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Bogus calls warning on home therapy equipment

Moray Council and NHS Grampian are warning people to be wary of telephone calls offering therapy services.

Trading standards officers and nurses have received complaints that callers pretend to offer help and sometimes give the impression that they work for the NHS when in fact they are selling expensive equipment such as specialist beds and chairs.

Similar incidents have been reported to trading standards across Scotland.

Specialist NHS nurses in Moray have reported that several home care patients had received cold calls arranging visits to provide therapy. However, the patients then said that when the caller arrived it became clear that the true reason for the visit was to sell specialist items such as mattresses, rise-and-recline chairs and other aids.

Moray Council trading standards manager Peter Adamson said his team were investigating along with colleagues across Scotland.

“We would ask that people are careful about who they let into their home,” he said.

“These businesses are using clever telephone techniques to make it appear that they have confidential information about the patient’s condition and treatment to arrange a home visit.

“Once in a person’s home, they will use unscrupulous and persuasive tactics to secure a quick sale but their claims will often turn out to be false or the goods are not suitable.”

Mr Adamson said NHS Grampian was concerned to hear that some patients had been targeted in this way.

“They wished to reassure the community at large that at no time was personal information shared with external agencies or service providers without the explicit consent from the individual patient.

“Patients who are approached can also speak to their district or specialist nurse as well as their allied health professional for advice around provision of equipment.”

Moray Council area stretches from Tomintoul in the south to the shores of the Moray Firth, from Keith in the east to Forres in the west. The council and its 4,500 employees respond to the needs of 92,500 residents in this beautiful part of Scotland, which nestles between Aberdeenshire and the Highlands.

Famous for its colony of dolphins, fabulous beaches and more malt whisky distilleries than any where else in Scotland, Moray is a thriving area and a great place to live.

Headquartered in Elgin, the administrative capital of Moray.

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