Your Guide to...

Supporting Independence: Reablement Services
Our staff are trained in helping you to try and get your confidence and independence back in your home.
This leaflet explains the care and support services available through the Reablement Team at Rutland County Council.

What is meant by ‘reablement’?

Reablement is an intensive home care service, designed to help you get your independence back after a period of ill health.

If you are in hospital, just home from hospital or have been unwell at home, you may benefit from this type of support.

What does the reablement service do?

Our staff are trained in helping you to try and get your confidence and independence back in your home. We will come to visit you in hospital or at home to talk about how we could support you.

Together, we will agree your goals to work on and how we can help you to achieve these goals. Staff will respect your views and listen to what you have to say. These goals will be recorded in your Reablement Plan. We will review your goals on a regular basis and adapt them to fit with your progress, to make sure you are benefiting from the Service.

What are reablement ‘goals’?

- Reablement Goals can include being able to:
  - prepare meals independently
  - manage your own medication
  - wash and dress independently
  - bath or shower yourself
  - do your own shopping
What kinds of care and support do the reablement team offer?

Everything we do is designed to help you regain your optimum independent living skills.

If we feel you will benefit from a piece of equipment to improve your safety or independence, we can arrange for this to be delivered to you on loan or discuss your options for purchasing privately or through a direct payment.

Support Workers will visit on a regular basis, as agreed with you, to help to get you back on your feet. We cannot give you an exact time for your visit, as we work with everyone in a flexible way, but we will give you an approximate time that you can expect your Support Workers to visit. If you know in advance that you won't need a visit, it is helpful to let us know as soon as possible, to help with our planning.

Please note that sometimes people are unable to regain full independence, but if you can do more for yourself, this will help maintain your general health and wellbeing.

When does reablement support finish?

The service will end as soon as you have achieved your reablement potential but no longer than six weeks. We will discuss this with you. You may still have potential to improve further without our involvement.

Do I have to pay for the reablement service?

The service is free of any financial charge to you as long as your reablement is continuing. This may be for one day, a couple of weeks or up to a maximum of six weeks.
What is the process for reablement support?

A Social Worker will carry out an assessment with you, and explain more about the service so you can decide together if it is right for you and your needs.

We might ask whether any of the other professionals involved in your care is to be involved, for example a community nurse.

By the end of the first week, we should all have a clearer idea of how long you will need to be with the reablement service. If you are unable to become fully independent, and are eligible for longer term support, you will be means tested. If you are entitled to services provided by social care, you have two choices. You can either have home care from an independent care agency that Rutland County Council work with, or you can have a Direct Payment to pay someone of your choice to help you.

See the ‘Your Guide to Direct Payments’ (HASC15) leaflet for more information.

If you are not eligible for services provided by social care, you will be offered advice and information to help you privately purchase any services you may want or need.
What if it takes a long time to arrange my ongoing support?

If it takes some time to arrange for the ongoing services you need, and you are eligible for service provided by social care, you can continue having the reablement service for a limited period. We call this the ‘Safetynet’ service.

Once you move to the ‘Safetynet’ service, you will be charged at the same rate as if you were receiving services from elsewhere.

We will help you to make more permanent arrangements so we can free up the service for people who need this intensive level of support.

What if my home is unsuitable for me to return to after my stay in hospital?

It may be possible to refer you to “Stepping Stones”; temporary accommodation for people with reablement needs that cannot be managed safely due to their home being unsuitable in the short term. Contact the Reablement Team on 01572 722 577 for more information.

What happens to the information I share with you?

All information given will be treated sensitively and confidentially. However it is sometimes helpful to share relevant information with other health and social care colleagues. If you do not want this to happen please let us know.
What can I do if I am unhappy with any decisions made about my care and support?

If you feel able to, talk through your concerns with the people directly involved and see if you can resolve the issue together.

If you are unhappy with a decision that has been made about your care and support, you may be able to appeal against the decision. Contact the Council on 01572 722 577 or email enquiries@rutland.gov.uk to find out if you are able to appeal.

If you are still unhappy, you can make a complaint to Rutland County Council. Making a complaint will not adversely affect the care and support services you receive or how you are treated by us.

Let Us Know…

Rutland County Council is keen to receive your comments on services generally, not just in relation to complaints. We would welcome any views you have about any of our services. For example, if you feel a service is working particularly well, we would like to know this.

Tel: 01572 722 577 or email: letusknow@rutland.gov.uk.
Safeguarding: Important Information

Keeping you safe...

The national eligibility criteria don’t apply to safeguarding situations where there is concern about potential abuse or neglect. Rutland County Council will always respond in situations where there is concern.

If Rutland County Council has reason to suspect that you or any other adult in Rutland is experiencing, or is at risk of, abuse or neglect then the Council must make enquiries and this applies even where the person doesn’t normally live in Rutland but is in the county at the time.

If you are worried about yourself or another person, please contact the Adult Duty Team on 01572 722577 or email: dutyteam@rutland.gov.uk.

For more information about safeguarding generally, visit the Leicestershire and Rutland Safeguarding Board website: lrsb.org.uk/adults

If you need this information in large print, Braille or Easy Read formats, please contact us.