

# Direct Healthcare Group

Advancing Movement & Health®

## Stirling User Manual



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### Important:

Read carefully before use and retain for future reference.

It is the carer/user's responsibility to ensure they are fully aware of and have understood all the safety and other instructions contained in these pages before installing or using the chair.

## 1. Introduction to the Stirling Chair

Thank you for purchasing a Direct Healthcare Group Stirling chair.

The purpose of the Stirling seating system is to provide comfort with significant postural support and pressure management.

Designed for those seated for long periods, ambulant, semi- and non-ambulant users, or for those with postural related problems, this range of chairs can be used within a range of different environments including domestic homes, hospital, hospice and nursing home environments.

### 1.1. Why is There a Need for this Type of Chair?

The ability of a seated person to function efficiently and perform activities depends on their ability to adopt the appropriate posture. All activity is posture dependent.

If a person cannot move or has difficulty adjusting their posture, it may be necessary to use seating to try to provide externally what is limited internally.

The Stirling range of chairs have been designed to incorporate these values in a standard product yet provide the ability to tailor to specific needs at the time of manufacture, thus fulfilling the need to maintain an individual's seated posture yet ensure comfort and support.

## 2. Warranty Guidelines

### 2.1. Warranty and Liability

Direct Healthcare Group provides a warranty to the buyer that the goods supplied will be free from defect of workmanship, design or materials for a period of twelve (12) months from date of delivery. The Stirling chair frame has a ten (10) year warranty, subject to warranty guidelines 2.3 – 2.4, excluding damage to castors and upholstery. An annual maintenance service is recommended but not essential.

### 2.2. Use

- Each Direct Healthcare Group product is designed to a high specification for a particular type of use.
- It is important therefore that the correct product is purchased by the buyer. If the buyer intends to purchase goods for a non-approved use he must use his own skill and judgment.
- No employee or agent of Direct Healthcare Group is authorised to recommend non-approved uses, and the buyer should not rely on such recommendations.
- User instructions should be followed in all respects.

### 2.3. When the Warranty will not Apply:

- Use of incorrect cleaning products that may damage the surface material.
- Incorrect maintenance not approved by Direct Healthcare Group.
- Alterations by the buyer to the original goods.
- Incorrect means of transportation of the goods.
- Normal wear and tear.
- Non Approved uses:
  - Sitting on the arms of a chair.
  - Sitting on the footrest of a chair.
  - Hitting the chair against people and objects such as: walls, doors, beds, tables, chairs, etc.
  - Spilling food, urine, excrement and other matter on the chair and not cleaning it off within a very short time of spillage (2 minutes) often causes the chair to smell and become a health hazard. Also, matter penetrates covering material, seams and foam.
  - Excessive force is often applied to the moving parts of chairs thereby breaking or bending metal and wood parts.
  - Bumping chairs up or down stairs or over obstructions with a person seated in the chair causes damage to wheels, framework and upholstery.

### 2.4. When the Warranty Does Apply:

Direct Healthcare Group will:

- Rectify the defect
- or
- Where in the opinion of Direct Healthcare Group, rectification is impossible, the product will be replaced.

### 2.5. Statutory Rights

Nothing contained in our Terms and Conditions nor in these guidelines shall affect the statutory rights of the consumer.

### 2.6. Warning

In this manual, warnings are indicated by symbols. The warning symbols are accompanied by a heading that indicates the severity of the danger.



#### **WARNING**

Indicates a hazardous situation that could result in serious injury or death if it is not avoided.



#### **CAUTION**

Indicates a hazardous situation that could result in minor or slight injury if it is not avoided.



#### **IMPORTANT**

Indicates a hazardous situation that could result in damage to property if it is not avoided.

## 3. Clinical Applications

### 3.1. Intended Use

The Stirling is intended for the following user environments:

- Domestic home use
- Hospital, hospice and care home environments

### 3.2. Who is the Stirling Suitable for?

The Stirling is appropriate for the following users

- Ambulant, semi-ambulant and non-ambulant
- Users requiring postural support when seated
- Users at low to medium risk of pressure injuries (on chairs fitted with Reflexion™ seat foam)
- Users at high risk or with up to a Grade II pressure injury (on chairs fitted with an Intelli-Gel® seat) following a clinical assessment

- Users at high risk to very high risk or with up to a Grade IV pressure injury (on chairs fitted with a Dyna-Tek® Intelligent Air seat) following a clinical assessment
- Users with mild to severe cognitive impairment
- For users undergoing rehabilitation, therapy or treatment

### 3.3. Who is the Stirling not Suitable for?

The Stirling is not suitable for the following users:

- Individuals with postural difficulties

## 4. Product Information

### 4.1. Product Identification

Each chair has a unique number to enable swift identification. This number can be found on the underside of the chair.

