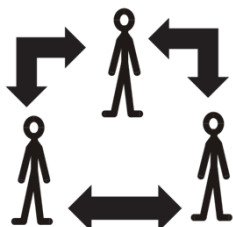


Reablement: Welcome Pack



This document tells you about the Short-Term Assessment and Reablement Team.



Reablement can 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 to live independently.



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 talk about 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 has been agreed in your plan.

How can START help you achieve your goals?



- Suggest trying new things.



- Offer small items of equipment to make tasks easier for you.



- Tell you 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?



Reablement support is free.



If you need ongoing support after you have finished reablement support, you will need to pay towards this.

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 can only give you the help that you agree with the START worker.



We will make changes to your plan as you improve.



Your support plan will be kept in your home and updated at each visit.



You should keep your support plan safe.

Reviewing your support



Your progress will be regularly reviewed, and you will get less support 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.



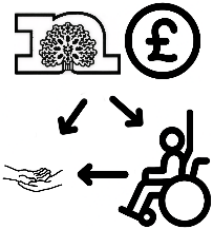
Normally, we will talk to you and let you know in advance before you stop getting help from START.



If you need ongoing support, you will be asked if you want to have a care and support assessment.



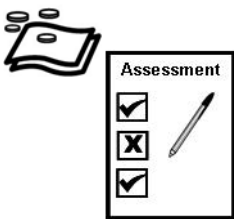
At your assessment you can talk about your support needs in more detail.



If your assessment shows that you can get support from Nottinghamshire County Council, we will offer you a personal budget.



A personal budget is money to meet your 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 whilst I am accessing the START service?



If you go into hospital for more than 48 hours, your reablement package will end.



However, if 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 reablement plan, we will do a risk assessment to protect you the START worker and you.

Health and Safety: Smoking



It is part of the law to make sure the health of our staff is not put at risk. This includes risks from second-hand cigarette smoke (passive smoking).



If you do smoke, please do not smoke inside the house before your support worker arrives and while they are working in your home.



If you cannot do this, we will have to do another risk assessment.



Doctors say that stopping smoking is the biggest single thing you can do to be healthier.



If you do smoke and want to try and stop, you can get help and information from the NHS SMOKEFREE helpline on: 0800 022 4332 or [visit the NHS website](#).

Health and Safety: Back Care



Up to 3,000 care and support workers across the nation leave their jobs each year because of back injuries.



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 this is difficult, 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

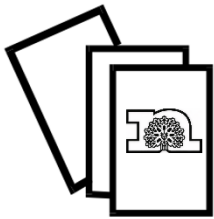


Support workers helping you at home will be covered by Public Liability Insurance.



Please make sure that your home insurance covers any accidental breakages.

Policies and procedures



We use Nottinghamshire County Council policies and procedures in our work.



If you would like information about a policy or procedure, you can ask your support worker or phone 0300 500 8080.

Records we keep about you



To give you support we must record information about you. If you would like to see this information, phone 0300 500 80 80.



Nottinghamshire County Council must protect your privacy and make sure everyone's personal information is kept confidential and safe.



We have an [easy read version of Nottinghamshire County Council's privacy notice](#) if you would like to read it.

How do we give you good help?



There are lots of things we do to make sure you get good support, such as:



- Do the things we must do by law.



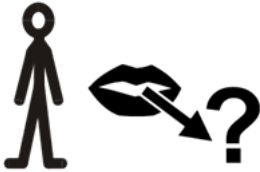
- Involving you in decisions about your support.



- Making sure the help you get is right for you.



The Government and the Care Quality Commission (the CQC) make sure we are doing things right.



We also ask you and your carer (if you have one) to tell us what you think about the help we give you.



We ask you what you think through:



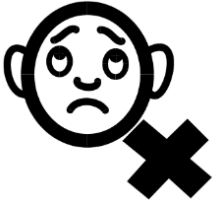
- Satisfaction surveys.



- Visits from a senior member of the team.



- Reviews of the support we give you.



- Compliments and complaints.

Standards of service



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



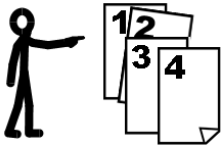
- Treat you with dignity, courtesy, honesty and respect.



