

Care for people.  
Care for planet.

Our sustainability credentials



# From Simon's desk

The business was founded by my father, Oliver Campbell, in 1987. At the time it was a small janitorial supply company serving care homes across South East London and Kent. There was no formal growth strategy. The business developed by identifying what customers needed and supplying it reliably. Over time the range expanded beyond cleaning products to include furniture, care equipment and other supplies used by residential care providers.

I joined the business in 1997, and by that point we were supplying the majority of care homes in the region. As the company grew, so did the scope of what we provided. Eventually we made the decision to separate the business. Wealden Rehab was created to focus exclusively on bathing and hygiene equipment. The aim was to specialise in an area where we could offer genuine expertise, while maintaining the culture the business had been built on: straightforward service, long-term relationships, and attention to individual client needs.

Today we work with organisations on larger and more complex projects, but the underlying approach remains the same. Our focus is on practical solutions that help providers deliver safe and effective bathing and hygiene support.

If care is about improving lives, sustainability must be an integral part of that mission. Waste and emissions have consequences that run counter to the principles of care, which is why we place strong emphasis on embedding sustainability throughout our operations.

Sustainable care delivers additional benefits for clients by supporting not only their wellbeing, but also the environment in which they live.



**Simon Campbell**  
Managing Director  
Wealden Rehab



# Our sustainability commitments

Carbon neutral by 2045, with at least 90% direct reduction.

Reducing costs and waste through longer product life, easy part replacement and greater recyclability.

Continuing investment in renewable energy and accessibility infrastructure in public venues.

Alignment with UN Sustainable Development Goals.



# Wealden Rehab

Sustainability is care, because human health and the environment are inextricably linked. By providing sustainable products, we're enhancing quality of life and outcomes for people and the planet.

We're leaders in care equipment supply and installation, trusted by the NHS, councils, housing associations, care homes and project partners for accessible venues, schools and leisure centres. Our specialist installation division, CareSpaces, are experts at creating spaces that are both functional and inviting.



## Why us

- Proudly family-owned with compassionate, thoroughly-vetted, highly-trained staff
- Trusted by the NHS, councils, housing associations, education trusts and leading constructors
- ISO 9001-certified and accredited with CHAS, ConstructionLine Gold, SMAS Worksafe and TrustMark
- Objective, unbiased advice and continuous improvement through OT, carer and patient-driven feedback loops

## Our sustainability journey

In 2024, we made a commitment to achieve net zero by 2045.

Our strategy is two-fold:

- Slashing emissions by at least 90% – both those we produce directly and those we're indirectly responsible for through our supply chain
- Neutralising the remainder through verified carbon offsets



# Our key sustainability pillars

Reducing our carbon footprint is a vital part of our sustainability efforts, but it's only one piece of a broader strategy built on three key pillars.

These pillars enable us to set and monitor our sustainability goals, ensuring they reflect our fundamental values of honesty, integrity, and individualised care.

- 1 **Circularity**
- 2 **Responsibility**
- 3 **Positive impacts**

## PILLAR 1

# Circularity

Our products have a longer-than-average life expectancy and are cleverly designed for recyclability.

Alongside carbon reduction, circularity is a cornerstone of our sustainability strategy. The fact we prioritise product life expectancy and recyclability is good for the environment and for clients, too – because this reduces how often equipment must be replaced, as well as overall lifetime costs.





# Our industry-leading approach to waste management

Our waste management ethos can be summed up in three words: reduce, reuse, recycle.



## REDUCE

We deliberately choose products with longer life expectancies and minimise packaging wherever possible.



## REUSE

We store leftover materials such as aluminium for use on subsequent projects.



## RECYCLE

50% to 75% of the project sites we work on have dedicated recycling facilities. In other cases, we recycle the waste ourselves.

We have our own cardboard recycling system, including a compactor, and sell the processed material back to suppliers. For end-of-life recycling, we help our partners with WEEE-compliant disposal.

## CASE STUDY

# How our two-fold approach to recyclability halved shower chair costs

Most people think of recyclability as reusing materials to cut waste. But it's just as important that the product can adapt as the user's needs evolve, as this makes it less likely to need replacing.

Our RAZ shower chairs can meet a broad range of care needs without requiring expensive upgrades or add-ons. As a result of this increased adaptability:

One of our council partners achieved an unheard-of 100% recyclability rate and cut costs by 55% over 3 years.

