bed to the commode. These commodes have adjustable height legs on one side and extension arms on the other side which fit under the mattress to stabilise the commode.

Commodoes are used with a plastic commode pan that must be emptied at regular intervals. The commode pan is removed either by lifting it out from the top or by sliding it out from underneath. An overfull pan can be difficult to remove without spillage. If the commode is to be positioned against a wall it would be wise to choose one that does not have a pan that slides out from the back of the seat.

If there is nobody to carry out the emptying task, then a chemical commode might provide a solution because it needs emptying less frequently. The commode pan is deeper and contains liquid disinfectant to help neutralise odours and kill bacteria. The larger capacity will mean that the pan is heavier and more difficult to manage. An emptying service may be provided by your local health service.

Seat height and style is important. Ideally, users should sit with their feet flat on the floor so that they are stable. A larger person might be more comfortable sitting on a seat that is square with a central aperture rather than a WC-style seat. If sitting balance is poor, a more specialised commode that has a higher backrest and positioning supports may be needed.

Some commodes can have armrests that can be removed, dropped down or flipped up to make a sideways transfer possible.

ALTERNATIVE TOILETS

Portable toilets

This style of toilet is commonly seen in boats and caravans. They have a reservoir of water to flush the WC, and a lower chamber containing neutralising chemicals into which the waste is directed when flushed. They may be too low to sit down on if used on their own, but they can be supplied with a frame that includes a platform on which to place the toilet and support rails either side. Their advantage over chemical commodes is that the waste is shut off within the lower compartment. The waste compartment needs to be emptied at regular intervals.

Macerating toilets

Macerating toilets are useful in situations where permanent plumbed-in facilities are required but, due to space restrictions or the distance of the stack pipe, a conventional toilet can not be installed. These toilets incorporate a macerator that pulps the solid waste to make it small enough to pass through small bore piping that will eventually link up with the main stack.

SHOWERLOOS

These are shower cubicles that have a toilet included within the unit and provide a good way of providing both washing and toileting facilities if space is limited. The person may sit on the WC to shower or, as it has a ramped or level access, use an over toilet chair/sanichair for the two functions. Some

units also include a wash basin. Showerloos are useful for people who cannot access the bathroom as the toilet can function using a macerating unit so that the cubicle can be sited virtually anywhere in the home.

OUT AND ABOUT

Anxiety about access to the WC and managing activities associated with toileting when out and about can spoil a person's enjoyment. With the requirements of the Disability Discrimination Act we should see an improvement in access to public facilities, including better WC facilities for people with mobility disabilities.

Remember drinking is important to maintain fluid balance in the body and to regulate body temperature. It can be dangerous to avoid drinking purely because of anxieties about managing the toilet.

Planning before a journey or trip out can help, for example:

- use the toilet at home before setting off on a journey;
- Think about the journey time and whether you will need to plan stops;
- Wear clothing that is easy to manage;
- Phone ahead to find out about facilities;
- Buy a RADAR key (available from RADAR or from local councils);

- Use directories such as the *RADAR national key scheme guide* and the *ITAAL directory of accessible loos in England* to locate facilities;
- Carry a portable urinal with you for emergencies.

USEFUL ORGANISATIONS

Centre for Accessible Environments (CAE)
 70 South Lambeth Road
 London SW8 1RL
 Tel: 020 7840 0125
 Fax: 020 7840 5811
 Textphone: 020 7840 0125
 email: info@cae.org.uk
 website: www.cae.org.uk

Continence Foundation
 307 Hatton Square
 16 Baldwin Gardens
 London EC1N 7RJ
 Tel: 020 7404 6875
 Fax: 020 7404 6875
 Textphone: 020 7831 9831 Helpline: 0845
 345 0165
 Email: continence-help@dial.pipex.com
 Website: www.continence-foundation.org.uk

ASSIST UK (formerly DLCC)
 Redbank House
 4 St Chad's Street
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 Manchester M8 8QA
 Tel: 0870 770 2866
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 Email: general.info@assist-uk.org
 Website: www.assist-uk.org

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 Fax: 01457 869361
 Email: foundations@cel.co.uk
 Website: www.foundations.uk.com

ITAAL c/o AMCO House
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 Denby Dale Road
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 WF4 3QZ
 Website: equalability.com

Royal Association for Disability and
 Rehabilitation (RADAR)
 12 City Forum
 250 City Road
 London EC1V 8AF
 Tel: 020 7250 3222
 Fax: 020 7250 0212
 Textphone: 020 7250 4119
 Email: radar@radar.org.uk
 Website: www.radar.org.uk



DLF online

The majority of DLF's advice is now online. If you would like advice and support to get online or information on local courses about getting online please visit one of the following websites.

Age UK

<http://www.ageuk.org.uk/work-and-learning/technology-and-internet/>

Call **0800 169 8787**

BBC Webwise

<http://www.bbc.co.uk/webwise/>

Call **08000 150 950**

Digital Unite

<http://learning.digitalunite.com/category/using-the-internet/>

Call **0800 228 9272** Or you can write to them

Digital Unite Limited, Unit 2B Poles Copse, Poles Lane, Otterbourne, Winchester, SO21 2DZ

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UK online centres, The Quadrant, 99 Parkway Avenue, Parkway Business Park, Sheffield, S9 4WG

UK Online Centre

<http://www.ukonlinecentres.com/>

