

Parents

Why should I consider a mobility device from Shonaquip?

Shonaquip is a leading manufacturer of children's devices in South Africa, having been involved in wheelchair manufacturing for over 30 years. Our services and products are aligned to global best practice in wheelchair services as recommended by World Health Organization and our seating practitioners, many with a therapist background, are specifically trained in seating. Shonaquip devices not only meet the specific posture support needs of your child, but they are designed for local conditions. They especially fill a gap for people who need a lot of posture support to be able to sit upright and move around safely. Replacement parts are locally available.

Shonaquip devices are backed up by services including clinical and technical services, training of users and carers and referrals to connect you to additional support and resources through our many partner organizations.

How do I know if my child needs a Shonaquip device and which one is most suitable?

If your child has difficulty sitting up and moving about and is not developing like his/her siblings or peers, it is recommended that you have your child assessed by a trained developmental specialist, Physio or Occupational therapist who can help decide whether your child should have a seating/mobility device. An assessment will determine which wheelchair will be most appropriate.

My child cannot push a wheelchair? Is there any device that Shonaquip can recommend?

Shonaquip has a range of devices which do not require the child to be able to push him/herself, yet offer appropriate posture support and reduce the load on the carer. Your therapist will also assess and recommend whether a motorized wheelchair will be appropriate for your child.

I don't live in Cape Town. How do I get a Shonaquip device?

Contact a therapist at your local clinic, hospital or private practice for a full seating assessment. Shonaquip is happy to liaise with therapists across the country who need any assistance in the prescription of a device. Shonaquip does have a seating therapist in Centurion and in Port Elizabeth and our clinical team conducts outreach clinic activities across SA at intervals during the year.

Please contact info@shonaquip.co.za for further information or assistance in this regard.

Can my child's physio or occupational therapist do my child's assessment and measurement for a Shonaquip device?

Yes this can be done. If the therapist is not a seating practitioner, your therapist can contact a Shonaquip therapist for assistance as required.

I would like to purchase a Shonaquip device but it is too expensive?

Shonaquip can provide advice with regard to contact details of funders who may be assist you.

Does Shonaquip/Uhambo hire out or rent out wheelchairs?

Shonaquip does not routinely hire out wheelchairs or buggies. If you wish to hire a temporary mobility device, contact CE Mobility, Primacare or Wynberg Pharmacy.

How do I make an appointment for an assessment for a device?

Contact the Shonaquip office for an assessment to be arranged with a seating therapist. If you do not have a medical aid, visit your nearest hospital where you can be assessed for a device.

If your child is not linked to any hospital/clinic, you can contact Shonaquip directly for more information regarding private purchase or for advice around funding.

How long will it take to get my Shonaquip device after assessment?

The typical time it takes for a device to be fitted after assessment varies, depending on whether the device is standard/ customised and where you live/your local hospital seating service. It should ideally be within 6 -8 weeks once a 50% deposit is settled. The device fitting time will also depend on the availability of a local trained seating practitioner to do the fitting. Should the device be highly customised or a power device this may affect the lead time.

Why do I need a buggy if I already have a pram for my child?

As soon as you notice that your child is not sitting, moving and developing in a similar way to other children of the same age, it would be a good idea to have your child assessed. A pram does not always offer the correct support and alignment or adjustability for a child that is not developing in the typical way. If correctly supported in a posture support device, the child can interact, play more easily and be fed comfortably and safely. There are benefits for the carer too in terms of caring for and transporting the child.

The child can be assessed as young as 6 months for a device to provide the correct support while sitting up. If the child is able to self- propel as he/she gets older or stronger, a more active wheelchair can be prescribed.

Does Shonaquip supply a basic folding frame wheelchair?

After a thorough and in depth assessment has been done, Shonaquip seating practitioners will work with you to determine which device will work best for the client in need of a mobility device. If this is a folding wheelchair or any other wheelchair that Shonaquip does not manufacture, we will be able to assist you by referring you to another supplier or assist you to order this device needed from the supplier.

My child cannot sit up at all without support. Does Shonaquip provide a wheelchair that supports my child properly?