Another council partner achieved 81% recyclability and a 60% year-on-year reduction in costs over 4 years

## 100%

equipment recyclability rate achieved at one council

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## 60%

year-on-year cost reduction over 4 years at another council

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“

I think Wealden Rehab are actually ahead of the curve re sustainability, especially with the RAZ shower chairs.

”

Susanna, OT

## PILLAR 2

# Responsibility

Sustainability can't exist in a vacuum. For our commitment to be truly meaningful, we must address both the direct and indirect impacts of our operations.

We do this by:

- Investing in solar energy and hybrid vehicles. Since going live in July 2025, our solar panels have cut CO2 emissions by 14.33 tonnes
- Continuously looking for ways to increase recyclability, cut waste and reduce our carbon footprint
- Thoroughly vetting our suppliers to make sure they share our values and approach, and don't work in ways that are at odds with them



## Caring for our people, who care for our clients

**We're a family-owned, people-first business, so we strive to hire staff who live and breathe our culture and ethos. People who are humble, hungry and smart.**

We DBS-check every hire and provide extensive training, including asbestos awareness, working at height and manual handling, as well as qualifications for installing access equipment. We're also ISO 9001-certified and accredited with CHAS, ConstructionLine Gold, SMAS Worksafe and TrustMark – which means we meet a very high bar for quality, ethical business practices and health and safety standards.

Because we work with vulnerable people, it's critical that our staff feel their best so they can be attentive and compassionate. To this end, we've implemented a Mental Health First Aid programme and promote work/life balance and other initiatives that enhance staff wellbeing.



**14.33 tonnes** of CO2 saved over the 7 months since solar panels were installed  
(equivalent to 8 trees)





# How new products get the Wealden Rehab stamp of approval

'We're very picky about the equipment we supply our clients with,' says Wealden Rehab Managing Director Simon Campbell. 'We won't consider a product unless we're convinced it can actually deliver what it promises.'

In practice, this means we take a three-step approach to equipment selection.

## Step 1: Vetting

As a medical product, every piece of equipment we supply must fully comply with the applicable rules around health and product safety. Similarly, the manufacturers we work with must share our values – honesty, integrity and individualised care – and be committed to sustainability.

## Step 2: Testing

What looks good on paper may not deliver in practice. So we only work with manufacturers that meet our high standards for how products are put through their paces. Case in point: RAZ chair seats have to withstand one million mechanical arm compressions, and frames are put under stress on uneven roads with full weight capacity to see how they react.

## Step 3: Continuous feedback loop

If a product passes Step 2, we give clients a free sample for testing in real-world conditions. Any feedback also drives future development and upgrades. We take pride in our testing phase being so rigorous that we often never hear back from users once they take delivery.

## INVESTING IN OUR STAFF

# From team member to leader



### Louise O'Keeffe - Operations Manager, Wealden Rehab

Louise's journey began when she joined Wealden Rehab's credit control team in September 2016 on a part-time contract. But her people skills and knack for finding ways to do things more efficiently made it clear to us that she had a lot more to give.

Two years into her career, we moved her to fulfilment, where she was instrumental in streamlining our processes. She then took on a major warehouse project that resulted in significant business growth.

'We're keen to play to our people's strengths, and we change their roles if we think this will be a better fit for their personalities,' says Simon Campbell. 'With Louise, it was clear from the get-go that she was very good at bringing out the best in people and finding ways to work everyone.'

Louise credits her career progression to Operations Manager to the support she's received. 'When I joined Wealden, my youngest had just started school,' she says. 'They always made it easy for me to work around that and other family commitments.'

She was also given training opportunities, including an Operations Excellence course. But she believes the best learning she received was from being hands-on.

'It helped me get comfortable with working out new processes as different scenarios arise and, more importantly, with modifying them to suit the individual responsible for the task,' she says. 'It's vital to understand colleagues' strengths and weaknesses to make sure the workload is covered.'