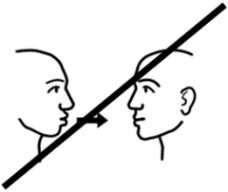
- Help you to live as independently as possible.



- Work with you to give you the services you need.



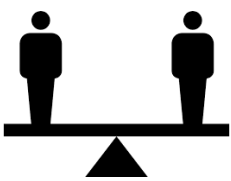
- Involve you in decisions about services and give you the information you need to make choices.



- Not share what you tell us with anyone else unless we must do this to keep you or other people safe.



- Help you to say what you think. If you need someone to help you, such as an advocate, we can help you 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 if you want to. You will not be treated differently because you complain.

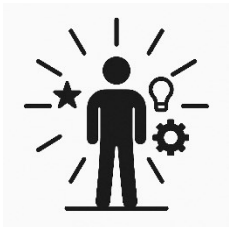
What you can expect from **START**



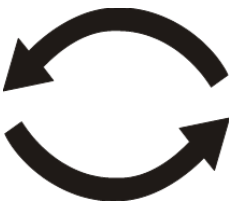
- To be involved in making your reablement support plan. You will be given a copy of this before the service starts.



- 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.



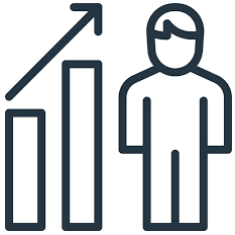
- That your support workers will be trained and supported so they can support you properly.



- That we will try to make sure that you don't have too many changes of staff.

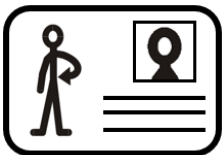


- That your support workers will be covered by Public Liability Insurance.



- That there will be regular reviews of your progress.

What to expect from support workers who visit you at home



- They will show you an ID card with their photo on. If they do not have one, you should not let them in.



- They will know about you and the support you need.



- They will try to keep to the arrangements agreed for your support. If there are any changes, they will let you know.



- They will not smoke in your home.

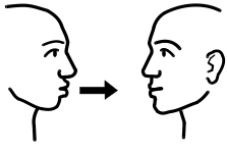


- They will give you a telephone number to use in an emergency or to speak to someone about any problems.



- They will know basic information about other support that might be useful to you.

What START expects from you



- To be in at the agreed times and tell us if you are going away.



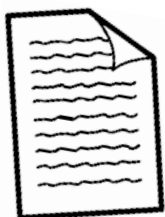
- To treat our staff with kindness and respect.



- To understand that by law staff cannot do anything that could be unsafe, for example, lift heavy weights.



- To make sure you have cleaning materials for essential cleaning. We will tell you what you need.



- To help staff record details of their visit.



- To make sure your home contents insurance covers staff in case of breakages.

Getting help to talk to us



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**.

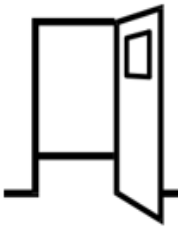


This could be someone you know, or someone who acts as an advocate for many different people as their job.



If you have any questions or want more information you can phone us on 0300 500 80 80.

What do I do if I have a social care emergency?



Emergencies in office hours

Call us on 0300 500 80 80.

Monday to Friday: 8am to 8pm

Saturday: 8am to 12 noon.



Out of hours emergencies

Call our Emergency Duty Team on 0300 456 4546.

- Monday to Thursday 5pm to 8:30am
- 4:30pm Friday to 8:30am on Monday.
- 24 hours a day during all public holidays.



A qualified worker will talk to you about the problem.



If you get the answerphone, please leave a message and someone will call you back within 30 minutes.

How to get in touch with us



Our Customer Service Centre can answer most of your questions and help with information and form filling.



There are several ways to contact them, including:



Web: Use our online contact form



Telephone: 0300 500 80 80



Relay UK

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the Relay UK app.



Sign Video:

People who use British Sign Language to communicate can use the SignVideo app to speak with us.



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

Links in this document

NHS website information about stopping smoking

nhs.uk/live-well/quit-smoking/nhs-stop-smoking-services-help-you-quit/

Nottinghamshire County Council's privacy notice: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/privacy-notice-easy-read

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For the standard English web page version of this information, go to:

[Reablement: Information about the Reablement Service | Nottinghamshire County Council](#)

<https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/reablement-information-about-the-reablement-service>

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