

# Direct Healthcare Group

Advancing Movement & Health®

# Regent

## User Manual



**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.

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## 1. Introduction to the Regent Chair

Thank you for purchasing a Direct Healthcare Group Regent chair.

The Regent is ideal for use by ambulant, semi-ambulant and non-ambulant elderly people, especially those able to push up from their sitting position or those seated for long periods of time. Providing comfort and support with ease of mobility, the Regent chairs benefit users and carers alike.

Designed to provide a suitable seating solution for individual users offering excellent postural and lateral support through the option of either a cushioned or classic back.

The range's modularity lends itself to being easily refurbished and repaired enabling it to be a sustainable answer for many caring 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 Regent helps fulfil the need to maintain an individual's seated posture, assist with pressure management and help with rising from the chair by being able to press down firmly on the high broad armrests.

## 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 Regent 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

- a) Each Direct Healthcare Group product is designed to a high specification for a particular type of use.
- b) 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.
- c) No employee or agent of Direct Healthcare Group is authorised to recommend non-approved uses, and the buyer should not rely on such recommendations.
- d) User instructions should be followed in all respects.

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

- a) Use of incorrect cleaning products that may damage the surface material.
- b) Incorrect maintenance not approved by Direct Healthcare Group.
- c) Alterations by the buyer to the original goods.
- d) Incorrect means of transportation of the goods.
- e) Normal wear and tear.
- f) Non Approved uses:
  - Sitting on the arms of a chair.
  - Sitting on the legrest or 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:

- a) Rectify the defect
- or
- b) 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 Regent is intended for the following user environments:

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

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

The Regent is appropriate for the following users:

- Ambulant, semi-ambulant and non-ambulant users who are able to independently transfer out of the chair
- Users who are seated for long periods of time
- Users with Low to Very High Risk or with up to Grade IV pressure ulcers (on chairs fitted with a Dyna-Tek intelligent Air seat module), following a clinical assessment

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

The Regent is not suitable for the following users:

- Non-ambulant users who are unable to self-transfer from the chair

### 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 legrest of the chair.

#### 4.2. Key Features


- Two sizes:
  - Major
  - Minor
- Two design styles:
  - Classic - Standard or with reclining back
  - Cushioned back - Standard or with reclining back
- Modular Configuration
- Adjustable seat length and angle

#### 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 Regent 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.

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

#### 4.4. Accessories

RG101	Sliding Footrest
RG401	Push Handles (Not Available with Reclining Back)
RG301	Laminated Tray with Straps
RG603	Loose Seat Cover
RG801	Loose Cover Seat (Seat and Armrest Only)
RG703	1" Metal D-Rings (Fixed)
KB724	Lap-Belt (Requires D-Ring Straps)
KB705	Large Pelvic Positioner (Require D-Ring Straps)
KB726	Large Padded Vinyl Pelvic Positioner
KB719	Large Fleecy-Faced Pelvic Positioner
KB417	Weighted Universal Headrest in Dartex
KB418	Weighted Universal Headrest in Chair Upholstery Fabric



#### CAUTION

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

### 5. Guidelines for Best Practice

To ensure good practice when considering purchasing a Regent 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 Regent 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 Regent 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 Regent 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.



#### WARNING

Do not push the chair up or down steps or a steep incline as this could result in loss of control.



#### WARNING

Ensure there is nothing present to obstruct the free movement of the chair before attempting to use the chair.

### 6.2. Setting up the Regent 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



### 6.2.1 Seat Depth Adjustment

It is important to set the seat depth correctly with the user's pelvis as far back in the seat as possible. There should be a 1" gap between the seat front and the back of the user's calf. Take the thigh length measurement from the user and use this as a guide to setting the seat depth.

- Adjust the seat depth when the chair is empty.
- Slacken the two white knobs under the seat by turning anti-clockwise until the seat moves freely. The seat may stick slightly but lifting the seat up should release this.
- Position the seat according to the seat depth measurement and re-tighten the knobs by turning clockwise.
- Check that the new setting meets the user's requirements and re-adjust if necessary.
- Ensure that the knobs are tight so that the seat is secure.

### 6.2.2 Seat Angle and Height Adjustment

It is important to set the seat angle and seat height adjustment to meet each individual's requirements.

- Adjust the seat angle when the chair is empty.
- Using a Phillips screwdriver slacken the two screws on the inside of the arms under the front of the seat by turning anti-clockwise and remove the screw until the seat moves freely up and down. The seat may stick slightly but lifting the seat up should release this.
- Position the seat according to the seat height/angle required by inserting the screw in one of the four holes located on either side of the chair.
- Care must be taken to ensure both screws are positioned at the same height on either side. Re-tighten the screws by turning clockwise.
- Check that the new setting meets the user's requirements and re-adjust if necessary.
- Ensure that the screws are tight so that the seat is secure.