Sales Order No. ....	 Direct Healthcare Group Ltd, Withey Court, Western Industrial Estate, Caerphilly, UK, CF83 1BF Tel: +44 (0)800 043 0881
Date of Manufacture.....	
Client's Name.....	
Product .....	
Meets B.S. 5852 for cigarette and match, also crib 5 over CMHR foam. Meets 'The Furniture & Furnishing (Fire) (Safety) Amendment Regulations 1993'	

### 4.2. Key Features

- Correct positioning and support
- Fixed angle seat and back
- Lateral supports
- Built-in headrest support
- 75mm wheels, rear braked

### 4.3. Key Options

#### 4.3.1. Pressure Management

Pressure management is critical for those who are seated for long periods or for those at risk of tissue damage. The Stirling has pressure relieving foams on all contact surfaces areas of the chair and further options are available for the seat module in accordance with the occupant's needs.

If you are unsure about the suitability of your pressure care, please seek advice and input from a qualified Occupational Therapist, Tissue Viability Nurse, healthcare professional and/or Direct Healthcare Group representative/retailer before purchasing.

## 4.4. Accessories

Stirling	
KB120	Stirling Legrest
KB109	Fixed Footrest
KB110	Type A Legrest on Glides
KB113	Sliding Footrest (Standard Chair Only)
KB114	Loose Footblock (580mm (w) x 275mm (d))
KB112	Set of 3 Footblocks (580mm (w) x 275mm (d) x 40mm/50mm/100mm (t))
KB410	Head Roll (Weighted)
KB411	Dacron Headrest (Weighted)
KB412	Winged Headrest (Weighted)
KB417	Weighted Headrest in Dartex
KB418	Weighted Universal Headrest in Chair Upholstery Fabric
KB503	Side Wedge
KB506	Seat/Back Wedge
KB518	Abduction Block
KB521	Full Back Wedge
KB509	Full Back Cushion
KB514	Full Side Wedge (1)
KB517	Seat Cushion
KB307	Laminated Tray with Velcro
KB309	Laminated Tray with Straps
KB701	1" Metal D-Rings (Pair, Sewn In)
KB702	2" Metal D-Rings (Pair, Sewn In)
KB705	Large Pelvic Positioner (Requires D-Ring Straps)
KB726	Large Padded Vinyl Pelvic Positioner (Requires D-Ring Straps)
KB719	Large Fleecy-Faced Pelvic Positioner (Requires D-Ring Straps)
KB724	Lap-Belt (Requires D-Ring Straps)
KB607	Push Handles
KB810	Stirling Loose Covers



### CAUTION

Only use accessories recommended by Direct Healthcare Group with the Stirling chair.

## 5. Guidelines for Best Practice

To ensure good practice when considering purchasing an Stirling chair and effective use post purchase we advise that the following guidelines are considered:

- Seek advice and input from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer at the initial prescription of the chair.
- If unsure when ordering the chair and any accessories contact either the Occupational Therapist involved, your Direct Healthcare Group representative, retailer or Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881.
- All care-givers that will be supervising the user(s) should be trained in operating the chair to ensure correct positioning of the user is achieved.

## 6. Instructions for Use

The purpose of these user instructions is to ensure the safe operation and maintenance of your Stirling chair.

The chair is ready for use once fully installed in the correct position and all carers/users have read and understood the operating instructions.

Safety warnings are included within these user instructions and it is the operator's responsibility to ensure these are read and fully understood.

If you have any questions or concerns, please contact your Direct Healthcare Group representative, retailer or the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881**.

Please retain these instructions for future reference

### 6.1. General Operation

Products must **never** be modified or altered after purchase other than by Direct Healthcare Group authorised personnel.

It is extremely important that Stirling chairs are used appropriately, if there is any doubt as to the suitability of the product for a user, professional advice should be sought from a qualified healthcare professional such as an Occupational Therapist, Physiotherapist, Tissue Viability Nurse or a moving and handling specialist.

Consideration should be given to matching the basic dimensions of the chair to the body size of the user to ensure good posture, support, comfort and safety. Any pressure care, moving and handling, incontinence or infection control issues should be considered and appropriate advice taken from qualified healthcare professionals.

