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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

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

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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design by Medical Illustration

Information for patients Heel-Up



Heel-Up

The Heel-Up boot is a soft foot support you wear in bed. The aim of the boot is to:

- Reduce pressure on the heel and prevent an Ulcer developing
- Reduce pressure on the Heel to allow any ulcers to heal

To provide offloading of the heel the back of the ankle section has a thick build-up of padding, and the heel section is cut away to allow the heel to suspend freely eliminating pressure and friction.

Fitting your Heel-Up

1. Open all the hook and loop straps to the Heel-Up
2. Place foot in Heel-Up ensuring the correct position. The heel should be in the in the aperture suspended freely and the larger padding on the back of the ankle.
3. Fasten the hook and loop straps ensuring they are not too tight and causing too much pressure on the top of the foot or shin.
4. Your Heel-Up should be removed every 2 hours to check your skin for any red marks/Rubs, if the red marks do not go within 30 minutes stop wearing the boot and contact the department of Orthotics.
5. An optional Stability wedge may also be provided by the orthotist for extra support and stability and to provide an anti-rotational force to prevent slipping and rolling.

CAUTION!

DO NOT walk in your Heel-Up, it is designed to be worn in bed exclusively and should not be used for weight bearing or walking under any circumstances.

Ensure you remove your Heel-Up when you get out of bed. As they do not have a sole unit on and could lead to slips/falls if you walk in it.

Care of your Heel-Up:

Please keep your Heel-Up well maintained:

- The boot can be wiped down with a cloth or wet wipes
- Keep it away from direct heat
- If the hook and loop fastening straps become worn contact the Orthotics department
- Please do not try to adapt the Heel-Up yourself
- Your Heel-Up has been prescribed for you and shouldn't be given to anyone else as this could cause them problems

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.