

PEOPLE URGED TO BE AWARE OF ROGUES POSING AS MEDEQUIP STAFF

A warning has been issued to Birmingham residents who receive occupational therapy products via Medequip, employed by the city council's Birmingham Better Care service.

Following reports of two incidents of drivers posing as Medequip staff in the Hall Green area (B28), patients are being reminded to remain vigilant before allowing anyone into their home.

An elderly woman's home was targeted on Monday (12 October 2015) by a man, dressed in a dark blue outfit similar to a Medequip staff uniform. He asked for her bank details, claiming she now had to pay for the service and the information was needed to set up a standing order to cover the cost.

Fortunately, on this occasion, a neighbour intervened and the perpetrator quickly disappeared.

These incidents have been reported to West Midlands Police but patients who are not happy with anyone calling uninvited at their home or are suspicious of conversations they have with the caller should contact police via the non-emergency number, 101.

Birmingham Better Care patients, who receive services from Medequip, are being urged to be vigilant should a representative call or visit their home unexpectedly.

Vital things to remember are:

- Medequip technicians will **always** drive a fully liveried van with prominent Medequip, Birmingham City Council and NHS logos



- The drivers wear a Medequip uniform (see right) and carry full identification. If in doubt, please ask to see their Medequip ID.



- Never let a person into your home without confirming who they are and their reason for calling/visiting. If in doubt, refuse entry and contact the organisation they purport to represent

Please ring the Medequip Customer Support Team on **0845 340 4430** if you experience any unexpected or unusual contact in relation to the equipment loans service.

ENDS