

# Get wise to buying a stairlift



A guide to help you make the right decision

There are currently over 23 million households in the UK, many in buildings more than fifty years old and most of which contain steps. This isn't a problem when you have no difficulty climbing stairs, but if – for whatever reason – even a couple of steps becomes a major barrier or physical hazard, your own home can suddenly quite seriously disable you.

When this happens, you are left with four choices: do nothing, all too quickly losing the ability to live independently in your own home; you can re-organise the house in order to live and sleep downstairs; you can move to a bungalow or ground floor flat; or you can install some form of domestic lift. This last option is likely to be the least distressing, the most practical, and financially prudent means of ensuring you retain as much independence as possible.

## Choosing your stairlift

### Who to turn to?

When installing a domestic lift, your first move should be to get an independent assessment of your daily living needs. Occupational Therapists (OTs) are trained professionals who work for local social services or social work departments and they can offer independent advice not only on potential access solutions, but also on the variety of grants and funding options which may be available to help with the cost. This discussion will help you to decide how best to solve your problems and you'll be in a much better position to get the support and facilities you need.

### Access options

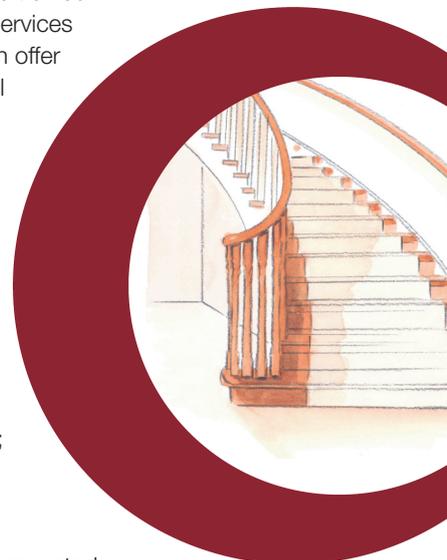
Domestic lifts come in a variety of forms; your final choice ultimately depends on your own particular needs and situation.

Fixed stairlifts are powered mechanisms mounted on stair-fixed tracks, which follow the line of the stairwell (so can be either "straight" or "curved"). A majority of these are used by people who can walk, but find stairs a problem; the user is normally seated during transfer, although some models allow you to perch or stand, which might be preferable if you have difficulty bending your knees.

There are also fixed stairlifts with a wheelchair platform, but although the platform usually folds up against the wall, they do take up a lot of room and many domestic stairwells may not be broad enough.

Vertical, or through-the-floor lifts, are ideal for wheelchair users but do involve major structural alterations and cost more than stairlifts.

Short rise lifts are ideal for coping with small changes in floor level – at a front step or in a split-level hallway – where there is insufficient space to put a ramp. Some structural work may be required to ensure that the main mechanism is sunk below ground level.



### Making your choice



The value of a professional assessment by a local OT cannot be over-emphasised, as there are lots of questions that need to be answered before you can proceed. If you opt for a stairlift, will you prefer to sit (the most common option), perch or stand (if you can't bend your knees)? Do you need lift-up armrests and a swivel seat to ease access? To what extent will the width and height of your stairs dictate the range of equipment you can install? Do you find it easier to use joysticks and toggle controls as opposed to buttons and switches?

### Further points to ponder

If the physical condition of the user could deteriorate, it may be wiser to consider installing a through-the-floor lift so that, in the future, it can accommodate a wheelchair.

You need to take into consideration the home environment, not just in relation to the physical things like doors, bulkheads and radiators, but also family members, pets and visitors.

Make sure a stairlift covers the whole length of the staircase if you're buying second-hand; one that covers eleven stairs in one house might only cover ten in yours.

Check whether the company you're dealing with is a member of the BHTA – all BHTA members commit to a Code of Practice, overseen by the Chartered Trading Standards Institute. The Code covers not just the quality of the stairlift, but the service the company offers.

### What to look for?

Choosing the right stairlift will make a great deal of difference to your comfort and confidence in using it. There are various aspects to consider and products designed to suit different needs.

