

## Arranging transport for a relative who can't travel by car or public transport can be stressful.

So when that situation arises, you want to know you are dealing with a professional, caring company who will treat your loved one as you would, with dignity and compassion every step of the way.

At Phoenix Private Ambulance Service, we have more than 35 years' experience of providing transport for people with impaired mobility, using either a wheelchair or a stretcher in our specially-converted vehicles, for both local and long-distance journeys. Each crew member is knowledgeable, caring and takes great pride in providing the highest standards of service.

From your first contact with us, we will guide you through everything that's necessary to ensure a smooth transfer from pick-up to destination.

Overleaf you'll find answers to some of the more common questions, but if there's anything at all you want to know, or for a no-obligation quotation, please do not hesitate to get in touch with us.

**01926 403359**

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[www.phoenix-ambulance.co.uk](http://www.phoenix-ambulance.co.uk)



*"Great service – wonderful and kind people who helped us at a difficult time."*



Phoenix Private Ambulance Service is based in Warwick and is registered with the CQC  
Provider ID: 1-1796291493

## Some frequently asked questions and answers for you

**Q: My loved one is upstairs in bed and is not able to walk downstairs. How will you get her down to your ambulance?**

**A:** Our vehicles are each equipped with a purpose-built carry chair: this is a narrow seat (with a seatbelt) and which is designed to be carried front and back by two people. Obviously the weight of the person to be carried is relevant and a stair-crawler chair and step-by-step descent may be more appropriate. We will discuss this with you at the time of your enquiry and also make an assessment when we arrive on site.

**Q: My loved one is elderly and suffers from dementia, so moving away from home will be especially nerve-wracking. How will you ensure that he is not unduly distraught by the whole process?**

**A:** Everyone reacts to moving in a different way, depending not just on their personal nature but also upon any illness or disability which they may be suffering. Our job is to listen, to reassure and to encourage your loved one, so that they feel relaxed and confident in our ability to help them. We won't rush them; we will always seek their consent to any suggested actions we think appropriate; we will make sure they are warm and comfortable at all times; and we will treat them with dignity and respect. Sometimes having a family member or friend accompanying them in the ambulance provides an additional level of reassurance, and you are welcome to travel with your loved one.

**Q: How much will your transport cost?**

**A:** We calculate the price of each trip based upon the time which we anticipate the journey will take (including loading and unloading, and our crew's time to get to you from our base and back again afterwards) plus the mileage. We always like to provide a written quotation so there are no surprises later. And we believe our prices are very competitive against like-for-like quotations from other ambulance service providers.

**Q: How quickly can you arrange transport?**

**A:** As with anything, the more notice we are given, the more likely we will be to have a slot in our schedules. That said, we will always try to accommodate short-notice transport requests if we have a crew and vehicle available.

**Q: Can you take luggage and equipment such as commode or walking frame?**

**A:** Our vehicles are large enough to accept a certain amount of luggage and equipment. The constraining factors are that we must be able to secure any luggage and equipment for the journey, and that these must not impede our ability to tend to our passenger(s) and to evacuate the vehicle quickly in the case of an emergency. Please ask us about anything you'd like us to transport with your loved one, and we will let you know if we think we can take it.

**Q: My loved one requires to be hoisted from the bed. Can you do this?**

**A:** There are so many different types of hoist in the market that it is impossible for us to be trained in the use of all of them. We therefore ask that someone trained in the use of your particular hoist be present to operate it, and we are happy to assist with the move under their direction.

**Q: My loved one suffers from pressure sores. What can you do to mitigate these during the journey?**

**A:** On longer journeys, pressure sores can be a serious problem. Our stretcher mattresses are designed to minimise pressure sores, and we can also provide a thin air-filled topper for the mattress to reduce pressure even further. We'll break the journey as often as needed to turn your loved one so as to relieve pressure on affected parts of their body.

**If you have any other questions at all, please do not hesitate to call us on 01926 403359 or email [info@phoenix-ambulance.co.uk](mailto:info@phoenix-ambulance.co.uk)**