Environmental factors should also be considered and assessed and any potential risks or hazards should be identified and taken into consideration to ensure user safety.

When any chair is specified we recommend that a risk assessment is conducted to ensure it will be safe and appropriate for the user(s) of the chair and for all who may find themselves in the vicinity of the chair. Regular reassessment as to the suitability of the product for the user is important.

If you wish to discuss safety issues in more detail please telephone our Customer Care Team on **Freephone 0800 043 0881**.



#### CAUTION:

When the chair is in use, always ensure the user is checked regularly for safety and is not left unattended for long periods of time.



#### WARNING

The Stirling is not suitable for use by children. Any children present in the vicinity of the chair must be supervised at all times.



#### CAUTION

Do not sit on the arms of the chair at any time.

### 6.2. Setting up the Stirling for use

Upon delivery of the chair the wrapping should be removed carefully in order not to damage the upholstery.

The user instructions must be fully read by all involved with using the chair and ensure the chair is set up correctly before use.



#### IMPORTANT

Do not use sharp scissors or blades to cut the plastic wrapping from the chair as this could accidentally damage the upholstery

### 6.3. Castors

The Stirling is fitted as standard with four 75mm/3" castors with two swivel castors at the front and two locking castors at the rear that will not roll or swivel when the brakes are activated.

To **apply** the castor brakes on the rear castors, press down on the front edge of the ridged pad on each wheel.

To **unlock** the brakes on the braked wheels, push down on the raised top of the ridged pad until it is level with the rest of the wheel housing.



#### WARNING

Ensure the castor brakes are applied at all times when the occupant is left unattended in the chair.



#### WARNING

Ensure castor brakes are applied when the occupant is being transferred in or out of the chair to avoid any unexpected movement of the chair.



#### CAUTION

Ensure there is nothing present to obstruct the free movement of the chair before releasing the castor brake and attempting to move the chair.



#### WARNING

Ensure all four wheels are in contact with the floor surface before leaving the patient unattended.



#### CAUTION

Always check that the castors are unlocked before moving the chair.



#### WARNING


Ensure the chair is on an even ground before leaving a patient unattended.

## 7. Accessories

### 7.1. Laminated Tray with Straps

The tray rests across the two armrests of the Stirling. It is fixed in position by taking the two webbing straps down either side of the chair, feeding the straps through the buckle and clamping them in place with the flip lock.

To remove the tray, lift the clamp to release the webbing strap and lift the tray away from the chair.

 **WARNING**  
The tray must be removed before attempting to exit the chair.

### 7.2. Lap-Belt and D-Ring Fixing

The Lap-Belt helps stabilise the pelvis and position the occupant in the back of the chair to achieve a good sitting posture and reduce the risk of tissue damage through the effects of shear which can occur if the occupant has an unstable posture.

When using a Lap-Belt a level of supervision appropriate to the occupants abilities must be applied at all times.

All Lap-Belts need to be correctly adjusted to adequately support the occupant without restricting breathing or causing discomfort.

It is essential the Lap-Belt does not fit loosely around the occupant and is not allowed to work loose over time as this will allow the pelvis to tilt backwards, encouraging the occupant to slide down and forward in the chair, particularly if in an upright position.

To use the Lap-Belt effectively, undo the buckle joining the two halves of the strap by depressing the button on the central console and place the straps over the arms or to the side of the seat before transferring the occupant into the chair.

When the occupant is seated correctly, bring the two sides of the buckle together and fasten.


To adjust the Lap-Belt, pull on the plastic loop to give firm control but take care not to restrict the occupant's movement. The Lap-Belt is designed to pull back over the hips at an angle between 45° and 60°.


This angle helps to maintain a vertical pelvis by simultaneously positioning the hip joint down and back.

#### D-Ring Fixing


The chair may come pre-fitted with D-Ring straps if ordered at the time of manufacture. If so, these will normally be visible near the interface between the seat module and the back cushion. In this case, the Lap-Belt can be fixed to the D-Rings by simply snapping the spring clip on the end of the Lap-Belt onto the visible D-Ring.

If the chair is not already fitted with D-Rings, attaching a D-Ring will not be an option.

 **WARNING**  
If the Lap-Belt is too loose there is a risk of the occupant sliding underneath or into an inappropriate position.  
The Lap-Belt should be checked for correct tightness, regularly. Care should be taken not to over tighten the Lap-Belt in order to reduce the risk of harm to the occupant.