### Your house

Stairlifts can be fitted to most properties, but you will have less choice if you have a curved, spiral or unusually shaped staircase.

### The shape of your stairs

#### Straight stairs

All manufacturers make lifts for straight stairs so there are many models to choose from.

#### Stairways which turn at the top for a few steps

You might feel able to get off the lift and walk up the last few steps, but you need to decide if you are likely to be able to go on doing this.

#### Curved stairs

There are fewer models to choose from and they are more expensive.

#### The size of your stairs

Generally stairlifts need an angle between 30 and 55 degrees. Stairs usually need to be at least 75cm (30 inches) wide for a lift with a seat. You always have to think about how much room you need for your knees or feet.

Perching and standing lifts can be installed on narrower stairs, and mean there is no danger of bumping your knees or feet. But if you are going to stand, check you have enough headroom all the way up. Narrower stairways may mean the lift gets in the way of the other household members using the stairs. Few staircases are wide enough to allow someone to walk alongside you. If you need someone to do this, compare the "width in use" measurements with the width of your stairs to see how much room would be left.

#### Doorways

If there is a door close to the top or bottom of the stairs, or on a landing part of the way up, the stairlift will have to travel across it. To avoid everyone using the door stepping over the rail and the danger of tripping and even falling down the stairs, most lifts have folding rails as an option, which lift up out of the way.

#### The top of your stairs

In most houses there is enough space at the top and bottom of the stairs for getting on and off the lift comfortably. In some houses you have to be careful not to bang your knees on radiators or other obstructions. You can park the lift at the top or the bottom because you can send it back up or down the stairs once you have got off.

### **You**

If you use a wheelchair you need to be able to transfer on and off a stairlift seat and to sit in it safely. If you cannot transfer you will need to think about a stairlift with a wheelchair platform or a vertical lift.

### **Comfort**

Stairlifts need to be comfortable to sit on. All the models come with a safety belt. If you have stiff limbs or difficulty bending your knees, it may be easier to choose a lift with a platform you stand on or a perching stairlift, which has a small, high seat or ledge to give support during travel.

### **Folding the stairlift**

If other people use the stairs and you have a narrow hall and landing, you will probably need to fold the lift up when you are not using it. Some lifts fold more than others. The armrests and footrests fold on all models with seats. The seats fold too on most models, although on some only the front section of the seat flips up. On lifts with a standing platform, the platform folds up.

### **Getting on and off**

How easy it will be to get on and off a stairlift is affected by the height of the seat or standing platform and the amount of space around it in your hall and landing, so you need to choose carefully. As a guide, your minimum seat height should be the distance from the crease at the back of your knee to the floor. Some models have adjustable seat heights.

### **Armrests**

All stairlifts with a seat have at least one armrest. All armrests lift up. If you need an armrest to push up on, choose a lift with two rather than one. They can be raised separately – so that you can lift the nearest one and push on the other. This is particularly helpful if you are transferring across from a wheelchair.

### **Swivel seats**

Swivel seats help, because you can swing round to face away from the stairs and towards the landing. The swivel is operated by levers which are usually on the side and just below the seat cushion. The size and shape of these varies.

### **Controls**

Stairlifts usually have two controls – one to switch the power on and off, and one to make the lift move up or down. Most up/down controls are either operated by a joystick or pushbutton. A few models have a switch. Some brands give you a choice.

On stairlifts with seats the controls are usually on the armrest – either on the top or on the end; you can choose but make sure that it is not where you might accidentally switch it on when you are getting on or off the stairlift. This can be a problem if your hand slips easily or if you make involuntary movements. On standing and perching lifts, the controls are on the guard rail or on the seat's edge – you can reach them when the seat is folded up. You do have to keep pressing down the up/down control while the lift is moving – if you don't it will stop.

All lifts are supplied with wall mounted call and send switches at the top and bottom of the stairs. Hand-held call and send switches can be bought with some lifts.

### **Safety belts**

All the stairlifts with a seat are supplied with a seat belt, usually a lap strap or one with a diagonal chest strap as well. Some are retractable. Most manufacturers also offer a harness option.