Shonaquip is a leading wheelchair provider for children needing special or customised posture support in a mobility or positioning device. Once your child has been assessed by a Shonaquip seating practitioner or affiliate, they will make a recommendation as to the device that is best suited to support your child in a good sitting posture, suit their needs and environment and encourage them to be as independent as possible

Can an adult be prescribed a buggy?

Yes it is possible in some circumstances (especially the original Madiba Buggy), and will depend on the specific needs of the user. Your therapist will discuss what other devices could provide more suitable appropriate posture support for the older user.

Can my Shonaquip device be dismantled for transport or storage?

Yes, Shonaquip devices are able to be folded for storage or transport. Special attention has been given to easy folding mechanisms for the more recent designs of devices as we know from feedback from our clients how important this is for them.

Can I trial a mobility device from Shonaquip?

A device may be trialled by arrangement with a Shonaquip therapist if available. A consent form should be signed before trialling the device for a period of 7 or 14 days.

Can Shonaquip assist with communication with my medical aid?

Shonaquip can support your application to medical aid with a letter of motivation as required to facilitate the process. Contact Nicole@shonaquip.co.za should you require assistance.

Does Shonaquip prescribe and fit devices for adults too?

Yes, Shonaquip does prescribe wheelchairs for adults although there is a special focus on the younger client with more posture support needs.

Can I order a Shonaquip device if I live outside South Africa?

Yes, this is possible. Shonaquip currently supplies devices beyond our borders.

Can a second device be ordered for a child who attends school?

The need for this will be assessed by your therapist at Shonaquip. Sometimes it is practical for this if transport is not available to move the wheelchair between home and school each day.

Does my Shonaquip device need to be fitted by a seating therapist?

Yes, it is best if a therapist trained in seating can do the final fitting in the device. This is because the cushion will need to be specially fitted and small changes may be necessary to ensure comfort, correct posture support and safety.

I live far away from Shonaquip? How do I get my device fitted?

It is very important that your device is fitted by a person who is trained to do this. Simple adjustments often need to be made once the device has been assembled to ensure that is safe for the client to use. It is useful to contact a local therapist to liaise with a Shonaquip therapist if there is no seating practitioner in the area.

Can a Shonaquip therapist to a home visit for my child?

In a situation where a child is unable to come into the office, it may be possible for a Shonaquip therapist to assess or review your child at home. You will need to contact your therapist directly should this become necessary.

How often should a wheelchair user's seating be reviewed by a therapist?

Within a week or 2 after your device is fitted, give feedback to your therapist about how the user is doing with the device. This is to iron out any initial problems. Following this, every wheelchair user should have a review by a therapist at least every 3-6 months (or sooner if there is a problem). However if you have a very young user whose needs change more frequently, it is advised to be reviewed even more often.

This review will re-assess both the user and the device and make any modifications, recommendations, referrals or prescription of a new device as necessary. Any top-up training in use of the device can also be done.

My device needs a service/repair? Can I speak to someone at Shonaquip about it?

You may speak to your therapist at Shonaquip to arrange a review or you can contact Dewald Barnard at ShonaTech (on site at Shonaquip) should you wish to bring it in for attention. Call Shonaquip for information about spares/parts replacement.

Should my child continue to use the device if he/she has a pressure mark/sore on the skin?

It is recommended that you keep the child out of the device/away from area causing pressure until any redness has gone away. Seek medical advice if there is any further development of the sore and be sure to inform your seating therapist.

Does Shonaquip offer occupational or physiotherapy for children with mobility impairment?

Our therapists can offer basic advice related to positioning and make recommendations or referrals for specific therapy to any of our many partner organisations and services.

Does Shonaquip sell nappies or incontinence products?

Unfortunately Shonaquip doesn't sell incontinence products. Shonaquip recommends that you contact either Clicks, Dischem, NappyCare or Hartmann (PE) for incontinence related queries and Sage for incontinence products.

Does Shonaquip sell grab rails, crutches, walking frames, commodes and other assistive devices?

Shonaquip does not sell these devices and recommends that you contact CE Mobility, Mobility Aids, Presta, Wynberg Pharmacy or other local suppliers of this equipment.

