



**1st Choice
Stairlifts**



**Talking To Your Loved
Ones About Stairlifts**

About This Guide

We understand the apprehensions people often have about getting a stairlift and we also know the fear so many people face that their loved ones may have a fall, especially with the added concern that it may involve the stairs. Our directors have experienced this first hand, trying to help their resistant grandparents and other family members understand how much a stairlift would benefit them, which you wouldn't expect considering they own a stairlift company!

Throughout the years we've seen the difference that a stairlift can have on people's lives and the lives of their families. A stairlift can give people a new lease of life, allowing them to get around their home with ease, without being as reliant on others.

Did you know that having a stairlift or other home adaptation installed can delay a care home admission by around 4 years'?

Here at 1st Choice Stairlifts, we always aim to keep people in the home they love, allowing them to live safely and independently and that's why we want to share our experiences with you!



We've heard a number of reasons why people have been resistant to having a stairlift. People often fear that a lift is a sign of losing their independence or maybe they see that their stairs are 'a good form of exercise' (it's not!).

We have also seen that people often have concerns about how the lift is going to fit in their home, whether that be the size or style, or even that it's going to cause damage to their property.

If you note any similarities here, or have witnessed other kinds of resistance from your loved ones, this e-book has been made just for you!

Here you'll find our tips to overcome the fears and concerns you've spotted as well as myth-busting information to share with your friends and family. Let us help put your mind at ease!



Having the stairlift installed was the deciding factor in whether Mum would be able to live at home again, so this has made a fundamental difference to her quality of life. She returned home last week and has had no trouble at all in getting to know how to operate it. These days, sadly, it is rare to come across such a well-run company, which truly puts its customers at the heart of what it does, so we'd like to thank you once again and wish you every success in the future. You've been amazing!

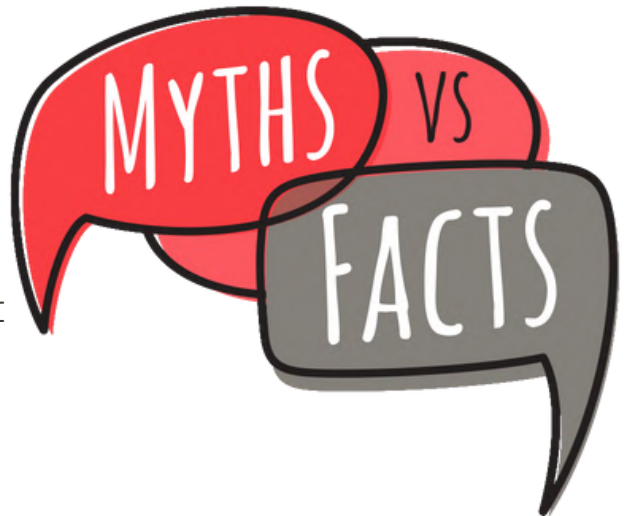
*Customer in Hampshire,
Verified Which Trusted Trader Review*



Myth Busting

We know that a stairlift isn't a desirable product, and no one would get one fitted unless it was necessary.

We also know people are often put off because of unreliable facts that may be out of date or simply not true. So, let us revise and remedy the misleading information surrounding stairlifts!



Here's the top 4 myths we hear!

Myth 1: 'It will be too bulky'

Myth 2: 'It will damage the walls and make a mess!'

Myth 3: 'I won't be able to work it'

Myth 4: 'It's going to cost too much!'



Myth 1: 'It will be too bulky'

FALSE

Many years ago this was true; stairlifts were big chunks of steel on a set of stairs with a chair that wouldn't have looked out of place in a Chesterfield showroom.

But times sure have changed! Stairlift rails have gotten slimmer and sleeker over the years, taking up far less space (and the colour of them can even be customised!).

The chairs themselves are able to fold up neatly, out of the way to let other stair users access the stairs.

Many manufacturers have even brought in furniture designers to make the chairs as aesthetically pleasing and comfortable as possible, with many colours and upholstery options available to choose from.



“Other installers told me I could not have a stairlift fitted because of our narrow staircase. 1st Choice came out very quickly, solved the problem and had a stairlift installed in no time, with no mess at all. I cannot believe the difference this has made to my life after struggling so long to go up the stairs.”

Customer in Dorset,

Verified Which Trusted Trader Review



Myth 2: 'It will damage the walls and make a lot of mess!'

FALSE

This is a myth that has never been true! Stairlifts have never been attached to the walls, all that we do is secure a few screws from the rail support legs and through the carpet of your stairs.

Whenever the lift is no longer needed and is ready to be removed, a quick brush over the carpet normally disguises the screw holes and you wouldn't know one had ever been there! Whenever a lift is installed or removed, our engineers vacuum and sanitise the stairs and work area leaving no trace behind.



