At Specialised Orthotic Services (SOS) we are dedicated to providing a seating service that is second-to-none for special seating needs. We put our customers and clients at the heart of everything we do.

We know that posture is incredibly important. With effective early intervention and continual clinical follow up, postural management is improved to make a real difference to our end user’s lives both their health outcomes and their wellbeing.

We know through research that proper positioning and alignment is essential in order to:

- Normalise and decrease abnormal neurological influence on the body
- Maintain proper skeletal alignment
- Manage pressure
- Enable limb movement and functional use
- Facilitate normal movement patterns
- Reduce fatigue
- Enhance autonomic nervous system functions such as breathing, swallowing, digestion and cardiac function.

24-hour postural management is vital to help prevent and manage complications such as contracture, structural changes of the hip and spine, breathing and digestive difficulties.

Our vision is to provide the best possible innovative special seating system, and other rehabilitation products, coupled with a quality service to our clients no matter how complex their disabilities.

We achieve this by working closely with individuals, clinicians and carers to design products which deliver practical solutions ensuring that end user’s needs are met to help them better face their daily challenges.

Our passion is to provide an effective and caring service and we are proud of the excellent reputation we have achieved over the past 38 years.

The company was established in 1980 by Gordon McQuilton MBE. This followed his work on the development of the ‘Derby Moulded Seat (MSI)’ whilst at the Orthotics and Disabilities Research Centre at Derby Royal Infirmary hospital. Today SOS Sales Director Mark Shaw manages the business after 20 years of service to the company.

Gordon’s vast experience and expertise working within the NHS provided a greater understanding of the day to day issues which effect health care professionals and their clients. We know that the NHS is striving to improve its services in a financially challenging time. So, we continuously improve our products and services through innovative design and listening to users and professional’s feedback and the latest thinking and research.

We have grown year-on-year by working closely with healthcare professionals to provide solutions for a range of clinical needs which help improve the health of our users as well as their wellbeing.

Each client is individually assessed so we provide a product which suits their exacting needs.

We manufacture and supply standard products as well as custom-made seating solutions so we have a comprehensive range of products and services to meet a vast range of requirements.

The whole manufacturing process is carried out at our manufacturing unit in the UK by our own trained staff, on-site, which gives us unrivalled scope to make products as individual as the clients themselves.

SOS is now part of the Drive Devilbiss Group but the mantra remains the same. We put our clients at the centre of everything we do.

Our philosophy

About us
How we work

We couldn’t have designed the service we offer without listening to the advice and guidance from healthcare professionals. They have told us of their challenges as well as those of their clients. This way of working has ensured we provide an excellent and accurate service.

Our mobile service makes everything simple and straightforward. We come to you, whether it’s for an individual’s appointment or where regular clinical services are required.

For wheelchair services or where regular clinics are needed, we like to establish a close working relationship to ensure a successful special seating service is provided.

There are 3 simple steps from commission to delivery

Step 1
Clinical Assessment; Specification; Quotation

We bring together clinic staff, including our trained clinic manager, the client and their carers to assess the client’s current and future seating needs.

We take into account the client’s clinical needs, their postural requirements and any social aspects of the client’s life as well as those of their carers.

This allows us to agree on the best possible special seating system for the client.

Once agreed the chosen system is specified.

This may mean taking detailed measurements for modular systems or creating a custom mould in clinic. If a custom mould is required, a 3D scan is taken using the vacuum consolidation technique. Simply put, the client is seated in a specially-designed casting bag and the air is extracted by vacuum leaving a perfect form of the client’s body so a mould can be made.

More detailed information on this technique can be found in the Custom Moulded section.

At SOS we are proud that the majority (95%) of our customers receive their equipment quickly within our 4 week assessment / supply cycle.

Step 2
Manufacture

We manufacture on-site at our head office and manufacturing facility in Tutbury, Staffordshire. This allows us to be cost efficient and fulfil our policy of continually looking for ways to improve the specialist seating we offer. Our experienced and committed workforce has made us a leader of specialist seating solutions. Manufacturing everything here in the UK allows us to maintain our standard service delivery time of 4 weeks from the time the client is assessed.

This speedy turn round from assessment means that wheelchair services and other customers can plan ahead with confidence when arranging follow up appointments.

Step 3
Supply, fit and training

Once the seating is ready we invite the client and their carers back. The clinic manager will check that the seating fits all the clients clinical, postural and social needs. The seating is checked for stability and training is given to carers along with detailed user guides.

Only when the requirements meet the client’s needs is the seating provision considered to be complete.
The team

Clinic managers and product demonstrators

Our Clinic Managers and Product Demonstrators are fully trained to carefully assess each client. We encourage clinical work to be supported by OT/Physiotherapy input, if required, to gain a full understanding of the client's requirements.

Administration team

We also have a friendly administration team dedicated to ensuring the whole process is as smooth as possible for Wheelchair Services. This includes before and after sales support. We also allocate you your own team member to each clinic. This ensures you have continuity of service at all times as they know your organisation inside out.

Production team and planning department

Our resourceful production team is headed up by our Production Manager and Team Leaders. As we manufacture our products on site from scratch this highly skilled team ensures that we meet our four-week turnaround time whilst still ensuring we deliver the high quality products SOS is synonymous with.

Costings

We know that it is important to have clear costs with no hidden extras. The quote you are given includes the whole cost of the provision involved in that particular episode of care. There will be no surprises!

