

Equipment Services Repairs and Maintenance Information Book

Mobile Shower Commode



Medical Aids Subsidy Scheme (MASS) Equipment Services Repairs and Maintenance Information Book - Mobile Shower Commode

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An electronic version of this document is available at health.qld.gov.au/mass

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Medical Aids Subsidy Scheme

The Medical Aids Subsidy Scheme (MASS) provides funding for medical aids and equipment to eligible Queensland residents who have a permanent and stabilised medical/health condition. The scheme helps people to live at home and avoid early or inappropriate residential care or hospitalisation. The MASS eligibility criteria is located in the [MASS General Guidelines](#).

Equipment Services

The MASS Equipment Services team is responsible for administration of subsidy funding towards approved equipment to support daily living and mobility, as well as organise repairs and maintenance to permanently loaned equipment, as required.

Daily Living Aids

- non-standard bathboards (raised/backrest/extended and/or padded only)
- static commodes
- bath transfer benches/swivel bathseat/bath hoist or other item of equipment which achieves the same function
- patient lifting devices (hoists, patient transfer platforms and slings)
- mobile shower commodes, modifications and accessories
- pressure redistribution mattresses
- sleep positioning systems.

Mobility Aids

- infant/child seated mobility aids
- manual and power wheelchairs, modifications and accessories
- wheeled walking aids
- wheelchair cushions - foam and pressure redistribution.

Equipment Identification Number – Plaque number

Equipment provided to clients on permanent loan will have a MASS identifying plaque number attached. This plaque number must not be removed from the equipment and should be used to identify the item in any correspondence or repairs.

Example:



The following items are not issued a plaque number by MASS. Ownership of these equipment items is deemed to the client upon delivery and MASS does not fund repairs or maintenance to these items:

- bathboards
- bath transfer benches/swivel bathseat/bath hoist or other item of equipment which achieves the same function
- non-mobile (static) commodes
- wheeled walking aids
- backup manual wheelchairs.

Looking after your aids and equipment

Regular maintenance often keeps equipment in working order and early attention to faults can reduce equipment downtime.

MASS encourages regular cleaning and maintenance. Try to establish a routine to attend to the basic maintenance tasks listed below. Aim to check all items at least 4 times per year.

Repairs and Maintenance

MASS will pay for repairs and maintenance arising from reasonable 'wear and tear' to equipment on permanent loan.

MASS will not pay for repairs to equipment funded by other sources, i.e. other government or non-government organisations or funding schemes, or equipment where the ownership was transferred to you. You will need to pay for these repairs.

If something happens to your equipment or it breaks down, contact MASS as soon as possible. You will need to provide the MASS plaque number and describe the problem or repairs required. The MASS service centre will then issue a repair order to a repair agent.

MASS automatically organises annual servicing on hoists and power wheelchairs. If you believe your hoist or power wheelchair is due for its annual service, contact MASS to issue a service request to a repair agent.

Contact MASS or your prescriber if your equipment is not repairable or unsafe to use. You may need to be reassessed for replacement equipment. While you are waiting, ask your clinician for available options as MASS is unable to provide temporary loans.

The [MASS Repairs and Maintenance Frequently Asked Questions](#) and [Repair Request Flowchart](#) will assist you with the steps you need to take to have your equipment repaired. These are located on the MASS website at: health.qld.gov.au/mass/mass-repairs-and-maintenance.

Note: MASS will only cover repairs to the motor and controller on ceiling hoists that were authorised and approved by MASS. All repairs relating to the track are to be referred to the original installation company by the client.

Repairs not funded by MASS

Including, but not limited to:

- privately-owned equipment or accessories
- equipment that have been replaced with another MASS-subsidised equipment
- equipment and components funded from other sources
- equipment paid for privately and/or without prior authorisation by MASS
- damage caused by inappropriate use of an equipment
- damage caused to an equipment by lack of maintenance and cleaning
- accidental destruction, loss or neglect of an equipment
- travel to the repairer
- alternative arrangements while the equipment is being repaired.

For more information on available funding for repairs download the [Repairs and Maintenance List](#).

Replaced Equipment and Returning your Aid/Equipment

If MASS has approved an application for new equipment, it is important that you immediately cease using the replaced equipment upon delivery of the new item. If you continue to use the replaced equipment, you are doing so at your own risk.

