

The Hidden Costs of a Faulty Dynamic Mattress

1



The Cared For complains that the mattress isn't comfortable.

2



The Carer takes time out of normal duties to see what the problem is & finds the pressure is low.

3



The Carer increases the pressure in the mattress to see if it's more comfortable.

4



2 hours later the control unit alert sounds that there is low pressure.

5



The Carer cannot resolve the low pressure issue so talks to their manager.

6



The manager takes a look & the problem is escalated. A call is made to their service provider.

7



The service provider sends out an emergency engineer – this will take a few hours.

8



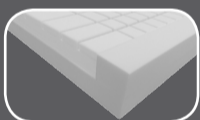
In the meantime, the Carer needs to move the Cared For off this mattress, concerned for their well-being.

9



The mattress is swapped for another mattress, however the Care Provider doesn't have a spare dynamic mattress.

10



A high-grade static mattress is used to replace the dynamic mattress.

11



The Cared For is at very high risk of pressure ulcers so requires even more regular turning and repositioning.

12



The engineer arrives & diagnoses leaking air cells that need to be replaced.

13



In order to fully diagnose the extent of the problem the mattress needs to be removed to the service centre.

14



A quote for repair is sent to the Care Provider for their consideration.

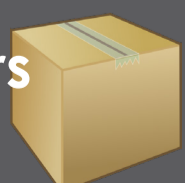
15



The Care Provider decides it is uneconomical to repair so orders a replacement mattress.

16

12hrs



The service provider processes the order. It will be delivered the next day.

17



The mattress arrives. The Cared For is moved whilst the new mattress is set up by the Carer.

18



4 days later everyone is happy as all issues have now been resolved. The Cared For can rest easy.