 **WARNING**  
The webbing and plastic fittings should be checked at least weekly for any signs of damage. If damaged, the Lap-Belt should not be used.




 **WARNING**  
Thrusts, spasms and strong movements, as well as the partial loosening of the Lap-Belt, could cause injury to the occupant.


 **WARNING**  
The occupant is at risk if the Lap-Belt is not properly specified and adjusted to their particular requirements.

## 8. Re-Use and Re-Issue

While the Stirling chair has been tailored specifically for the planned occupant's needs at the time of manufacture, the chair can be re-issued and re-used in a multi-user healthcare environment.

Please seek advice from a qualified Occupational Therapist, healthcare professional and/or Direct Healthcare Group representative/retailer before using the Stirling chair with another user for whom the chair was not originally specified.

 **WARNING**  
Consideration to cross infection risks must be given when reusing or reissuing chairs.

 **CAUTION**  
If using the Stirling chair in a multi-user environment conducting an in situ risk assessment is recommended.

### 8.1.1. Seat Options

The seat options dimensions are set at the time of manufacture.

The seat options are also available with three levels of pressure relief:

- Reflexion™ foam seat cushion (for those at low to medium risk of pressure injuries).
- Intelli-Gel® seat cushion (for those at high risk or with up to a Grade II pressure injury).
- Dyna-Tek® Intelligent Air seat cushion (for those at very high risk or up to a grade IV pressure injury).

### 8.2. Disposal of the chair

The Stirling chair consists of mostly wood, foam and fabric upholstery. Disposal of each individual material must be carried out in line with the environmental and disposal regulations in the relevant country, and may only take place after the chair has been dismantled fully.



## 9. Care and Maintenance

Every time the chair is used, check for signs of damage or excessive wear and tear.

If the chair displays signs of excessive wear and tear take out of service immediately and contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881, or your local retailer, for advice about repair and refurbishment.



### WARNING

Failure to repair damage or wear and tear could put the occupant at risk of injury.

### 9.1. Service Life

The service life of the chair in normal daily use is 10 years. The framework, excluding castors and consumables, is warranted for 10 years. Upholstery and other consumables which are warranted for 12 months, such as castors and upholstery, may need to be replaced within this time frame.

It is recommended that the chair is inspected by a trained service technician every year, to ensure safe operation of the product (refer to 2. Warranty Guidelines).



### WARNING

If the chair develops a fault, STOP using the chair, and contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881 or your local retailer for further advice.

### 9.2. Periodic Checks

The chair should be checked every time it is used for signs of damage or excessive wear and tear to ensure safe and reliable operation.

Monthly checks should include, but are not limited to:

- Any loose or detached parts.
- Check castors for damage and a build-up of fluff and dirt particles.
- Any damage to the fabric of the chair including any soiling of the fabrics.

If any damage is present, STOP using the chair, and contact Direct Healthcare Group Customer Care Team on Freephone 0800 043 0881 or your local retailer for further advice on repair and refurbishment.

### 9.3. Cleaning

The chair should be kept clean to preserve the life and appearance of the chair.

Regular cleaning is essential to minimise risk of cross infection between users and carers particularly in a multi-user healthcare environment.



### WARNING

Check the chair for correct functioning after cleaning.



### WARNING

Regular cleaning is essential to minimise the risk of infection transmission between users and carers.



### IMPORTANT

To reduce the risk of infection transmission to the carer, always use protective gloves when decontaminating and cleaning the chair.

### 9.3.1. Frame Cleaning

The metal framework of the chair can be cleaned with a mild detergent and a soft cloth.



### IMPORTANT

Cleaning with scouring pads is not recommended.

### 9.3.2. Upholstery Cleaning



### IMPORTANT

To reduce the risk of infection transmission to the carer, always use protective gloves when decontaminating and cleaning the chair.

### Cadet, Venture, Berkshire and Brookland Vinyl Cleaning Instructions (External surfaces)

These vinyls have high scratch resistance and a colour solid to the base cloth.

Anti-Microbial and Anti-Fungal Protection. Tested to AATCC147.