Therapists

Products

What is the difference between the different types of buggies?

Shonaquip's original postural support buggy is the Madiba which is available on government tender. This buggy has standard features. The customised version of the original buggy is the Shonabuggy which accommodates the child with postural deviations or additional posture support needs

The new generation modular buggy is the Madiba2Go. The madiba2go provides very similar support to the Madiba Buggy but has been specifically designed to allow for easy adjustability of posture support features, optimal positioning of the upper limb as well as being more foldable.

Can an adult be prescribed a buggy?

Yes it is possible in some circumstances, this will depend on the results of the physical assessment as well as the preference and needs of the wheelchair user and their family. Your therapist will discuss what other devices could provide similar kinds of posture support and whether these would be more suited to the older user.

Does Shonaquip supply a basic folding frame wheelchair?

It is always important to assess a client before deciding with the client or carer what wheelchair would be best. There are many options that are available to suit different environments (e.g. more rural), lifestyles, ages, level of functioning. If this is a folding wheelchair or any other wheelchair that Shonaquip does not manufacture, we will be able to assist you by referring you to another supplier or assist you to order this device needed from the supplier. Shonaquip doesn't supply a regular folding frame device but recommend that you contact CE Mobility should you require one.

Does Shonaquip only provide devices for clients with high posture support needs?

Shonaquip has a range of devices which are appropriate for the active user and especially the active child who is able to propel him/herself and likes to get around independently.

Can Shonaquip provide devices outside of SA?

Devices are currently supplied to clients in regions across southern /eastern Africa.

Yes, a Shonaquip device is a possibility for a private client.

Contact debbie@shonaquip.co.za if you are interested in pursuing the provision of Shonaquip devices for clients in your country.

Can I trial a mobility device from Shonaquip?

A device may be trialled by arrangement with a Shonaquip therapist if available. This is usually for a period of 7-14 days and a consent form is signed by the user/carer prior to trial.

Does Shonaquip donate wheelchairs?

Shonaquip does not donate devices routinely but may refer children in need to potential funders like Rachel Swart Fund and Uhambo.

Do Shonaquip devices come in different colours?

Devices are manufactured in standard colour ranges but there is some choice with respect to upholstery.

Does each child need their own positioning device or can a number of children share one at a centre or school?

It is often recommended that schools or centres, residential homes, hospitals order a few positioning devices e.g. standing frame; side positioner (lala positioner) or vehicle positioner (izi positioner) to be able to cater for the needs of the children in their care. A size that suits the majority of children will be selected and carers will be shown how to adjust the device to the different sizes of children.

Which Shonaquip devices are on national tender?

The devices currently on tender in 2017 include Madiba Buggy, Madiba2Go, Sully, Sam, Jack Stander (standing frame); Tess Back; Gibby Back, Motivation Rough Terrain wheelchair; vehicle positioner

Clinical and Repair Services

How old should a child be before being assessed for a mobility device?

As soon as you observe and assess a child as having difficulties in the development of sitting upright and moving around (and when compared with peers) it is a good idea to have an assessment by a therapist who may consider the usefulness of a device to ensure the child's development is not delayed. This may be as young as 6 months age. A child will need to have more frequent reviews by the seating therapist to ensure ever changing needs are met and that no secondary problems are developing.

Does Shonaquip only provide products and services for children?

Although Shonaquip does have a special focus on the needs of children with moderate to complex postural support needs, we also do provide devices for children who are more active users or assess adults with varying posture support needs who may be impaired in their intellectual or other development.

I would like to order a device, what are the steps I must follow?

Your first step would be to have your child/the user assessed and measured by a therapist with seating experience to determine what type of wheelchair would be most suited to the user. A range of device options and accessories will be discussed with you depending on posture support and other needs and the funding available. A spec sheet will be completed and a quotation generated for the client. The order will be placed with Shonaquip, (or the manufacturer if a non- Shonaquip device) once a deposit is paid. Once the device is ready, the client will be contacted for a fitting by a seating therapist, after which some modifications may be necessary. The client and carer will be shown how to operate, adjust and look after the device. They will be

told about the importance of follow up appointments which will review both the user and the device at regular intervals (usually 2-3 monthly) in the future.

