

## Guidelines for the Use and Maintenance of Your Privately Purchased Foot Orthoses (Insoles)

---

### What are Foot Orthoses?

You have been prescribed with foot orthoses (insoles) to provide support and improve the function of your feet.

They can be prescribed to help reduce the pain in your feet or ankles or in some cases, they can also help with knee, hip or back pain. They can also be used to help protect your feet and reduce pressure on areas if needed.

Your insoles may be bespoke (made from an impression or cast of your feet) or may be pre-fabricated (off the shelf). The following advice is the same for either type.

### When should I purchase additional Insoles?

You are required to trial your NHS prescribed insoles for two months before purchasing additional insoles under a new prescription. This is to ensure that the prescription works for you. By ordering your second pair of insoles following a two month trial period you are confirming that you are satisfied with your current prescription. Please see overleaf for guidance on getting used to your insoles.

### Footwear Selection

There are a few things that you should consider when deciding on footwear.

- Strong supportive shoes with a firm feel counter are most effective.
- Always take your insoles with you when buying new footwear.

- Lace up or Velcro fastenings are preferred as they secure the insole within the footwear.
- A removable inlay is useful as it provides more room within the footwear.
- A heel height of no more than 2.5cm is recommended. Higher than this can stop the insoles working as intended.

### Care of Your Insoles

If your insoles are made from rigid plastic they can be cleaned with mild soap and water then wiped dry.

If your insoles are the flexible type then they should be wiped with a damp cloth and left to slowly dry overnight, away from radiators or heaters.

### Replacing Your Insoles

Insoles should last a minimum of one year, longer in many cases. When your insoles are provided, Exeter Mobility Centre will provide you with a three month warranty which will include wear & tear, however will not cover loss or accidental damage.

If you have been provided with plaster casts of your feet, you will need to return these to Exeter Mobility Centre for a new pair to be made. Please ensure that your plaster casts are stored in a safe and dry place.

If you notice excessive wear on your insoles or a change in your condition such as increased pain or shoe size then please contact the Exeter Mobility Centre to arrange a review appointment with an Orthotist.

## Payment for additional Insoles

Our prices are reviewed on an annual basis and can be found on our website or by calling our Reception Desk on **01392 403649**. Additional insoles must be paid for at the time of ordering. We accept Card, Cash or Cheque. Unfortunately we are unable to accept American Express.

## Contact Details

Exeter Mobility Centre  
Orthotics Service  
Lister Close  
Exeter  
EX2 4DU

EMC Reception - **01392 403649**

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by RD&E staff undertaking procedures at the RD&E hospitals.

© **Royal Devon and Exeter NHS Foundation Trust**

Designed by Graphics (Print & Design), RD&E