- Clean and care for the fabric on a regular basis and it will maintain its condition and appearance. Most stains can be removed by wiping clean.
- The new generation of microfibre cleaning cloths are extremely effective with or without soap for general care and maintenance.
- Wipe clean regularly with a damp cloth to remove dust particles and light soiling.
- Remove spillages promptly (within 15 minutes) with an absorbent dry cloth.
- For heavier soiling, use a soft brush with care to avoid abrasive damage to surface and tepid soapy water (non-alkaline). Rinse clean with clear water. Dry with an absorbent cloth.
- Bodily fluids should be removed promptly (within 15 minutes) with cold water and then cleaned as above.
- Extreme soiling/infection control use a 5% sodium hypochlorite (bleach) solution.
- Do not machine wash or dry clean.
- Do not use polish or solvents.

### Enduralex® Vinyl Cleaning Instructions (External Surfaces)

Enduralex® contact materials are protected by Produratec-C® lacquer coating and are resistant to every day wear and contact with mild acids, alkali, drinks, household stains.

- Use warm soapy water and/or Haz-tab or Clor-clean solution and a household cloth.
- Rub evenly in the direction of the grain of the material.
- Rinse with clean water afterwards.
- Can also be steam cleaned.

**DO NOT USE bleaches, solvents, abrasives, wax polishes or aerosol sprays.**

### Dartex Cleaning Instructions (User Contact Surfaces)

#### General Guidance

- Attention must be paid to the properties of any other materials, which may be combined with Dartex Coatings fabrics in the final article (e.g. dimensional stability, colour fastness, washing instructions).
- Some surface wrinkling may result from cleaning procedures. This has no adverse effect on the fabric's properties.
- Abrasive cleaning agents should not be used.

### Washing and Disinfection

- Superficial dirt on the coating may be removed by wiping with a soft cloth moistened with water containing a neutral detergent. More persistent contamination may be treated by wiping with alcohols or turpentine substitute, followed by hot water and detergent.
- Cleaning and disinfection in situ may be carried out on the coating with hand hot water and a neutral detergent or with a sodium hypochlorite solution (0.1% or 1000 parts per million available chlorine).
- Proprietary disinfectants may be used provided manufacturer's instructions are followed.
- All cleaning agents, and disinfectants, must be thoroughly rinsed off and the item dried before storage. Failure to do this may result in the accumulation of reagent that could damage the polyurethane coating, react with the chair frame, or negate the biocompatibility results of the Dartex fabric.

### Drying

- It is essential that articles be thoroughly dried after all cleaning procedures and before storage.

### Storage

- Store in a cool, dry area. Avoid excessive pressure and contact with non-colourfast materials.

## 10. Technical Data

### 10.1. Manufacturing Address

Direct Healthcare Group  
Withey Court, Western Industrial Estate, Caerphilly, UK, CF83 1BF

**Telephone:** +44 (0) 800 043 0881

**Email:** info@directhealthcaregroup.com

### 10.2. Maximum User Weight

Maximum user weight limit: **102kg/16 stone.**

Please adhere to the user weight limit for the Stirling chair and note your warranty will be void and user safety may be compromised should the weight limit be exceeded.

### 10.3. Weight and Dimensions of the Chair

Item	Weight (kg)	Dimensions (mm)
Stirling	24	912 x 685 x 1004
Box	7	1000 x 800 x 1300
Pallet	10	1000 x 800 x 150
Box + Pallet + Chair	41	1000 x 800 x 1450

### 10.4. Product Standards

MHRA Registration CA000105

#### 10.4.1. Flammability Testing

- BS 7176:2007+A1:2011 (Specification for resistance to ignition of upholstered furniture for non-domestic seating by testing composites).
- BS EN 1021-1:2014 (Furniture. Assessment of the ignitability of upholstered furniture. Ignition source smouldering cigarette).
- BS EN 1021-2:2014 (Furniture. Assessment of the ignitability of upholstered furniture. Ignition source match flame equivalent).
- BS 5852:2006 (Methods of test for assessment of the ignitability of upholstered seating by smouldering and flaming ignition sources).

#### 10.4.2. Strength, Stability, Durability, Risk and Safety

- BS EN 1022:2005 (Domestic furniture. Seating. Determination of stability).
- BS EN 16139:2013 (Furniture. Strength, durability and safety. Requirements for non-domestic seating).
- BS EN ISO 14971:2012 (Medical devices. Application of risk management to medical devices).

#### 10.4.3. Quality and Environmental



ISO 9001:2015  
(Quality Management System)



ISO 14001  
(Environmental Management System)

## 11. Customer Support

Should you have any concerns or are experiencing any problems regarding the set up or maintenance of your Stirling chair please contact our Customer Care Team on **Freephone 0800 043 0881**.







Intelligent Pressure Care  
Specialist Seating  
Rental & Service Solutions

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