



Nail Cutting Service

The Nail Cutting Service is provided in partnership with A5 Chiropody Clinic to ensure you receive good quality, affordable foot care. You can be assured of high clinical standards and the security that a qualified Podiatrist is in charge of your personal care.

Good foot health can help keep older people active and independent and significantly reduces the risk of falls – the single biggest cause of emergency admission to hospital for older people.

Who Qualifies?

The service is available at home to older people and disabled people who are resident in Luton and are unable to cut their own toe nails.

Preparing for a Visit from the Podiatrist

- Please fill out, or have someone fill out the Patient Medical Questionnaire detailing any medications you are taking prior to the visit
- Return the Medical Questionnaire to Age Concern Luton by post to Age Concern Luton, Bradbury House, 39 King Street, Luton, Beds, LU1 2DW
- Before the visit, please ensure there is enough clear floor space for our Podiatry chair; we also need access to a working power socket
- Leave off your socks or stockings and just wear slippers
- Do not soak your feet as it makes the skin rubbery
- The Podiatrist may have some questions relating to the questionnaire
- All appointments times are approximate; the Podiatrist can arrive up to one hour early for visits and up to one hour late
- Therefore for a visit scheduled at midday, the Podiatrist can arrive as early as 11am or as late as 1pm – so please make yourself available during this two hour window

What to Expect when the Podiatrist visits

- He will bring a special reclining chair for you to sit comfortably on
- He will examine your feet to check your circulation and any lesions
- Simple nail cutting will take place
- He may reduce any simple callous corns you may have
- If the Podiatrist thinks you meet the criteria for NHS services he will treat you on the day but refer you on to the appropriate services

- At the end of the visit you will be given a small package of nail waste to be disposed of with your rubbish
- The Podiatrist will advise you on foot care to promote your foot health
- The Podiatrist will agree with you an approximate date for your follow up visit if a follow up visit is required. This will be confirmed closer to the time by phone or letter. Typically the period between first and any potential second visit shall be 12 weeks.
- You will pay £10 per treatment, cash only, and you will be given a receipt for the money
- Should you wish to be seen again before the end of the 12 week period this will cost an additional £10.

How to make an appointment

Telephone us on 01582 456812 and we will check your eligibility and register you for the service. You will be contacted by the Podiatrist, Paul Green, by letter or phone within two weeks of referrals to agree a date for a visit.

We will aim to run as close to appointment times as possible however as we visit all patients at home we can sometimes be delayed for up to an hour, therefore we would ask that you do not make other appointments within an hour or so of our visit.

To help us keep costs as low as possible we also ask you to please keep to appointments, however, if you really need to cancel we ask that you give 24 hours notice so that we can offer the appointment to another patient. You may be charged if you are out when we call.

Please Telephone Paul Green on 01582 529289 if you need to cancel your appointment. The call will cost 5p per minute.

Complaints and Compliments

We will contact you by telephone or postal survey to ensure you are satisfied with the service. Please contact Age Concern Luton, 01582 456812 if you have any comments or queries on the service.

Other Age Concern Luton Services

Age Concern Luton provides other services for older people including Handymen, Benefits and Housing Advisers, Home Support and Social Activities. Most services are either free or at a low cost. The Podiatrist will leave you a leaflet which describes ways we can help you stay independent.

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