Do Shonaquip therapists only prescribe Shonaquip devices?

Shonaquip therapists are all trained to be able to assess and prescribe the most appropriate device to meet the client's needs. As such they are familiar with a range of wheelchairs available locally and will advise the client/carer on the most appropriate choice and may refer to other suppliers should this be required.

How long does it take to get your device from the time the client is assessed?

For private clients the process from assessment to delivery of device takes approximately 4-6 weeks. It may take longer if another supplier's device has been prescribed or if complex customization is needed.

However if a device is ordered through a department there are many variables which may affect the time. Because the needs of the young wheelchair user change so quickly over months, Shonaquip does everything possible to ensure devices can be delivered and fitted as soon as possible. It is especially important that young children are fitted as soon as possible after the assessment has been done because their needs may change quickly over a short period.

How do we arrange an outreach clinic with Shonaquip therapists?

It is useful to arrange an outreach clinic to learn more about Shonaquip products and their 24 hour positioning approach. Contact Debbie@shonaquip.co.za should you wish to arrange this. You will be advised on how this can be set up should this be your first time, what your responsibilities as a host are, and what can be expected from the outreach team. It is always valuable for as many local staff as possible to attend the outreach clinic to maximise the transfer skills to local staff.

Does Shonaquip offer pressure mapping services?

Shonaquip can offer this service or refer you to CE Mobility or other similar services.

Where can a child who is not under care of Dept. of Health get a Shonaquip device?

Speak to a therapist who can assist you with funder options like Uhambo Foundation or Rachel Swart Fund.

If working in the Dept. Education or Social Development, how do I arrange for a child to get a wheelchair or other positioning device?

It is best to refer the child to the therapist at your school or to the local clinic or hospital for an assessment for a wheelchair. If the client is a private client you may like to approach Shonaquip for a comprehensive seating assessment.

Can Shonaquip assess the mobility and positioning needs of children attending our centre?

Contact Shonaquip or Uhambo Foundation to speak to a therapist who works in your region.

What warranty do Shonaquip devices have?

Shonaquip devices have a limited 1 year warranty. However this excludes damage due to negligence/abuse, as well as, bearings, tyres and general wear and tear. The warranty does not apply to any part of a device that has been installed, altered, repaired or misused in any way that, in the opinion of Shonaquip, would affect the reliability or detracts from the performance of the device; or is damaged as a result of use in a way or with equipment that had not been previously approved by Shonaquip. The warranty does not apply to any device or parts thereof where the serial number or the serial number of its parts has been altered, defaced or removed.

Can I return a Shonaquip device?

You may return an unsafe or defective device within 6 months of purchase and request a repair, replacement or refund provided that the device has not been altered in any manner whatsoever. For any further information, contact Dave@shonaquip.co.za

Where can I get parts for a Shonaquip device?

Parts can be obtained from Shonaquip. If you are unsure of the name of the part, you may wish to refer to the glossary. (*Link attached*).

Contact the office if you need to order a part or speak to a technician or seating therapist. The time taken to get parts will vary depending on whether it is in stock. If you require technical services and are not in Cape Town, a therapist will be in touch with you to make a plan for a visit during outreach in the area.

How do I get a Shonaquip device serviced or repaired for my client?

It is best to bring your device to Shonaquip for a service or to your seating therapist if you don't live near to a Shonaquip office. A wheelchair repair technician, local hospital handyman or bicycle repair technician may be able to assist with basic problems.

Does Shonaquip provide a replacement device when a device is being repaired?

Shonaquip does not offer replacement devices while a device is under repair. ShonaTech aims to repair wheelchairs on a 'walk-in' basis or to have them repaired/serviced within 1-2 days.

Can I order an extra cushion or set of covers for my device?

You may order extra cushions or covers as needed. These can be supplied directly if in stock.

Where can I get spare parts for my Shonaquip device?

Contact the office for information regarding spare parts for your Shonaquip device.

Does Shonaquip refurbish old devices for re-issue?