MASS may request collection of your replaced equipment and will contact you to organise a suitable time if it needs to be returned to MASS.

If you no longer require your equipment, or, it has been deemed unsafe, please contact MASS to organise collection of the item/s.

Insurance/Accidental Damage

MASS does not cover the accidental loss or destruction of medical aids and equipment. Therefore, you may wish to consider including the aid/equipment in your home contents insurance or have it insured separately. MASS does not reimburse costs involved with insurance.

Mobile Shower Commode

A mobile shower commode is defined as a device for supporting sitting during showering and may also be used for toileting, either over the toilet or away from the bathroom. The mobile shower commode may be height adjustable or may have tilt-in-space, which enables the commode to be tilted backwards in order to provide support for a person that requires this feature.

If MASS has provided you with a mobile shower commode, it is important to conduct regular checks on the equipment and advise MASS if there are issues.

The following is a checklist which should be completed by yourself or your carer/support worker on a regular basis.



Attendant Propelled
Mobile Shower Commode



Self-Propelled
Mobile Shower Commode

Maintenance Checklist – Mobile Shower Commode

Item	Task and Instructions
Frame	Clean entire frame. Use a damp cloth, mild detergent and disinfectant, or a commercial bathroom cleaner for removal of soap scum. DO NOT use bleach.
Nuts and Bolts	Check all nuts and bolts are in place and correctly tightened. If nuts and bolts are missing, contact MASS to arrange repair.
Seat and Backrest Upholstery	<ul style="list-style-type: none"> • Clean using a damp cloth, mild detergent and disinfectant. DO NOT use bleach. • Inspect for damage and wear*. • Check padded foam seat has spring action or “memory” left in the foam*. • Check that backrest straps, where fitted, are firm and not excessively stretched*.
Castors	<ul style="list-style-type: none"> • Remove hair, lint and dirt from axles. • Check that the castors spin and pivot freely*. • Check for excessive wobbling or seizing of the castors while propelling the commode*.

Item	Task and Instructions
Tyres/Wheels	<ul style="list-style-type: none"> Remove hair, lint and dirt from axles. Check that solid castors or drive wheel tyres are intact and not splitting or coming apart*. <p>Note: MASS does not repair or replace pneumatic tyres or tubes.</p>
Brakes	Check that brakes engage with the castors and wheels**.
Armrests	<ul style="list-style-type: none"> Check that armrests can be easily moved or swung-away. Check that the upholstery and padding is in good condition, if applicable*. Check that safety restraint bars can be moved and locked in place, if applicable*.
Footplates	<ul style="list-style-type: none"> Check position of the footplates is correct^. Check the action of the swing away, fold up or slide mechanism is smooth*.

* Contact MASS for repair or replacement as required.

** The brakes should lock on the wheels and castors to prevent any movement of the commode as the user gets in/out and should completely clear the wheels when disengaged.

^ Footplates should be high enough that the soles of the feet are taking weight but not removing weight from the thighs. The thighs should be taking weight for almost their full length. Please speak with your prescribing therapist for advice on how to ensure the positioning is correct.

Note: your prescribing therapist, supplier or repair agent can provide advice on care and maintenance of the mobile shower commode.

Please record your equipment details below for future reference

Mobile Shower Commode Details

Commode	Details
Brand	
Model	
Serial #	
MASS Plaque #	
Supplier	

Contact MASS

MASS Brisbane Service Centre

- Location: 41 Southgate Avenue Cannon Hill QLD 4170
- Postal Address: PO Box 281 Cannon Hill QLD 4170
- Phone: 07 3136 3524
- Email:
 - For Equipment Applications and Enquiries: MASS-Equipment@health.qld.gov.au
 - For Equipment Repairs: MASS-Repairs@health.qld.gov.au
 - For MASS Stock: MASS-Stock@health.qld.gov.au
 - For MASS Warehouse: masswarehouse@health.qld.gov.au

MASS Townsville Service Centre

- Location: 190 Palmerston Street, Vincent QLD 4814
- Postal Address: PO Box 1494, Townsville QLD 4810
- Phone: 07 4433 8000
- Email: MASS-Equipment-TSV@health.qld.gov.au