Nottinghamshire County Council

Reablement Service welcome guide

Reablement is short-term practical support to help you stay independent at home.

This guide explains what to expect from the Reablement Service and how to get the most from your support.

About the Reablement Service

The Reablement Service is part of Nottinghamshire County Council's Maximising Independence Service.

Reablement can help if you are finding everyday tasks more difficult, such as getting dressed or moving around your home. We will help you build the skills and confidence to do as much as possible for yourself and stay independent.

Most people regain enough independence to manage without ongoing home care. People who still need care often need fewer visits.

Reablement works best when you are willing and able to work with staff towards your goals.

Reablement is provided by the START (Short Term Assessment and Reablement Team) and CRT (Community Reablement Team).

Our staff include senior reablement Workers, reablement workers, managers, coordinators, occupational therapy staff and community care officers.

Your home visits

At your first visit, a senior reablement worker will assess:

- what you can do independently
- what support you need
- what you want to achieve

Reablement workers will then visit you to provide support and encouragement. Occupational therapy staff will oversee most people's reablement programme and progress.

Staff will work together to help you achieve your goals. This may include:

- suggesting different ways of doing things
- providing specialist equipment to make tasks easier
- helping you practise new skills, establish new routines and regain confidence in your abilities

Visit times

We cannot guarantee an exact arrival time. We cover a large area, and travel delays or the changing needs of other people may affect when we arrive.

If we expect to be significantly delayed, we will contact you.

Your Reablement Support Plan

We will record information about your needs, goals and support in a Reablement Support Plan.

Your plan will be stored securely on our electronic records system and will be available to the staff supporting you.

We will update your plan as you progress. Staff will also add a brief record after each visit.

To understand the information we hold about your reablement support, speak to a member of staff or call 0300 500 8080.

Reviewing your support

We will review your progress regularly. The amount of support you receive will reduce as you become more independent.

How long support lasts

Reablement is a short-term service. It may last from a few days to a few weeks, depending on your progress and needs.

Support is not guaranteed to last for six weeks. It will finish when you no longer need reablement or have progressed as far as possible.

Charges

There is no charge for reablement for up to six weeks.

If you remain in the Reablement Service while ongoing care is arranged, you may have to contribute towards the cost of that care.

A financial assessment will determine how much, if anything, you need to pay.

If you go into hospital

If you go into hospital, we will hold your reablement support open for 48 hours.

After this time, hospital staff can refer you back to the service if you need reablement again.

When reablement ends

Your reablement support will end when you have regained your independence or progressed as far as possible. We will discuss this with you before the service ends.

We may put you in touch with community, voluntary or health services that can help you maintain your independence and wellbeing.

If you need ongoing support, we will assess whether you are eligible for help from Adult Social Care. If you are eligible, staff will discuss how your needs could be met.

You will need to complete a financial assessment to find out how much, if anything, you need to pay towards ongoing care.

If you choose not to complete a financial assessment, you will have to pay the full cost of any ongoing care arranged by Adult Social Care.

We may provide temporary home care while longer-term care is arranged. You may have to pay for this care, depending on your income and savings.

Staying safe during reablement

To protect you and our staff, there may be limits on the activities staff can support you with.

We can only help with activities agreed in your Reablement Support Plan. We will update your plan as you progress or if your needs change.

Smoking or vaping

Staff must be protected from second-hand smoke and vapour.

Please do not smoke or vape immediately before staff arrive or during a visit. Ventilate your home if possible.

Staff will leave if anyone smokes or vapes in your home during a visit.

If you want to stop smoking, support is available from the NHS.

Smokefree National Helpline: 0300 123 1044

Quit smoking - Better Health (NHS)
www.nhs.uk/better-health/quit-smoking

Moving safely

Please move yourself whenever it is safe to do so. This helps reduce the risk of injury to you and our staff.

If you need physical support, we will agree safe ways to help you and record them in your Reablement Support Plan. Staff cannot lift you or heavy items.

Staff may ask you or your family to move furniture to help you move around more safely and independently. Occupational Therapy staff can help if you need specialist equipment.

Preventing falls

Staff may suggest ways to reduce your risk of falling. This may include asking you or your family to move furniture, rugs or other obstacles.

We may ask a physiotherapist to visit or your GP to review your medication.

Occupational Therapy staff can help if you need specialist equipment or grab rails. Staff can also advise on simple strength and balance exercises.

Infection control

Staff are trained in infection control and may wear personal protective equipment, known as PPE, during some activities.

Tell staff if you have an infection or symptoms of an infection.

Staff may need to wear extra PPE if you have symptoms of a respiratory infection, such as a cough, sneezing, a sore throat or a high temperature.

Our service standards

We aim to provide high-quality support by:

- meeting legal requirements and providing a safe, caring, effective and well-managed service
- training staff to provide high-quality care and support
- involving you in decisions about your support

We monitor the quality of the service through:

- national requirements
- Nottinghamshire County Council performance and quality standards
- the Care Quality Commission (CQC)
- feedback and satisfaction questionnaires
- visits from senior staff
- reviews of the support we provide
- monitoring and responding to concerns and complaints

Care Quality Commission (CQC)

The Reablement Service is registered with the Care Quality Commission to provide personal care.

Each registered service has a manager responsible for the quality and safety of the care provided.

You can view registration and inspection information on the CQC website.

Care Quality Commission
www.cqc.org.uk

What you can expect from us

We will:

- treat you with dignity, courtesy, honesty and respect
- help you live as independently as possible
- work with you to provide the support you need
- involve you in decisions and give you the information you need to make choices
- only share confidential information with your permission, unless the law requires us to share it or someone may be at risk of harm
- help you express your views and try to find an advocate if you need one
- treat you fairly and not discriminate against you because of race, age, sex, disability, religion, gender reassignment or sexual orientation
- wear uniforms and show photographic identity cards when we arrive
- try to limit changes to the staff supporting you

We are committed to treating everyone with respect, dignity and fairness. We ask that our staff are treated in the same way.

Information for carers

Carers in Nottinghamshire can get free information, advice and support from the Carers Hub Service.

- Telephone: 0808 802 1777
- Text or WhatsApp: 07814 678460
- Email: carershubinfo@carersfederation.co.uk

The support available will depend on individual circumstances and needs.

Comments, compliments and complaints

We want to hear about your experience of the service. Your feedback helps us improve.

You can:

- speak to a member of the Reablement team supporting you
- call Nottinghamshire County Council Customer Services on 0300 500 8080
- use our online feedback service

You will not be treated differently because you make a complaint.

Give feedback or make a complaint
www.nottinghamshire.gov.uk/contact-and-complaints/complaints

More information

Visit our website for more information about the Reablement Service.

Reablement
www.nottinghamshire.gov.uk/reablement

Contact us

If you have questions or concerns about the service, or need to cancel a home visit, speak to a member of the Reablement team supporting you.

You can also contact Nottinghamshire County Council Customer Services for help or to request this guide in another format.

- call 0300 500 8080
- contact us online
  www.nottinghamshire.gov.uk/contactus

Outside office hours

If you need urgent help that cannot wait until the next working day, contact the Nottinghamshire County Council Emergency Duty Team.

Call 0300 456 4546

The team is available:

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

For more information about when to contact the team, visit:

Social care emergencies

www.nottinghamshire.gov.uk/social-care-emergencies