ShonaTech will take previously owned devices for repair and re-issue on request. Contact Dewald@shonaquip.co.za for more information and to arrange collection/delivery of devices.

Can a Shonaquip therapist visit our centre to service our Shonaquip devices?

This can be arranged through our clinical services or ShonaTech.

Does Shonaquip/Uhambo hire out or rent out wheelchairs?

Shonaquip does not routinely hire out wheelchairs or buggies. Should you want to hire a temporary mobility device, contact CE Mobility, Primacare or Wynberg Pharmacy.

General Information

What is a social enterprise? – *Link to Social enterprise FAQ document*

Can I speak directly to a Shonaquip seating therapist?

A Shonaquip therapist may be contacted directly at the office during office hours or by email. The receptionist will direct you to the right person at Shonaquip to help with your query.

Are your practitioners trained in seating?

All Shonaquip seating practitioners have been trained in seating. Most have a background in Occupational or Physiotherapy. Our seating practitioners follow all steps recommended by World Health Organisation for wheelchair service provision.

Can a therapist visit a child at home or at a centre?

Speak to a therapist at Shonaquip should you wish to arrange a visit at home or at a centre.

Which Shonaquip devices are available through the tender?

A full list of Shonaquip devices and codes available through the tender can be requested from Porcia@shonaquip.co.za. Products remain constant on the tender for 3 years but costs typically increase each year.

Where can I get a catalogue of devices?

A catalogue of Shonaquip devices is available from porcia@shonaquip.co.za.

Can I get a list of prices and codes of tender devices? Where can I get advice about the tender?

Quotes are generated on the basis of an assessment. Prices can be given for standard devices but as soon as customization is required, this will need to be individually generated once client is referred as a 'private' client. Contact porcia@shonaquip.co.za for more information about the tender and process required to order Shonaquip devices for your hospital

Are spec sheets available for the different devices?

Spec sheets for the Shonaquip range of device are available from porcia@shonaquip.co.za

Where in Africa does Shonaquip currently provide devices?

Apart from South Africa, Shonaquip is currently providing devices in Zimbabwe, Botswana, Namibia (tender), Lesotho and Uganda.

Does Shonaquip offer occupational or physiotherapy for children with mobility impairment?

Our therapists can offer basic advice related to positioning and make recommendations or referrals for specific therapy to any of our many partner organisations and services.

Training

When is your next seating training scheduled?

Shonaquip training is not scheduled for specific days/dates during the year. If you are looking for regular basic, intermediate and advanced level training in South Africa, contact Western Cape Rehabilitation Centre.

Product training, outreach seating clinics and informal mentoring can be scheduled at different sites per arrangement.

How much does training cost?

Training cost depends on the type of training, the site of training, the number of participants and resources required for training. It is also dependent on whether accommodation and transport will be required.

Product training in the use of Shonaquip devices is available by arrangement as part of the tender.

Where can I attend training by Shonaquip?

Shonaquip delivers much of their training during outreach trips to regions across South Africa and further afield. Trips are scheduled to optimise the opportunities for training and mentoring, and so often include outreach clinics where hands-on opportunities to learn are possible. If you work in a private practice, contact Shonaquip to find out when the clinical team will next be in your area. You are welcome to participate in any scheduled training.

If you are interested in learning more about Shonaquip devices and how best to use, adjust and care for them, please contact Debbie@shonaquip.co.za or Megan@shonaquip.co.za

Does Shonaquip train university students?

Shonaquip has for many years provided short seating workshops at different levels to medical or allied health professional students in university departments across South Africa. Please contact Debbie@shonaquip.co.za or Megan@shonaquip.co.za if you are interested in a workshop for students or to prepare students for their community service.

Does Shonaquip train caregivers on 24 hour positioning and the use of Shonaquip devices?

Yes, Shonaquip often trains carers in how to use, adjust and operate wheelchairs and positioners. They can also be taught how to use the wheelchair to improve participation of user in daily care, education and other activities. They will also be taught how to handle users in ways that are safe and effective for both the user and the carer.

Does Shonaquip offer training in repair?