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The engineer removed my old lift and installed a new one for me. After removing the old lift, he used his vacuum cleaner to remove the dust and fluff that had hidden behind the old stairlift's track. After installation, he left behind a clean and tidy staircase.

*Customer in Berkshire,
Verified Which Trusted Trader Review*



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Myth 3: 'I won't be able to work it'

FALSE

Our directors have over 60 years of combined industry experience and in all this time, they have never come across a customer who was unable to work their stairlift once installed.

The reason we carry out such a thorough initial survey is to ensure we find the perfect stairlift to suit a customer's mobility and needs. Oftentimes, people believe that a stairlift is incredibly complicated to use however, the complete opposite is true!

It's as simple as fastening the seat belt and moving the joystick in the direction of travel! During an installation, our engineers give a full handover demonstration and won't leave until a customer is confident they are able to use the lift safely.

You can also try out our models in our showroom too.



“

Your salesperson met us at the showroom and nothing was too much trouble to show mum how everything worked and how simple it was to operate the stairlift. That was a godsend in helping us to convince her to get one! The installation was 1st class, very clean, and tidied and vacuumed up behind himself. His training instruction was very clear and easy to understand.

Customer in Wiltshire,

Verified Which Trusted Trader Review



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Myth 4: 'It's going to cost too much!' **FALSE**

There are many assumptions that a stairlift is going to cost tens of thousands of pounds when they are actually available for far less than that!

We offer a range of products that are available as new, reconditioned and even as rentals, making them suitable for every budget. For an idea of our costs, visit our website where you can find out free resource called "How Much Does a Stairlift Cost?" as well as our e-book on money saving tips to buying a stairlift!

Disabled Facilities Grants are available for those who cannot afford a lift. If this is something that you'd be interested in, you can get in touch with your local council for more information.



“The fitting was carried out smoothly and provided a working solution that was elegant, robust, and effective. We expected some disruption/mess, but no - a neat and tidy installation with which we are both delighted.

PS: the cost was delightfully less than we had thought too!

Customer in Berkshire,

Verified Which Trusted Trader Review



Changing a Mindset

We appreciate that having a stairlift installed can sometimes be a difficult topic to approach with your loved one. In our experience, many people are resistant to the idea because they feel it may be seen as admitting defeat or and losing their independence.



Oftentimes, this is a subject that family members and friends have to broach gradually until their loved one feels ready to address it.

Many of our customers tell us how they wish they'd had their lift installed sooner because it's made such a difference to their lives and their mindset on it has completely changed.



We want you to have the same experience with the person you love, and so, wanted to share with you some ways that you can propose the idea of having a stairlift fitted, while still being mindful of how they might be feeling or thinking.

Homes weren't built with accessibility in mind

Let's be honest here, homes are rarely built with accessibility in mind. This is a problem in a number of communities and society as a whole. How often do we see new bungalows being built as opposed to terraced housing that can undoubtedly fit more families into? So it's down to us to make our homes more accessible to accommodate any mobility needs.

The pandemic had a huge effect on people's mobility too as you can see in our infographic below. You are not alone. It's normal to need something to give you a little help on the stairs and it's not your fault that your home wasn't built for accessibility. But with our help, we can make it accessible for your loved ones.



[Click here to read our Pandemic Mobility Article](#)

A lift takes the hard work out of using the stairs

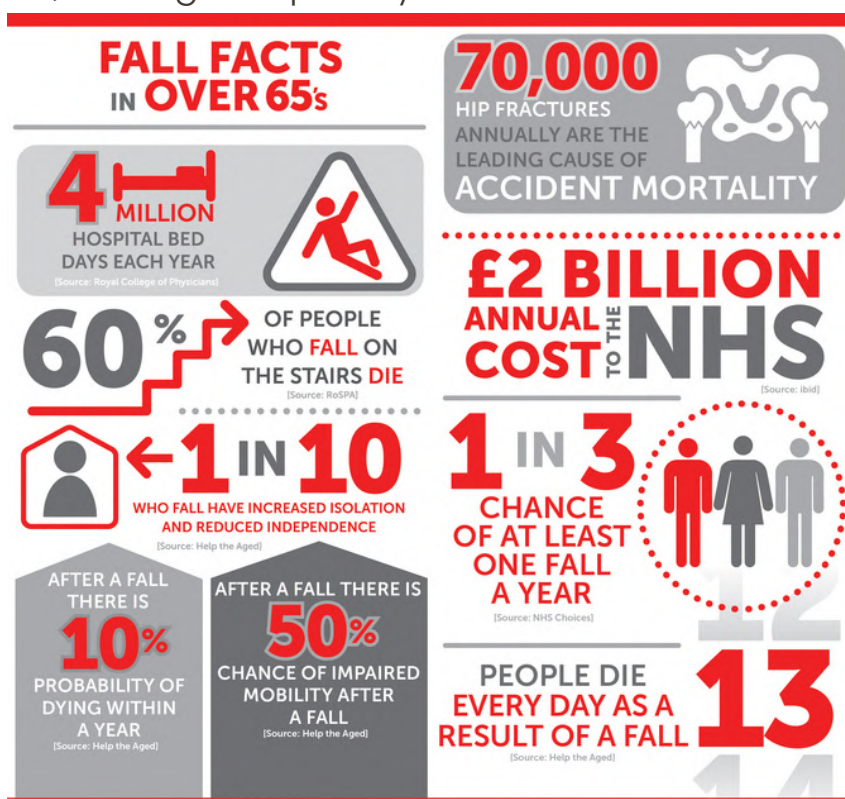
Technology has come a long way over the years, many things that we used to do by hand, we wouldn't dream of doing now. Would you want to wash and wring out all your clothes by hand? Or would you rather let your trusty washing machine do all the hard work?

