

Safety Action Notice

Reference: SAN2607

Issued: 16 September 2026

Supportive Seating Buggies: Instructions for Use and User Awareness

Summary

Following notification of a serious adverse incident involving the potential tipping of a supportive seating buggy, IRIC is issuing this Safety Action Notice as a precautionary measure. Although no conclusions have been reached regarding the circumstances or cause of the incident, this notice reminds organisations, families and carers of the importance of following the manufacturer's Instructions for Use (IFU), ensuring all relevant users have access to current safety information, and understanding any limitations relating to the use of supportive seating buggies.

Equipment details

A supportive seating buggy (sometimes called a stroller; adaptive or special needs pushchair) combines a wheeled mobility base with specialised postural seating for transport purposes.

Background Information

IRIC has received an adverse incident report involving the potential tipping of a supportive seating buggy and an occupant who subsequently died. Due to an ongoing police investigation and the limited information currently available, IRIC has been unable to establish the circumstances surrounding the reported event or determine whether any aspect of the device, its use or the operating environment contributed to the outcome. However, given the seriousness of the incident, IRIC is issuing this Safety Action Notice as a precautionary interim measure while further information is gathered.

Supportive seating buggies may play an important role in enabling mobility, access to education and healthcare, social participation and overall wellbeing for children with complex needs. Ensuring that families, carers and support staff have access to current Instructions for Use, and understand any limitations relating to use, is an important element of safe operation.

Supportive seating buggies may be used by a range of individuals including parents, carers, education staff, support workers and family members. Important information regarding intended use, operating limitations and safety precautions may not always be available to all individuals involved in their use. This notice seeks to address that risk through improved awareness and access to manufacturer information.

Enquiries

For NHS supplied buggies, parents should contact the rehabilitation centre that issued the buggy. The manufacturer or supplier should be contacted for privately purchased buggies.

Action

Actions for Rehabilitation Centres and Services Supplying Supportive Seating Buggies

1. Direct this notice to relevant clinicians, managers and staff involved in the assessment, prescription, provision or support of supportive seating buggies.
2. Ensure that service users, parents and carers are aware of how to obtain the current manufacturer's Instructions for Use (IFU) for any supportive seating buggy in use.
3. Maintain access to current manufacturer's IFUs and make copies available to users, parents and carers on request.
4. Advise parents and carers to share the IFU with all individuals involved in using, supervising or transporting the buggy, including teachers, school staff, support workers, respite carers, personal assistants and relevant family members.
5. Remind users that supportive seating buggies should only be used in accordance with the manufacturer's instructions and specified conditions of use. Unless explicitly stated within the IFU, suitability for activities such as jogging, running or use on non-standard terrain should not be assumed.
6. Establish arrangements, where practicable, to communicate relevant manufacturer safety information or significant updates to IFUs that may affect the safe use of supportive seating buggies.
7. Report adverse incidents involving supportive seating buggies to IRIC: [report an incident](#).

Actions for Special Schools, Hospices, Residential Services and Other Organisations Supporting Buggy Users

8. Ensure that staff involved in supervising, transporting or caring for supportive seating buggy users have access to the relevant manufacturer's IFU.
9. Ensure that staff are familiar with any operating instructions, precautions, warnings and limitations specified by the manufacturer.
10. Contact the supplying rehabilitation centre or equipment provider if a current copy of the IFU is not available.
11. Ensure that supportive seating buggies are used only in accordance with the manufacturer's instructions and stated conditions of use.
12. Report concerns regarding the safe use or condition of the equipment through local reporting arrangements and to the supplying rehabilitation centre or equipment provider, as appropriate.
13. Report any adverse incidents involving supportive seating buggies to IRIC: [report an incident](#).

Distribution of this alert

This alert has been distributed to Incidents and Alerts Safety Officers (IASOs) in all health boards and local authorities in Scotland. **If you wish to share the alert informally with colleagues**, please inform them that they may also receive it through the formal local distribution. The local distribution may include additional actions tailored to address local needs, agreed upon by the IASO in consultation with department heads and professional leads.

You can contact your local IASO to discuss this alert and who it should be distributed to. If you do not know who your IASO is, you can find their contact details here: [Find your Incidents and Alerts Safety Officer](#).

Suggested onward distribution (may not include all affected departments)

Children's Hospices
Children's Occupational Therapy
Children's Residential Services
Children's Social Work Services
Health & Safety
Paediatrics

Physiotherapy
Respite Care Services
Risk Management
Special Schools
Wheelchair/Mobility Centres

Information about IRIC

Incident Reporting & Investigation Centre (IRIC), Facilities Division, NHS Scotland Assure Public Services Delivery Scotland, Tel: 0131 275 7575, email: nss.irc@nhs.scot

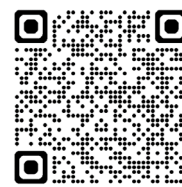
Accessibility: Please contact us using the above details if you are blind or have a sight impairment and would like to request this alert in a more suitable format.

IRIC remit: general information about adverse incidents, safety alerts and IRIC's role can be found in [DL\(2024\)32](#), *Safety of Health, Social Care, Estates and Facilities Equipment: NHS Board and Local Authority Responsibilities*, issued 16 December 2024.

To find safety alerts:
scan the QR code or [click this link to visit our website](#)



To report an incident:
scan the QR code or [click this link to visit our website](#)



Public Services Delivery Scotland is the common name for the Common Services Agency for the Scottish Health Service <https://www.nss.nhs.scot/>