### **Installation**

The lift can be installed quickly if you are buying directly, using your own money. But it can take several months if you are waiting for a grant. Installation itself is usually done in a day. You might not be able to use the stairs while the work is being done.

### **What is involved?**

If you buy a stairlift direct, the manufacturer or distributor will deliver and install it. This will include all electrical work and the removal of any obstructions on the stairway, such as a banister. Ask the installer what alterations will be needed, and who will be responsible for them, including any making good.

### **Neat fitting**

The running rail for most stairlifts is fitted directly on to the stair treads, so holes have to be made through the carpets. Decorations are affected where the controls are fitted to the walls.

### Getting it right

The installer will show you how to operate the stairlift and make sure that you can manage it and that you are comfortable on it. He should make any necessary adjustments. Make sure that your feet fit on to the footrest and that it is a comfortable distance from the seat. This is very important if you have a perching lift.

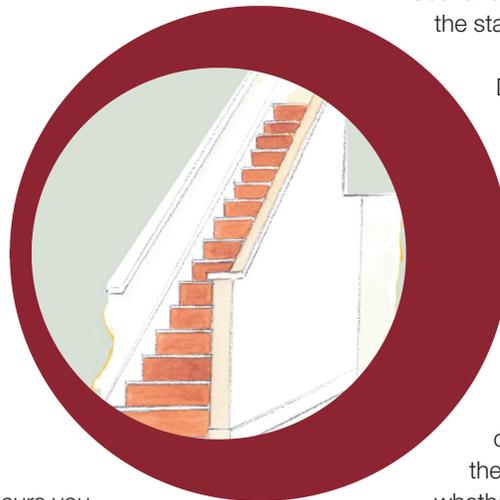
You should be given written instructions, and a telephone number to use if you have any queries or problems. It's a good idea to stick the number on the lift.

### Safety

Any stairlift should meet European Standard BS EN 80-41 as well as the relevant European CE marking. Through-the-floor lifts should meet British Standard BS5900, which covers the installation and the use of powered home lifts.

European Standard BS EN 80-41 requires a number of safety features:

- Delay mechanism: After you push the start control, the lift waits a few seconds before mounting, to make sure you are ready.
- Overspeed governor: Stops the lift going too fast (not more than one metre every second).
- Obstruction sensor: Automatically stops the lift if it touches any obstruction on the stairs.
- Lockable On/Off switch; This is particularly useful if children are around.
- Flame retardant fabric: All the stairlifts with upholstered seats have flame retardant fabric.



### Money matters

A stairlift is one of the more significant pieces of equipment you are likely to buy to make your house easier to live in. If you do not have the funds yourself, there are different ways to access grants or other financial help.

### Grants

Grants are available through local authorities for house adaptations and equipment. The main sources are:

Disabled Facilities Grant (DFGs) in England, Wales and Northern Ireland; or an Equipment and Adaptations Grant in Scotland. You must apply before buying the stairlift and starting any work.

Disabled Facilities Grants (DFGs) are available to disabled people who own or rent their home. They can also be paid to landlords on behalf of tenants. The grant is means-tested, so the amount paid depends on your income and savings. The authority pays the grant, but has to consult the social services department to find out if you need the adaptation or equipment and whether it will be appropriate for you. The whole process can take some months.

Disabled Facilities Grants may be mandatory or discretionary. If the work is essential for you to be able to move around your home, you will be considered for a mandatory grant. You may qualify for a grant if your disability makes climbing the stairs virtually impossible, and if you need the stairs to reach an essential facility such as a bathroom.

At the time of publication of this leaflet, that latest information about grants and repair assistance is available at the following web addresses:

For England, Wales and Northern Ireland  
[www.gov.uk/disabled-facilities-grants](http://www.gov.uk/disabled-facilities-grants)

For Scotland  
[www.gov.scot/Topics/Health/Support-Social-Care/Independent-Living/Equipment-Adaptations](http://www.gov.scot/Topics/Health/Support-Social-Care/Independent-Living/Equipment-Adaptations)

### Housing Association grant

If you live in housing association property, you may be eligible for the grants described above. Alternatively a grant can be paid to the housing association if you are assessed as needing an adaptation or equipment. In England and Wales, grants are available through the Housing Corporation; in Scotland through Scottish Homes; and in Northern Ireland grants come direct from the Department of Environment, Northern Ireland.