## 25+ CHECKS & CERTIFICATIONS

### Accreditations

- Accidents & Incidents
- CoSHH Awareness
- Emergency First Aid
- Fire Safety Awareness
- H&S in Construction
- Lone Working
- Violence & Aggression
- Waste
- Workplace Hazards
- Young Persons

### Core safety & awareness

- CITB SMSTS
- CSCS
- DBS
- IOSH LS
- IOSH MS

### Equipment-specific safety

- Abrasive Wheels
- Forklift CB
- Forklift PS
- GoLift S&I
- LOLER Hoist
- Noise
- Vibration

### Height & access

- DSE
- PASMA
- Working at Height

### Health & wellbeing

- Asbestos Awareness
- Face Fit Test
- Fire Marshal
- H&S in Construction
- Manual Handling
- Violence & Aggression

## PILLAR 3

# Positive impacts

Everyone deserves to live as comfortably, independently and in as dignified a way as possible. So we strive to supply equipment that improves wellbeing in a holistic way, not just from a functional perspective.

Alongside doing what's medically required, we make sure our products blend with the environment – making spaces look comfortable and inviting instead of giving them the stereotypical 'care' look.

We also contribute to initiatives that make public venues more accessible to people with disabilities and enhance the wellbeing of the community as a whole.



## CASE STUDY

# Helping a 20-year-old man with complex needs find dignity and fulfillment in showering

Severe dystonia, recurrent respiratory issues and a PEG feeding tube made showering incredibly challenging and stressful for this young man living with bilateral dyskinetic cerebral palsy.

When he first moved into his care home, strip washes on his bed were the only option, but even this proved unsustainable. A shower trolley was too big to accommodate the two carers needed to keep him safe.

Working with the young man's occupational therapist, Wealden Rehab carried out a thorough assessment, sourced a specialised shower chair we customised to meet his needs and then fine-tuned it on site.

- Double-height moulded head rest; lateral supports with extended hip guides; and a pommel, chest harness and lap rest provide full body support.
- Up to 40° tilt-in-space helps with positioning while reducing aspiration risk.
- Neoprene and gel padding on all contact points, including footplates, enhance comfort and safety.

We also trained his care team so they can make further adjustments as needed, without having to call us in.

A follow-up visit confirmed shower time is no longer a stress- or anxiety-inducing ordeal.

"He's comfortable, feels safe and, with reassurance and patience, he's even starting to enjoy the experience," said his care team.



## CASE STUDY

# Boosting accessibility at Becketwell Arena

Becketwell Arena (now called Vaillant Live) – £45.8m, 3,500-capacity performance venue – was an important element of a masterplan to redevelop Derby city centre. Construction and development company Bowner + Kirkland contracted CareSpaces to deliver a Changing Places toilet on the ground floor off the main concourse.

We designed a system featuring a GoLift ceiling hoist mounted to an XY track system, a VISIT changing trolley and a PLUS basin bracket, along with a wall-fixed privacy screen, grab rails and accessories as required by BS8300. This involved developing the initial plan from architects Corstorphine & Wright to provide the necessary service point locations for contractors to work to.

Our team installed the equipment over two days and returned to site once services had been turned on to carry out final commissioning and testing. We also provided training to the venue team. The finished facility remains key to the arena's commitment to providing all guests with a clean, safe and fun experience.



# How we assess our impact

We measure our impact and track how much progress we've made on our sustainability goals in the following ways.

## Meticulous data collection and analysis

Our carbon reduction roadmap, updated annually, details how close we are to net zero, including which initiatives we're taking to further those goals. We also collect statistics about recycling and reuse, both internally and from the councils and loan stores that supply our equipment.

## People-centric approach

Staff performance reviews aren't centred around arbitrary KPIs. They're more like yearly check-ins where we find out how our staff are feeling about the business and what they're hoping to achieve in the coming year – not just career-wise but also in their personal lives, so we can support them.

## Radical transparency

We regularly and openly discuss what's going on in the business with staff, including financial projections, and actively encourage them to come up with suggestions to help us improve. Case in point, the idea of investing in solar panels came out of one such meeting.

“  
None of the care  
equipment options  
we tried worked for us.  
Then we found you. ”

For more than 20 years, Wealden Rehab and CareSpaces have been supplying the NHS, councils, care homes, schools, and public and private venues with innovative and practical care equipment that perfectly matches users' needs, however complex they may be.

With unrivalled attention to detail in everything we do – and an unwavering commitment to sustainability – there's no better partner to support you in finding the right care equipment.

Tell us about your needs



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