Capacities

We work hard to give excellent customer service. We keep you informed at all times, promise prompt responses and offer clinic/appointment availability. Time is always available for emergencies and we have clinic rooms on site which allow us to deal with client needs should we need to.
Modular seating

For clients that have a degree of sitting balance, a modular seating system may be recommended. This is intended to establish a stable midline posture to assist with daily postural management. This helps to promote functional development and movement.

At SOS we have a range modular solutions: BB Seating, BB Plus Seating, BM Seating and Flexi Seat.

The assessment process for a modular system involves the client sitting, supported if necessary on a plinth so that an accurate assessment can be done. Having assessed the sitting abilities of the individual client this then allows the most appropriate choice of seating prescription to be specified.

This prescription will be the basis of the seat to be manufactured. At this time the most appropriate mobility equipment will also be decided.

Custom moulded seating

Custom moulded seating is suitable for clients who require a high degree of postural support and control. At SOS we offer a comprehensive range of moulded seating to address complex postural needs.

Our custom moulded seating options include MSI (moulded seat insert), Foam Cast and Matrix. We also offer a 3D Modular system which combines custom moulded elements in a modular configuration.

A physical assessment is carried out to establish the client’s ideal seated posture. The client is then transferred to the casting bag.

The casting bag is a polystyrene bean bag which is placed on an adjustable wheelchair. The wheelchair backrest and seat are positioned at appropriate angles and the bag is then attached to a vacuum pump to extract the air from the bag.

The bag is shaped around the client, starting at the pelvis to provide the support needed. As the bag is shaped, we continually extract the air from the bag.

The bag acts as a temporary seat and the client is given some time to sit to make sure they are comfortable. The process of fine tuning the position of the client is now done to achieve the optimum posture for that client.

Once the desired position is achieved the client is then removed from the bag. This allows us to make an exact imprint of the optimum position for the custom seat unit for that particular client.

A 3D scan is captured with the latest 3D scanner. The seat shape created during the positioning process forms the basis of the seat to be manufactured.

Each customised seat is unique to the individuals user requirements.
Wheelbase Options
We can interface our seating solutions into a wide variety of indoor and outdoor mobility bases. However, we have also taken our 30 years’ experience and developed our own range of mobility bases.

MoJo Wheelbases
The MoJo Wheelbase is designed and manufactured by SOS specifically as a special seating mobility aid. MoJo offers a reliable and attractive solution to both the clinical and individual needs of the user. It comes in a stroller style for younger infants, plus three further sizes of wheelbase catering for children up to adults. In a range of seven colours, it means the MoJo can be mixed and matched with seating allowing for individuality.

Miko Wheelbases
This state-of-the-art lightweight buggy has been created specifically for use with Special Seating equipment, providing the necessary mobility for a growing infant. Manufactured from Aluminium, the Miko has a simple folding system for ease of transportation and storage. Available in two sizes—16” and 18”—the Miko caters for children who require to use special seating from a very early age and is ideally suited to the needs of the infant user.

Glider Indoor wheelbase
Our Glider indoor mobility range offers a solution for the home and educational environment, with a range of height adjustment and manual or powered tilt in space function. Our unique ‘Quick Lok’ interface means seats are easily attached and released. This extended versatility offers ease of manoeuvrability and solid positioning so each client has optimum clinical posture and comfort.

The MoJo Wheelbase range is a reliable and attractive solution to both the clinical and individual needs of the user.
Community Care range

We firmly believe in a 24-hour approach to postural support so clients can continue with the benefits of specialist seating in the comfort of their own homes. After discussions with therapists and other professionals working within the specialist community care field we developed a range of products to meet these needs.

From comfort seating, to showering and toileting seating and a range of functional equipment, we can provide supportive, practical solutions that ensure maximum postural support and function for clients that use them.

We offer an expert assessment and supply of standard and customised products, which are specially designed to manage most daily requirements around the home and in specialised locations such as Special Schools and assessment units (CDC’s).
Research and development

We are passionate about constantly improving quality and the functionality of all our equipment. Through constant innovation we provide the best possible solutions to our clients needs.

Research and development has always been at the heart of our business. Solutions are developed through our team of staff and extensive trials take place with professionals, users and their carers to ensure we refine our products to make them comfortable and practical to use.

Testing

Our products are extensively tested during the development process to ensure robust performance and compliance with all relevant safety and quality standards.

All our wheelbases are tested to ISO 7176 part 19 and our seating systems have gained approval to ISO 16840 part 4. This enables SOS to provide a complete postural and mobility service to current transport regulations.

All fabrics used are fire retardant and have high standards in durability. With an extensive range of colours and textures we are sure you will find the fabric to meet your requirements.

We are committed to providing the most suitable seating system for their clients and see our ‘testing’ program as a long term on-going project.

Mail Order Service

We also have a mail order service to provide all those involved with the supply and use of the wheelchairs with a comprehensive range of accessories. A full range of standard and custom-made accessories are available at very competitive prices. This service is used extensively by therapists, rehabilitation engineers and approved repairers.

We pride ourselves on giving a fast turn around for standard items, including:

- Harnesses; sandals; trays; a range of off the shelf brackets and attachments and castor outriggers.
- Webbing; buckles and a range of fastenings suitable for many applications.

Please contact our sales department for more details.