Shonaquip is passionate about upskilling more community technical support for wheelchair users. Workshops can be arranged for local hospital technicians, therapists or wheelchair users to introduce them to the basics of repair. Contact ShonaTech for more information about wheelchair repair as a career.

Does Shonaquip offer internships at the organisation?

Yes clinical, technical, design and wheelchair repair internships are some of the opportunities are possible for local and foreign students.

These can be applied for through Shonaquip, will likely extend over a few weeks/months and will typically include a project, report or other deliverable. They will need to be supported with funding. Contact Sarah@shonaquip to discuss the possibility of an internship.

Uhambo Website

What is meant by a “holistic approach”?

Shonaquip and Uhambo’s holistic approach recognises that each person with a mobility impairment is viewed as part of a much bigger world or system. Quality information, disability friendly attitudes, skills and resources all play an important part in overcoming the medical and social barriers the person with disability faces in day to day life. Through working together, communities can be supported, capacitated and empowered as they promote the participation and inclusion of people with mobility and other impairments. Our holistic approach typically involves the provision of appropriate wheelchairs and wheelchairs/related services, community-based support groups, skills training of carers, disability awareness raising in the community and the development of a local network of partners and service providers to foster the inclusion of people.

What is mobility disability?

A mobility disability is a disability caused by an impairment of the movement of a person. The effect of this physical impairment, together with other barriers faced in society can cause a person to be disabled in a number of important ways.

What is CP?

CP means Cerebral Palsy, a general term commonly referred to as “CP” and described by loss or impairment of motor function, Cerebral Palsy is actually caused by brain damage. The brain damage is caused by brain injury or abnormal development of the brain that occurs while a child’s brain is still developing — before birth, during birth, or immediately after birth. Cerebral Palsy affects body movement, muscle control, muscle coordination, muscle tone, reflex, posture and balance. It can also impact fine motor skills, gross motor skills and oral motor functioning in different ways.

Does Uhambo ONLY work with children with mobility disabilities?

Although Uhambo has a special focus on children with mobility impairments, we also work with children with other disabilities in inclusive settings

Which areas does Uhambo work in (provinces/other countries)?

Uhambo is growing rapidly and beginning to provide capacity building in a number of different provinces across South Africa, and beyond our borders in neighbouring countries like Mozambique.

How does Uhambo collaborate with other organisations?

Uhambo Foundation has many partners in regions across South Africa. We value greatly and are dependent on collaboration with our partners to complement our capacity building and to provide a network of support to families affected by disability. We do many referrals to local, existing sources of support and work together with partners on projects, training and other community based initiatives of common interest to strengthen the support network for greater sustainability.

What does an Ndinogona programme cost?

Costs of capacity building programmes vary a lot depending on the scale of the intervention, distances to travel, size of the group, geographical location. Contact Uhambo to prepare a quote for intervention in your area.

Can I buy an Ndinogona kit without training?

The Ndinogona kit is supplied as a tool to be used in a capacity building program and as such is not available to be sold separately. Unfortunately the smaller parent kit is no longer available.

Does Uhambo provide wheelchair services?

Uhambo and Shonaquip both view appropriate positioning and wheelchairs as a fundamental tool to enable a child to participate fully and access the same services and opportunities as others. Therefore an important focus of Uhambo is to ensure that children in need of devices have access to them, especially those un-connected with state health services. Uhambo social and community based workers and program facilitators work closely with a clinical seating team from Shonaquip to ensure that children with mobility impairments are assessed and provided with the appropriate positioning and device options to meet their individual needs. They also have access to wheelchair technicians to ensure that devices are kept in workable condition. They work with the therapists to build capacity of carers to operate, adjust and care for devices appropriately and to handle children with mobility impairment in ways that facilitate their safety, comfort and participation.

Does Uhambo provide therapy or social work services?

Uhambo does have a dedicated social worker and community-based workers on the team who can assess families affected by disability and refer them for support or assistance as required. Our therapists are not involved in individual client therapy but focus on capacity building to improve care and management of people with disabilities. We value collaboration with other service providers in health, education and the social development sector. We will also try to connect families affected by disability to a community based support group where possible.