



Overview

For one Coventry family, the stairs at home had become an exhausting and dangerous daily challenge. The client's elderly father, living with COPD, found it increasingly difficult to move between floors.

Fatigue and breathlessness were very real concerns, turning tasks which had once been simple, into physical struggles.

Determined to find a safe and stress-free solution that would allow him to remain independent in his home, the family reached out to Multicare Medical.

The Challenge

Taking the strain and struggle out of the stairs

For the family, the priority was to improve safety in the home for their elderly father, who was struggling to manage the stairs due to Chronic obstructive pulmonary disease (COPD). With his lung condition causing breathlessness, tiredness, and a real risk of a fall, using the stairs had become a source of daily stress and concern. But equally, moving out of the home he loved was not something they wanted to consider.

They needed a practical solution but finding the right stairlift provider was overwhelming. The family needed someone who understood both the physical and emotional side of this journey and changes that were needed.

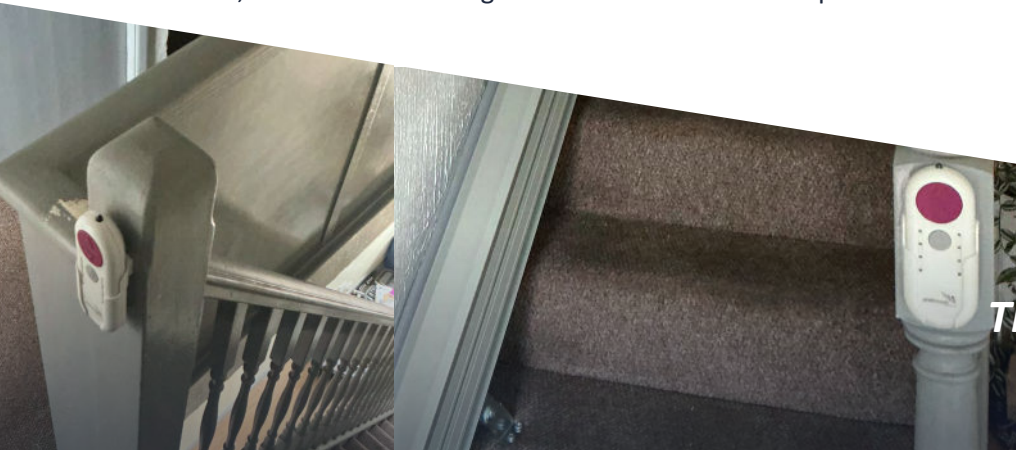
A home visit was arranged with one of Multicare's stairlift engineers where they were given straightforward and honest advice. The **Ergo Straight stairlift** was chosen for its smooth, comfortable operation and discreet, space-saving design. The compact foldaway seat in blue upholstery matched the style and taste of the user, and its foldaway features kept the hallway open when not in use.

Multicare's engineer completed the home assessment and needs of the user, and provided a quotation for the Ergo Straight stairlift. He then returned to install the equipment giving the family familiarity, continuity, and peace of mind. And because the stairlift was fitted to the stair treads not the wall, there was no damage to the home and no disruption to décor.



Solution Highlights

- Survey, assessment, quote and installation by a Multicare stairlift engineer
- Clean installation with stair-fixings
- Tailored design and finish to match the user's needs and décor
- Backed by the Multicare Extra Step Promise for ongoing peace of mind



The difference this makes to someone is priceless



CASE STUDY

A STAIRLIFT INSTALLATION FOR COVENTRY MAN WITH COPD

The Result

Independence restored - one step at a time

The results of the installation were immediate and life-changing for the user and family.

With the Ergo Straight stairlift in place, Dad could once again move freely and safely around his home without breathlessness, without fear, and without asking for help, restoring his own independence.

Installed with care by a single Multicare engineer, the process was seamless and stress-free for the whole family.

The stairlift's quiet operation, smooth glide, and easy-to-use controls made it feel intuitive and comfortable from day one. And the foldaway armrests, seat, and footplate mean that the stairs remain open and unobstructed when the stairlift is not in use. The battery-powered safety backup also gives reassurance that it will still operate in the event of a power failure.

Multicare's compassionate approach, expert knowledge, and no-pressure process were praised by the family:

"The difference this makes to someone is priceless.

As a COPD sufferer my Dad had so much difficulty getting up and down the stairs and was constantly breathless and tired. Not any more.

Thank you so much Multicare and of course Rob for the very professional installation." - Jackie, Daughter of user

More than just a mobility aid, the stairlift has brought confidence, independence, and dignity back into daily life.

And for the family, the reassurance of knowing their loved one is safe at home is invaluable.

*Thank you so much Multicare,
and of course Rob for the very
professional installation.*



Equipment Provided

- Ergo Straight Stairlift
- Foldable blue seat, footplate, and armrests
- Safety belt and lever-assisted footrest
- Battery backup
- Remote controls and swivel seat



Get an instant stairlift quote today
www.multicaremedical.co.uk/stairlifts