

Information for patients  
**Diabetic Footwear**



**Orthotics**  
RJA H

## Diabetic footwear

Diabetic footwear and inserts are provided to protect your feet from damage. Diabetes allows the feet to be damaged more easily and slows the healing process. Therefore, it is important to have a safe environment for your feet. Inserts help offload sensitive areas and shoes provide sufficient room for these and your feet.

## Your new footwear

When you receive new footwear, for the first time or a repeat, it is important for you to break them in slowly. This is to ensure they fit well and do not damage your feet.

Always wear socks with shoes. Socks should be without tight tops/thick seams/wrinkles.

If they cause problems, wear inside out if seams dig in, natural materials are best, wear the correct size. Wash feet/wear clean socks daily. Securely fasten shoes to prevent friction.

Start with just one hour. Then take off your shoes and socks and inspect your feet. If you need to, use a mirror on the floor to see the bottom of your feet.

Increase by one hour a day repeating the shoe and sock removal and visual checking. If you cannot visually check ask someone to do it for you.

If you start seeing areas of concern i.e. redness/irritated skin; blisters; new callusing, stop wearing the shoes and make a review appointment. Once broken in, wear your shoes all the time: around the house, on holiday and special occasions. Wear both pairs and do not keep one for best.

## Caring for your footwear

Your shoes need to be properly maintained. Shoes should be polished and nubuck protected with spray. If they get wet ensure thoroughly dried prior to wearing again (not using a tumble dryer or radiator). You should check for excessive wear on the soles and bring them in to the department to be re-soled. We can also fix the hook and loop fastening straps if necessary. Shoes should be clean and dry and labelled with your name and address.

Remove inserts periodically and assess for wear and tear. Make a review appointment for replacements to be made. If you feel your shoes no longer provide the support or protection you need, make a review appointment.

## Caring for your feet

Diabetes can affect sensation so physically checking the shoes and your feet is necessary.

A minor problem can become serious one if left unchecked. The most common cause of ulceration is a result of footwear problems or feet changing over time so it's important to continue checking.

Put your hand inside your shoe before putting them on to check for foreign objects and for holes etc. in the linings. Small stones, toys or coins can easily fall into shoes and are potential sources of harm. Also check there are no objects embedded in to the soles.

## Repairs

Please keep your footwear in good repair. You can return them to the Orthotics department for repairs e.g. worn soles or fastenings. They can be dropped in or posted, please ensure you include your name and address with the items and that your footwear is clean. We will contact you when they are ready for collection. This will usually be around two weeks.

## What happens next?

Once we are sure your footwear is appropriate for you and you have no problems, you can be provided with a second pair. This will allow you to wear one pair whilst the other is being repaired. Once a pair of shoes is beyond repair, you will be required to bring them into the department to be checked, a replacement pair can be ordered, ensuring you always have two pairs.

Should you have any queries regarding your footwear please do not hesitate to contact us .

**Please only contact the department where you are due to have an appointment or have already been seen, other sites will not be able to deal with your enquiry and you will be asked to ring the appropriate hospital.**

**The Robert Jones and Agnes Hunt Orthopaedic Hospital / Tel: 01691 404442**

Below are the opening times for the department for dropping off/collecting footwear and appliances.

### RECEPTION OPENING TIMES

Monday – Thursday, 8.15am – 5pm

Friday, 8.15am – 4.45pm

### GENERAL ENQUIRIES

Monday – Thursday, 8.45am – 5pm

Friday, 8.45am – 4pm

**The Royal Shrewsbury Hospital / Tel: 01743 261000 Ext: 3701**

Monday – Thursday, 9am – 4pm

Friday, 8.30am – 3pm

**The Princess Royal Hospital / Tel: 01952 641222 Ext: 4224**

Monday – Thursday, 9am – 4pm

Friday, 9am – 12.30pm

**ALL SITES ARE CLOSED FOR LUNCH 12.30PM – 1.15PM**

Please note we are only able to offer appointments at the site you have been referred to by your consultant/G.P. even if this isn't the most local to your home address.

## If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

## Feedback

Tell us what you think of our patient information leaflet.  
Please send your comments to the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

Please note that any device supplied by the Orthotics Department is property of the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust and should be returned to the department upon the end of its use unless advised otherwise. Do not dispose of any devices until they have been inspected by a member of the Orthotics team, or unless you have been informed to do so by a member of the team. In the event of loss or damage beyond expected wear, you may be asked to pay a replacement fee.

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Author: Abby Munro/Claire Pugh

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The Robert Jones and Agnes Hunt  
Orthopaedic Hospital NHS Foundation Trust  
Oswestry, Shropshire SY10 7AG

Tel: 01691 404000

Web: [www.rjah.nhs.uk](http://www.rjah.nhs.uk)