

Dear Sir or Madam,

About the Lincolnshire Community Equipment and Wheelchair Service

Lincolnshire County Council and NHS Lincolnshire ICB are responsible for providing the Community Equipment and Wheelchair Service, which supports people across Lincolnshire to live in their own home by loaning equipment such as walking aids, wheelchairs and hospital beds.

We believe you may be supported by the service, so we want to let you know that from 1st August 2025, NRS Healthcare will no longer run the Lincolnshire Community Equipment and Wheelchair Service on behalf of the Council and ICB. A new company called Millbrook Healthcare are taking over. This is because NRS Healthcare are no longer able to deliver these services. However, the Council and the ICB remain responsible for ensuring these services are provided to those who need them.

We know this service is important to you and many others, we are working hard to minimise disruption during this change and ensure services return to normal as soon as possible.

Here's what this means for you:

- Lincolnshire County Council and NHS Lincolnshire Integrated Care Board are working with Millbrook Healthcare to make sure the services change as smoothly and as quickly as possible.
- As Millbrook Healthcare start providing this service, they will help the people who need the most support first, and we're thankful for your patience while we make the change.
- You will never be asked to pay with your own money for this service unless you already have a Personal Wheelchair Budget. If that's the case, only Millbrook Healthcare will speak to you about it.

What you can expect:

- You will still get support from the Lincolnshire Community Equipment and Wheelchair Service.
- Your name, contact details, and service history have been sent to Millbrook Healthcare, so they can help you straight away. They will keep your information safe, which is a requirement of the contract we have with them.
- If you're waiting for equipment or repairs, we know about it, and are working to get those delivered or fixed as quickly as possible. You don't need to contact us about these.
- If you have an appointment for a wheelchair assessment, it will still happen. We'll let you know if the time or date needs to change.
- Your nurse, therapist or social work practitioner can still help you if you need new equipment.
- If any of your equipment breaks, please call 01522 213551. Millbrook Healthcare will send an engineer to fix it. They will be wearing a Millbrook Healthcare uniform, carry an ID badge and arrange a time with you to visit. Nobody will visit your home about this service without an appointment.
- If you no longer need your equipment, please contact Millbrook Healthcare on 01522 213551 and they will arrange for it to be collected as soon as possible.
- If you are concerned or have any questions about the change, please call the Council's Customer Service Centre at **01522 782245** (Monday to Friday, 10am to 4pm).

Data breach notification

In April 2024, NRS Healthcare experienced a serious cyber-attack. We understand an unauthorised person got into their systems and took copies of information, including personal information of people supported by their services.

After a detailed investigation, we now know that this included information about some people who used the Lincolnshire Community Equipment Service. This did not affect the Wheelchair Service.

If you used the Community Equipment Service in the 3 years before April 2024, it is likely your personal details, like your name, address, contact info, and the equipment you received, might have been taken.

Unfortunately, NRS Healthcare have not been able to recover the stolen data. This means it is possible someone might try to use your details in a negative way, such as to:

- **Pretend to be you** to get money or services
- **Steal your identity** to open a bank account or take out loans
- **Trick you** with fake messages or calls that look real because they use your details

We're very sorry that this has happened. We understand that having your personal data accessed inappropriately is worrying, and we know this may cause concern or distress.

What you can do to protect yourself:

- Watch for anything strange happening in your online accounts.
- Use new, strong passwords and turn on extra security if you can.
- Don't click on unknown links or share your personal info with people you don't know.
- Check your bank statements for any payments you didn't make.
- Look at your Experian Credit Report to make sure no one opened accounts in your name.
- Never give your personal details over the phone unless you're sure who you're speaking to.
- If you think someone has used your details wrongly, call Action Fraud at **0300 123 2040**.
- For help with keeping your data safe, visit the ICO website www.ico.org.uk and access 'What steps should I take if I have experienced a data breach?'

Need help or want to ask questions?

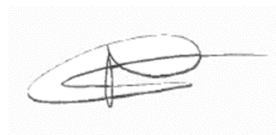
You can:

- Call Lincolnshire County Council's Customer Service Centre at **01522 782245** (Monday to Friday, 10am to 4pm)
- Email the Council's Data Protection Officer at dpo@lincolnshire.gov.uk
- Contact the Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow, SK9 5AF Phone: 0303 123 1113 Website: www.ico.org.uk

Yours sincerely



Martin Samuels
Executive Director of Adult Care and Community Wellbeing
Lincolnshire County Council



Matt Gaunt
Deputy Chief Executive
NHS Lincolnshire Integrated Care Board