

HOW DO I LOOK AFTER MY FOOTWEAR?

You are responsible for maintaining your footwear and ensuring it remains in good condition. Regular maintenance will extend the lifespan of your footwear. Inspect them frequently for signs of excessive wear or holes. If you notice any damage, please contact your Orthotics Department for repairs or replacements.



Cleaning

Before wearing your footwear for the first time, spray them with a protector designed for leather, suede, or nubuck. Excess dirt should be removed using a soft bristle brush. Suede requires extra care to maintain its colour and appearance, while leather can be polished with a conditioner or wax as needed. Footwear can be gently cleaned with water and a clean cloth, but they should not be soaked or immersed in water.



Direct heat

Avoid drying your footwear near direct heat sources. Instead, allow them to dry naturally at room temperature. Stuffing them with newspaper can help maintain their shape during the drying process.



Wearing with insoles

Footwear supplied with insoles should always be worn with the original insoles. If the insoles become worn out, please contact your Orthotics Department for replacements.

WHAT IF I HAVE A PROBLEM?

If you encounter any problems with your footwear, please contact your Orthotic Department and your podiatrist. The information in this leaflet is for guidance purposes and does not replace professional clinical advice from a qualified practitioner.

CAN I REORDER ANOTHER PAIR OF BESPOKE FOOTWEAR?

Yes! We are working towards having a fully automated function on our website. www.medfacorthotics.co.uk

Until then, if you book an Online video appointment on our booking page (scan the QR code below, or visit our website) our trained Orthotists will be able to process the order for you and even be able to make some design changes.



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FOOTWEAR WEAR AND CARE INSTRUCTIONS



YOUR NEW FOOTWEAR

The footwear provided by your orthotist has been specifically designed to meet your individual needs. New footwear requires a period of 'wearing in' to ensure optimal comfort and fit. Your orthotist will provide a schedule to help you gradually wear in your new footwear.

HOW TO USE YOUR NEW FOOTWEAR

You should wear socks or stockings with your footwear. This practice helps to draw moisture away from your skin and minimises friction between your skin and your footwear.

When putting on your footwear:

- Check for any foreign objects (e.g., coins, stones) inside your footwear
- Make sure there are no wrinkles in your socks or stockings
- Position your heel against the back of your footwear
- Fasten your footwear securely



WEARING SCHEDULE

Start by wearing your footwear for up to 30 minutes a day, ideally indoors. You may notice that the soles feel quite stiff at first; however, they will soften with use.

After removing your footwear, examine your feet for any signs of rubbing, redness, skin breakdown, hard skin, hot skin, or unusual swelling. This is especially crucial if you have reduced sensation in your feet. Should you observe any of these issues or if redness persists for more than 30 minutes after taking off your footwear, please contact the Orthotics Department for a review.

If your footwear feels comfortable, gradually extend the wear time by 30 minutes to one hour each day, working up to wearing them as much as possible to ensure your feet remain supported and protected.

SHOULD I DO ANY DAILY SAFETY CHECKS?

It is essential to inspect your feet daily whenever you remove your footwear, stockings, or tights, especially if you are prone to ulceration or have reduced sensation.

Examine the insides of your footwear to ensure there are no foreign objects, such as coins or stones. Additionally, check the soles of your footwear before putting them on to ensure that nothing sharp, like a pin, nail, or shard of glass, has punctured them. If you have reduced sensation in your feet, you might go all day without realising there is something in your footwear. This could lead to significant damage to your feet, including ulceration.

WHY CHOOSE US? THE BENEFITS OF MEDFAC ORTHOTICS

Halo Medical delivers a wide range of orthotic services to both NHS and private patients. Our sister brand, Florence Paediatrics, offers the same high level of care. Together these brands form MedFac Orthotics.



Our orthotists work across NHS hospitals and private clinics, providing devices that support the body, promote active living, and help reduce pain or prevent pathological progression.

Using digital scanning and computer-aided manufacturing, we create insoles, footwear, and other orthotic solutions with exceptional precision and accuracy.

Our highly trained team treats a broad spectrum of conditions, from paediatric needs and autism to arthritis and diabetic-related pathologies.

At Halo Medical and MedFac Orthotics, every consultation is tailored to the unique needs of each individual.

Manufacturing

All our NHS and privately prescribed products are made and fitted in the UK. By choosing us, you're supporting local manufacturing with our dedicated teams in Wellingborough, Aldershot and Lewis.

The custom-made orthotic that has been provided to you has been manufactured to the specification provided by the prescribing Halo clinician. The device conforms to the essential requirements (Part II of the UK MDR 2002, Annex I [as modified by Part II of Schedule 2A to the UK MDR 2002]). You may request a Compliance Statement from Medfac UK Ltd.

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ORTHOTICS