

Name: **Sylvia Brown**

Client challenges:  
**COPD, visual impairment,  
arthritis and limited mobility**

Solution:  
**Rotoflex 235  
Mk2 Low**

## Rotoflex 235 Mk2 Low Bed ensures that Sylvia and Mike can continue living together with increased independence

Sylvia and Mike Brown from Fleet, in Hampshire, have been able to remain together at home and have avoided expensive carer and residential care costs thanks to their Rotoflex 235 Mk2 Low turning Bed from Theraposture



CUSTOMER STORY 25

Originally from Leeds, Sylvia aged 80, and Mike from Polperro, 84, have been married for 60 years. Sylvia retired from nursing and teaching in 1995 due to ill health with Mike finishing his career in 1998. Mike's life experience has included many highlights including living on board Dr Barnardo's HMS Arethusa, 10 years as a Royal Navy submariner and teaching for the Civil Aviation

Authority. Today Mike's focus is looking after Sylvia who has several health-related challenges including COPD, arthritis, visual impairment and limited mobility.

Sylvia's difficulties were making independent bed transfers impossible. Mike was having to manually lift and move her every morning and night. Plus, Sylvia couldn't get her

oedemic (swollen) legs into bed on her own so Mike was helping here too – causing him shoulder pain and dizziness. They both needed an immediate solution to ensure they could stay together and avoid Sylvia moving into a care home – a Rotoflex bed proved to be the answer.



Scan/click to watch Sylvia talking about the benefits of her Rotoflex

## CUSTOMER STORY 25

Rotoflex Low Access Bed ensures Sylvia and Mike can continue living together whilst reducing costs and carer dependency

Their daughter, Diane, first found Theraposture by researching assistive beds online. She discovered that the Rotoflex is the original and patented adjustable, rotating bed that moves a user from a lying to a seated position and helps with safe side or standing transfers. Its profiling, variable height and 'chair position' that rises vertically without tipping, are the ideal powered functions for individuals with Sylvia's difficulties and those with neurological conditions such as MS and Parkinson's.

Diane found rotating beds from other manufacturers however only Theraposture could supply a specialist low access version which was essential for her mum's short stature. Diane contacted the Westbury team and Richie King, Trusted Assessor, was assigned to help her parents. Richie dealt mainly with Diane on the telephone as at that time, Sylvia had only recently returned from hospital and Mike was also unwell.

When it was appropriate and the Browns were feeling better, a home assessment was arranged as Sylvia describes: "Richie came to visit us in September and was excellent – very approachable, kind and knowledgeable. I felt comfortable with him in the house. I was quite anxious before he came but on arrival he totally reassured me. Richie is obviously trained well and gave me thorough guidance on how to use the Rotoflex he bought with him."

"As I use to work in healthcare and teaching I could spot and appreciate the way Richie was with us – he explained everything clearly. We struck up a good rapport and he never tried to sell anything to us. Richie didn't leave until I was completely confident with using a Rotoflex, he really made sure I was happy with the controls."

Sylvia's Rotoflex 235 Mk2 Low was delivered and installed four weeks after her assessment.



Sylvia and Mike are no longer exhausted after bed transfers

It was supplied with the innovative Theraposture Powered Rising Foot Support and made an immediate impact as Sylvia continues: "I knew a Rotoflex would make a difference, but I had no idea how huge the improvement would be! I do not have to worry about getting to the toilet in time. All Mike has to do is be around and position my walker; I can do everything else myself when getting in and out of bed. At night I can get to

the loo without hardly opening my eyes, and I'm back in bed before I know it."

"I can also adjust my position when in bed and sit up by lifting the head end. I find sleeping with my head slightly raised helps my breathing and lifting my legs up together with the



“ If you look at it in the long run, the bed is quite cost effective as it is replacing the cost of carers. ”





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powered rising foot section reduces the swelling in my legs, as unlike alternative rotating beds, the whole of my leg and feet are supported. The big controller buttons are easy to press with my arthritic fingers, and I always feel safe when reclining back and rotating in the cradle position. I'm quite ecstatic about my Rotoflex... I'm not exaggerating... my carers have also commented about the positive change they can see in me!"

Commonly Rotoflex owners comment on how the bed also helps their more able partners if they live together as a couple. This is true in the case of the Browns as the bed has reduced the level at which Mike needs to support his wife. Their family also has peace of mind that the risk of falls and injuries have significantly decreased as Mike explains: "It's made life much easier for me as Sylvia needs less looking after. Before we had the Rotoflex it was a right rigmarole getting her in and out of bed. I would have to physically lift Sylvia up and help her down. Once sat on the edge of the bed I had to lift her legs up and swivel her around, which was not safe for her and made me dizzy. I had a brain haemorrhage a few years ago so any bending really affects my balance."

"Now I just supervise Sylvia as she gets into bed on her own every time. We were both



Sylvia feels safe in the cradle position when rotating

getting so shattered every morning and evening with bed transfers, not anymore."

"From our family's point of view the Rotoflex has also had a big impact. We have two children and grandchildren however they all live several hours away, so we don't have any family support locally. We have no room for them to stay anyway and you can't expect people to come out and help all the time, they have busy lives. So having the Rotoflex is even more vital as we can live independently and everyone is not worried all the time."

Over and above the practical benefits of the Rotoflex, the care cost savings have proven to be of significant advantage to the Browns. Before owning the bed, they were paying Social Services for carers to visit up to four times a day. This financial burden was made worse by extremely basic support and erratic visit times which were causing stress and inconvenience for them both. Commonly Sylvia was helped into bed much earlier than she wanted and having to wait until mid-morning to get up again.

At a cost of over £1000 a month this situation was unsustainable as Mike explains: "Our Rotoflex manages the amount of care Sylvia needs and helps me to cope. If you look at it in the long run, the bed is quite cost effective as it is replacing the cost of carers. Previously we were paying so much whereas now we only need one visit per day from a private carer who is excellent."

"It's not the fault of Social Services, we understand budgets and resources are stretched, but it was a nightmare for us. We never knew when the carers were coming, we had to wait in and they would only do 15 minutes of basic care, they wouldn't do



anything else. Plus, we didn't realise you only get NHS carers for 6 weeks after hospital discharge, after that you have to pay. I could never plan meals and our whole day was being impacted. Now getting Sylvia in and out of bed is manageable on our own so our carer can help with other things like showering."

Overall, the Rotoflex 235 Mk2 Low Bed has proven to enhance many aspects of the Brown's life in terms of daily living, mental health and well-being. Their family is reassured from a safety aspect and appreciate the ongoing support provided by Theraposture. Carer dependency and costs have been reduced and the need for relocation into expensive residential care has been avoided. Sylvia and Mike can remain a positive and charming couple living independently in familiar settings with their self-esteem intact.

Sylvia concludes: "The service we personally received from everyone at Theraposture, from Richie to the bed installers, was just the same as Diane had experienced on the phone – compassionate, respectful and professional – something you can't say about that many firms these days! Thank you Theraposture, your Rotoflex has been a revelation."

“ Our Rotoflex means we can live independently and everyone is not worried all the time. ”

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