

Dylan

A story about going the extra mile and how living by values helps improve lives

'Dylan'* is a 16-year-old male with a list of serious medical conditions including cerebral palsy, neurological disorder, epilepsy, plus hearing and visual impairment. The previous two years had seen Dylan undergoing surgery for Scoliosis, hip reconstruction and gastrostomy. With all of the stresses and daily challenges faced, a family holiday had been arranged for some much-needed rest and relaxation away from home and hospital. However, at the last minute, there was an unforeseen problem – a manual lifting sling was unavailable locally. Without a sling, the holiday was now in jeopardy.

Care & Independence have one of the lowest standard leadtimes in the market, so Dylan's mother decided to take matters into her own hands and order a GLOVE Airflow Manual (GAIRM) direct as a private sale. Made from highly breathable Airflow fabric, the GAIRM is an in-chair style sling so would suit leaving beneath Dylan during the journey whilst providing comfortable, temperate conditions. Its robust handles allow for manual lifting, ideal for their holiday when a hoist wouldn't be available. There was however another stumbling block; the size Dylan required wasn't in stock and the departure date was imminent!

Given the desperate plight, it was 'all-hands-on-deck' from the Care & Independence Production Team who managed to manufacture and despatch the crucial GLOVE Airflow Manual sling within 24 hours. As a result of their aptitude for going the extra mile (one of the company core values), the day had been saved and the holiday would be able to go ahead after all!

Sales Administrator Clair who had taken the initial distressed call from Dylan's mother, rang her back with the good news. *"It was such an emotional conversation,"* reflected Clair. *"We were both on the verge of tears. This was most definitely an occasion when 'improving lives' resonated strongly for everyone involved."*

CONDITION: Neurological disorder,
Cerebral Palsy, Epileptic,
Hearing & visual impairment

PRODUCT: GLOVE Airflow Manual
(GAIRM)



"This was definitely an occasion when 'improving lives' resonated strongly for everyone involved."

