



# Reablement: welcome pack

**Welcome to our reablement service, which is provided by our Short Term Assessment and Reablement Team (START).**

Reablement is designed to help you if you are struggling with everyday tasks at home such as getting dressed or getting around your home. We will work with you to build the confidence and skills you need so that you can do as much for yourself and live as independently as possible.

We will work with you to decide what support you need and agree goals for you to work towards. Most people who complete START reablement will not need an ongoing package of home care. Reablement is most successful when people are fully committed to working with the service

## **What does the START service do?**

- visit you to discuss the kind of support you need and how we can help you
- agree the support we can offer you in a support plan
- work with you to help you achieve what's been agreed in your plan.

To help you achieve your goals the START staff may:

- suggest doing things in different ways from how you have done them in the past
- offer small items of equipment to make tasks easier
- let you know about other kinds of help you could get and different ways you can pay for it.

## **How long will I get this support for?**

Reablement is a short-term, time-limited service which may last from a few days to a few weeks. The progress you make will help us to understand whether you have any ongoing support needs.

## **How much will I have to pay for reablement support?**

There is no charge for reablement support. However, if you have progressed as far as possible with your reablement and are assessed as needing ongoing care and support, these services are chargeable.

## **Your reablement support plan**

We will visit you at home or in hospital to talk in detail about the kind of support you need.

Together, we will make decisions about your support and agree goals for you to work towards. We will record what we agree in your reablement support plan.

We will only be able to give you the help that you agree with the START worker. However, we will make changes to your plan as you improve.

This support plan will be kept in your home and updated at each visit. You should keep this information safe.

## **Reviewing your support**

Your progress will be regularly reviewed and support will reduce as you become more independent.

When you have progressed as far as possible your support will stop and you will be discharged from the START service. In all cases, discharge from the service will be planned and discussed with you and you will be given notice before the service ends.

If ongoing support needs are identified during your time in START, you will be offered a care and support assessment. This will give you the opportunity to discuss your longer term needs in more detail.

If this assessment shows that you are eligible for support from us, we will offer you a

personal budget. This is money we agree with you that will meet your personal care and support needs.

We will also do a financial assessment to see how much, if anything, you will need to pay towards your personal budget.

## **What if I go into hospital?**

If you go into hospital for more than 48 hours, your reablement package will end. However, the hospital social worker can make a new referral to our reablement service when you are discharged.

## **Health and safety**

### **Risk Assessment**

The service will only support you to carry out the tasks that are in your reablement support plan or that have been agreed by their line manager. As part of the plan, we will complete a risk assessment to protect you and them.

### **Smoking**

We must, by law, make sure that the health of our staff is not put at risk. This includes risks from second-hand cigarette smoke (passive smoking). If you smoke, please do not smoke inside the house before your support worker arrives and while they are working in your home. If you are unable to do this, we may have to complete an additional risk assessment.

Doctors have found that stopping smoking is the biggest single thing you can do to improve your health. If you do smoke and want to try and stop, information and support are available from the NHS SMOKEFREE helpline on: 0800 022 4 332 or visit their website: [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

### **Back Care**

Up to 3,000 care and support workers across the nation leave their jobs each year because of back injuries. We are sure that you will share our concern about this.

You can help to reduce the risk of injury to your support worker by moving yourself wherever possible, for example, up the bed or into a chair. If you have problems with these movements, we can ask one of our occupational therapists to show you the best

way to move. This help could mean that you will be able to manage better on your own.

### **Insurance**

Support workers helping you at home will be covered by Public Liability Insurance. We would ask that you make sure your home contents insurance covers them in case of breakages.

### **Policies and procedures**

Our work is covered by County Council policies and procedures. If you would like information about a specific policy and procedure ask your support worker or phone us on 0300 500 80 80.

### **Records we keep about you**

To provide your support we have to record information about you. If you would like to see this information, phone 0300 500 80 80. You can read the Council's privacy statement [here](#).

### **A quality service**

We make sure the support we give you is of the highest quality by:

- meeting legal and statutory requirements
- involving you in deciding what kind of support you need
- ensuring it is what you need.

Our performance is measured by:

- national government
- the Care Quality Commission ([www.cqc.org.uk](http://www.cqc.org.uk))
- Nottinghamshire County Council.

To check our quality we will ask you and your carer (if you have one) to tell us about the help we give you. We do this through:

- satisfaction surveys
- visits from a senior member of the team
- reviews of the support we give you
- compliments and complaints received.

### **Standards of service**

All services we provide must meet basic standards of service. We will:

- treat you with dignity, courtesy, honesty and respect
- enable you to live as independently as possible

- work with you to provide the services you need
- involve you in decisions about services and give you the information you need to make choices
- share confidential information about you only when we have your permission or in exceptional circumstances, for example when there is a legal requirement to protect you or others from serious harm
- help you to express your views. If you need an advocate to help you we will try to find one
- treat you fairly and not discriminate against you on grounds of race, age, gender, religion, disability or sexual orientation
- tell you how to complain about the service. You will not be treated differently because you complain.

You can also expect:

- to be involved in the preparation of your reablement support plan. You will be given a copy of this before the service starts
- that your reablement support plan will include an assessment of anything in your home that might be a risk to either you or your support workers
- that your support workers will be trained and supported so that they can support you properly
- that we will try to make sure that you don't have too many changes of staff
- that your care or support workers will be covered by Public Liability Insurance
- regular reviews of your progress.

When support workers come into your home you can expect they will:

- show you a photographic identity card - if they do not have one, we would advise you not to let them in if you don't know them
- know about you and the support you need
- try to keep to the arrangements agreed to for your support - if there are changes, they will try to let you know
- not smoke in your home
- give you a telephone number to use in an emergency or to speak to someone about day to day issues
- know basic information about other support that might be useful to you.

## Help us to help you

To help our support workers to do their job we ask you to:

- be in at the agreed times and to let us know if you are going away
- treat them with courtesy and respect
- understand that by law they cannot do anything that could be unsafe, for example, lift heavy weights, climb ladders and change light bulbs - we look for your co-operation in this
- make sure you have cleaning materials available for essential cleaning - we will tell you what is needed
- co-operate with them in recording details of their visit
- make sure your home contents insurance covers them in case of breakages.

## Support available

If you find it difficult to talk to us about what you need or the support you want, you can get someone to help you. This person is called your advocate. This could be someone you know, or someone who acts as an advocate for many different people. For more information contact us on 0300 500 80 80.

## If you have a social care emergency

During office hours call us on **0300 500 80 80**  
 Monday to Friday: 8am to 8pm  
 Saturday: 8am to 12 noon

Out of office hours call our **Emergency Duty Team on 0300 456 4546.**

Monday-Thursday 5pm to 8.30am, 24 hours at weekends from 4.30pm Friday to 8.30am Monday and 24 hours during all public holidays.

A qualified worker will discuss the problem with you to find out how urgent it is. If you get the answerphone, please leave a message and your call will be returned within 30 minutes.

## Contact information:

Phone: 0300 500 80 80

Email: [enquiries@nottsc.gov.uk](mailto:enquiries@nottsc.gov.uk)

Website:

[www.nottinghamshire.gov.uk/adultsocialcare](http://www.nottinghamshire.gov.uk/adultsocialcare)

Minicom: 01623 869598

Phone 0300 500 80 80 if you need the information in a different language or format.