### Social Services

If you do not qualify for a grant, or it does not cover the full cost of your stairlift, and you cannot afford the sum required, you might be given financial help by social services.

### Charities

National and local fund-giving bodies and charities may be able to give you financial help. Local libraries have directories of these. The Disabled Living Foundation publishes a free fact sheet on sources of finance for disabled people.

### Value Added Tax

You may not have to pay VAT if you are buying a lift for your own use or you may only have to pay a reduced VAT rate of 5%. You do not have to be registered disabled. The supplier will give you a form to complete if you are eligible.

## Maintenance

All the manufacturers guarantee their new stairlifts for one year. This covers the cost of parts, labour and call outs. Most firms supplying second hand lifts give a six or twelve month guarantee. Beyond that, the main types are:

### Fully comprehensive extended warranty

This is generally an extension of the guarantee. The cost varies between companies and according to how many years you opt for. Typical costs are around £200 for one year and over £500 for four years cover. This cover includes parts, labour, call outs and regular maintenance checks.

### Service only

This is a cheaper alternative to an extended warranty. It may be the only option available for lifts bought second hand. You book a service, perhaps once a year. The cost – currently around £60 – covers labour, but you have to pay for any replacement parts.

### Emergency call outs

If the lift breaks down and you don't have a maintenance contract, you will need to call out the manufacturer, retailer or a repair firm. Typical costs are currently around £70-£115 for up to an hour's work (comparable to a plumber or electrician's call-out charge), excluding parts. Before taking on any type of maintenance contract, check that the firm is on call 24 hours and that engineers are always available, not just office staff.

### Paying for servicing

Depending on where you live and how you buy your stairlift, you may be able to get help with servicing costs from your council, registered social landlord or social services. This is dependent on local policies but it is worth making enquiries before you enter into any service agreement.

### Insurance

The warranties offered by stairlift firms cover the lift only for mechanical failure. If you want cover against accidental damage, and things like fire, theft or flooding, you will need to take out insurance on the lift.

Insurance companies vary in whether they insure stairlifts under contents or buildings policies, or indeed at all. Always tell your insurance company when you are having a stairlift installed.

If your local authority is responsible for the stairlift and for servicing, it might also pay for insuring it.

Specialist insurers are able to give specific policies for stairlifts. Information on these can be acquired from your local agent.

The information supplied in this leaflet was correct at the time of going to press.



### Other useful contacts

Disabled Living Foundation  
4th Floor, Jessica House  
Red Lion Square  
191 Wandsworth High Street  
London  
SW18 4LS

Helpline – 0300 999 0004 (charged at Local Call Rate).  
Opening times are 10.00am – 4.00pm Monday to Friday.  
Email: [helpline@dlf.org.uk](mailto:helpline@dlf.org.uk) Web: [www.dlf.org.uk](http://www.dlf.org.uk)

College of Occupational Therapists  
106-114 Borough High Street  
Southwark London SE1 1LB Tel: 020 7357 6480  
Web: [www.cot.co.uk](http://www.cot.co.uk)

### About the BHTA

The British Healthcare Trades Association (BHTA) is the UK's oldest and largest healthcare association, founded in 1917.

Our members – almost 500 companies employing over 17,000 people – make or sell assistive technology products that help people live more independently. These range from wheelchairs and scooters to stairlifts, seating and positioning products, patient support surfaces, rehabilitation products, stoma and continence products, prosthetics, orthotics and augmentative communication devices for people with limited speech

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[www.bhta.com](http://www.bhta.com)

This leaflet can also be supplied  
in large print and braille formats.

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The BHTA represent almost 500 companies, all of whom commit to the BHTA Code of Practice, the only one in this industry to be approved by The Chartered Trading Standards Institute. BHTA member companies operate to higher standards of customer protection than the law requires.

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