Well, a stairlift is no different, really. It's convenient, takes the extra leg work away, and allows your loved one to spend more time doing the things they love, with ease. Instead of spending wasted hours struggling up and down stairs, a lift will take under a minute.

A good form of exercise OR a serious fall risk?

Over the years, a very common reason we've heard for someone not wanting to have a lift installed is that they believe using the stairs is a good form of exercise.

A very sad fact, however, is that 60% of people over the age of 65, unfortunately, pass away from their injuries after falling down the stairs. Of course, our highest priority is to avoid this at all costs.



There are many health conditions that can lead to people becoming more susceptible to falls due to losing balance more easily or having less spatial awareness, for example. For these reasons, we never recommend someone use the most dangerous part of their home as a form of exercise.

Instead, we want people to be safe in their own home as well as putting their families mind at ease, knowing that they have avoided a dangerous fall by having a stairlift fitted and only use level flooring as a regular form of exercise in their home.

We've even put together a helpful leaflet on preventing falls around your home. Please contact us if you would like a copy or to read our article click here: [Preventing Falls Around Your Home article and leaflet.](#)



Stairlifts enable you to be more independent

When we speak to family members, we often hear that their loved ones reject the idea of a stairlift because they feel as if they are going to lose their independence.

We also hear of people sometimes putting themselves into precarious situations when they begin to struggle on the stairs. Unfortunately, many of these situations could lead to a higher risk of falling or could exacerbate pre-existing conditions.

This may include family members helping their loved ones up the stairs, while this may seem like a safer option, the risk of injury could be greater for both involved.

Carrying loads, such as laundry, could also pose a higher risk for those unable to manage their stairs independently; if someone regularly uses handrails to keep their balance on the stairs, reducing this support by carrying something could certainly be more dangerous.

While on the topic of handrails, if someone is using these to pull themselves upstairs, as opposed to just for stability, this could lead to further strain on joints and muscles and potentially cause more health problems or pain.

Stairlifts can create an increase in independence allowing people to access their whole home safely and carry out their regular activities with ease.



Don't move out move up!

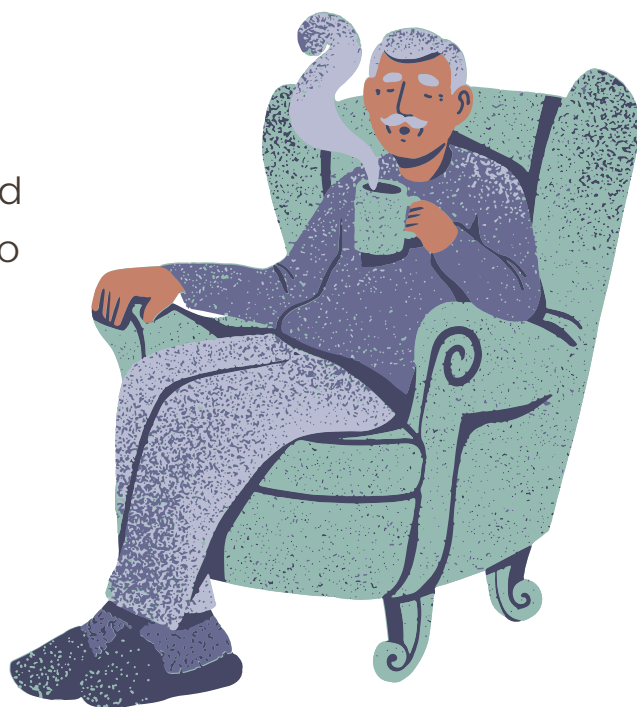
On occasion, our loved ones may choose other means in order to avoid using their stairs. This can even be to avoid drinking and becoming dehydrated to minimise trips to an upstairs bathroom.