### 6.3. Castors

The Regent is fitted as standard with four 100mm/4" castors with two swivel castors at the front and two locking castors at the rear that will not roll or swivel when the braked are activated.

To **apply** the castor brakes on the rear castors, press down on the silver 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 silver 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.



#### CAUTION

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



#### WARNING

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



#### WARNING

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

## 7. Accessories

### 7.1. Push Handles *(not available on reclining back model)*

When fitted, the push handles provide a good solution if the chair is frequently moved around.



**WARNING**

Do not use the push handles to tip the chair backwards when it is occupied.



**WARNING**

The chair must not be pushed over rough or uneven ground when occupied.

### 7.2. Sliding Footrest *(optional)*

The sliding footrest is designed to support user's feet when moving the occupied chair. It is also useful for users where the seat height may be set too high.

- To use, pull the footrest forward fully

To retract:

- Push the footrest back fully, before transferring to or from the chair.



**WARNING**

Do not stand or place undue weight on the footrest.

### 7.3. Tray *(optional)*

A large laminated tray, ideal for various activities, sits across the arms and is held securely in place by straps, fitted to the base of the chair.

- To attach the tray, position it with sufficient space between it and the user, ensuring movement is not restricted.
- When the desired, comfortable position is achieved, strap down the tray onto the chair base.

If the tray is attached onto the Regent Reclining Back, when it is reclined, it is important to check for sufficient clearance in front of the user to return the chair to upright.

### 7.4. Pelvic Positioner *(optional)*

The Pelvic Positioner is used to help provide a safe and secure seated position and enable pelvic stability.



Each end of the strap has a clip fastening which fits onto D-Rings located down both sides of the seat cushion.



Clip the fastenings onto these D-Rings and undo the buckle joining the two halves of the strap.



Place the straps over the arms or to the side of the seat before transferring the user into the chair.

### 7.5 Lap-Belt (optional)

The Lap-Belt helps to position the user in the back of the chair. Ideally the fixings for the Lap-Belt and the Lap-Belt itself will be fitted at time of manufacture however, can be fitted retrospectively by a trained representative.

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.



**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**

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



**WARNING**

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

## 8. Re-Use and Re-Issue

While the Regent chair has been tailored specifically for the planned occupant's needs at the time of manufacture, with some alterations and adjustments, 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 Regent 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 Regent chair in a multi-user environment conducting an in situ risk assessment is recommended.

### 8.1. Modularity

The Regent chair has a durable frame with modular back, arm, seat and legrest components. These components can be purchased separately as required, whether to replace a worn module or to re-issue to another user.

Contact the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for current pricing and availability.

#### 8.1.1. Seat Modules

The seat module dimensions are set at the time of manufacture. The Regent seat modules are available in the following seat widths:

Minor – 380mm

Major – 430mm

If an alternative size of seat module is required from the original specification, please contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer as this will affect the back, arm and legrest modules of the chair. A visit from a Direct Healthcare Group trained engineer will be required to fit the replacement seat module.

#### 8.1.2. Back Modules

A replacement back module can be purchased for the Regent chair, please contact the Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** for further information or your local retailer.

A visit from a Direct Healthcare Group trained engineer will be required to fit the replacement back module.

#### 8.1.3. Arm Modules

Replacement arm modules can be purchased for the Regent chair, please contact Direct Healthcare Group Customer Care Team on **Freephone 0800 043 0881** or your local retailer for further information.

### 8.2. Disposal of the chair

The Regent chair consists of mostly metal, plastic, wood, foam and fabric components. 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, upholstery and electrical components, 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 damage to the cables or adjustment levers.
- 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.

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

Enduratex® 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.

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## 10. Technical Data

### 10.1. Manufacturing Address

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

**Email:** info@directhealthcaregroup.com

**Tel:** (+44) 0800 043 0881

### 10.2. Maximum User Weight

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

Please adhere to the user weight limit for the Regent 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)
Regent Major	40	430 x 1116
Regent Minor	31	380 x 1010
Regent Major + Box + Pallet	57	1000 x 800 x 1450
Regent Minor + Box + Pallet	48	1000 x 800 x 1450
Cardboard Box	7	1000 x 800 x 1300
Pallet	10	1000 x 800 x 150

## 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




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## 11. Customer Support

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











Intelligent Pressure Care  
Specialist Seating  
Rental & Service Solutions

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