There are alternatives to having a stairlift fitted but moving into a care home or assisted living is very expensive! And from experience, many would rather stay with their family in the home they love that holds so many memories.

Some people may choose to move their sleeping arrangements to the ground floor to avoid having to use the stairs at all. However, this isn't very dignified if you don't have access to a downstairs bathroom to get washed and use the toilet.

If you don't like the look of a stairlift you might want to consider a Homelift either - like your own personal elevator, which we also do!

At 1st Choice Stairlifts, we believe that everyone should be able to live their life, their way, in the home they love. That's why we're so passionate about what we do; no one should ever have to alter their lifestyle or move house just because a set of stairs is a problem.



What's next?

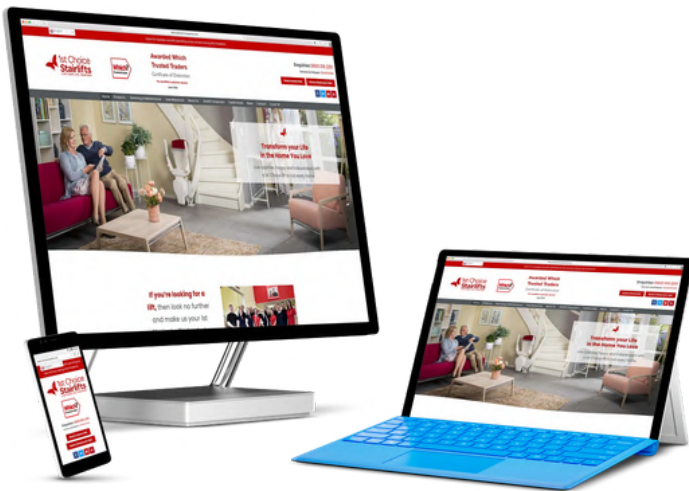
Whether you're still struggling to talk your loved one into having a stairlift installed, or they're starting to warm up to the idea, here's a few things that you can do to boost their confidence and understanding of what having a stairlift entails.

Check out our YouTube Channel or website

Online videos on our YouTube channel, website product pages and our blogs are a great way of learning all about stairlifts. Our directors 60+ years of lift and stairlift expertise are poured into these excellent resources. If anyone can help you understand all about stairlifts and homelifts, they can!

We also have hard copies that we can post of our ebooks, company and product brochures so just give us a call to request some.

Click the web addresses to visit our sites



www.1stchoicestairlifts.com

www.1stchoicehomelifts.co.uk



Click the icons to visit our social and YouTube channels



Visit our Showroom

At our headquarters in Calne, Wiltshire, we have a showroom that houses several of the lifts in our range. Visiting a showroom is a fantastic way to gain a better understanding of not only how stairlifts work but also how they're going to suit your loved one's home and needs. Objections to having a lift can often be overcome on a showroom visit.

Here at 1st Choice Stairlifts, we never pressure our customers into a purchase, that's just not how we do business. There is absolutely no obligation to buy a lift, so even if your loved one is not quite ready for a stairlift, they can still gain a clearer understanding of how it all works.

We have a range of straight and curved stairlifts available to try as well as through the floor home lifts.



[Click here to visit our showroom website page](#)

Have a free no-obligation Home Survey

During a home assessment, one of our surveyors will measure your loved one and their home as well as assess their mobility needs. By doing this, they will be able to recommend the best stairlift and additional features to suit as well as discuss prices and match lifts according to budget.

This is a great opportunity to ask any questions about stairlifts from how they've helped other customers to any concerns about safety and so on. Our surveyors are very knowledgeable and have spoken to thousands of customers through our years in business so can put your loved ones' minds at ease. We often suggest having a home survey before visiting our showroom so that your loved one can check out the exact model that's been recommended, however, this isn't necessarily required.



All you need to know

Your key takeaways for purchasing a home lift:

- Bust The Myths
- Change The Mindset
- Research, try one out and get a free no-obligation survey

To ensure you're purchasing a safe product from a reputable business, we recommend looking for companies that are endorsed Which? Trusted Traders and/or British Healthcare Trades Association members.

We hope that this has helped you with all the questions you have about talking to your loved ones about stairlifts. If not, you can check out our website, or even give us a call. We're always happy to chat!



**Call us now for a friendly
chat or to arrange a
showroom visit or home
survey appointment**

01249 814528

www.1stchoicestairlifts.com

www.1stchoicehomelifts.co.uk

Thank you!

