

Social Care Reablement

Working with you to help retain your independence

Factsheet 59 – 24 November 2010 (5 Pages)

What is Social Care Reablement?

Social Care Reablement is the name we give to short term support designed to help you become as independent as possible. Perhaps you need help with your personal care or to prepare a meal? The reablement service will work with you to make it as easy as possible to manage these tasks on your own.

In traditional home care, someone would visit and do these tasks for you. With reablement, we will work with you so that you regain skills you need for everyday life. Many people who take part in a reablement programme find that afterwards they can cope very well on their own, without the need for personal care support.

How do I get social care reablement?

If you need services for the first time, then you should ring Care Direct 0845 1551 007.

Care Direct Plus, or the person supporting you with your assessment, will discuss with you what areas of personal care you feel the service should help you with (for example washing, dressing, feeding, going to the toilet or getting about your home) and how we can help you. They will then refer you to the social care reablement service.

What happens then?

A social care reablement team leader will visit you at home to talk through with you what you would like help with, what you would like to achieve and how we can make it easier for you to do the things that you want.

We will agree with you what you want to achieve (your goals) and how we will support you to achieve them. We will write this down on your reablement goal plan for you and the social care reablement worker to follow and give you a copy of this plan.

How will social care reablement work for me?

Your social care reablement service will be tailored to your individual needs. At first, you may need several visits every day but as you progress, the number of visits will reduce.

The reablement service is free of charge to you. Your progress will be reviewed every week by the reablement team.

Will I need any special equipment?

During your programme, we may suggest you try carrying out some tasks in a slightly different way to make them easier for you to do on your own.

This may mean that you try using small pieces of equipment to make a task easier or an alarm system to keep you safe. You can discuss this with your reablement worker or the reablement team leader who will arrange an assessment of your equipment needs.

How long will the reablement programme last?

You could receive the service for several days or for a few weeks depending on your circumstances. We believe that very few people will need the service for more than six weeks.

If you make good progress you will finish sooner or, together with the reablement team, you may agree to stop it earlier.

What happens when my social care reablement programme is finished?

Once you have completed your programme, you may no longer need support. But if you do need further help then the reablement service will send its recommendations (with your agreement) back to Care Direct Plus.

They will assess your eligibility for ongoing support and discuss how those needs could be met. They will undertake a financial assessment to decide what contribution, if any, you should make to the costs of that ongoing care and they will talk to you about how any ongoing services can be arranged.

You can now have your own personal budget and buy your own services if you want, or you can have help from Devon County Council to do so.

Will the reablement programme cost me anything?

You will not be charged for the reablement service or for any other service or equipment offered as part of the reablement programme.

Making a complaint

If you are unhappy with the service you are receiving you should first discuss the problem with your Reablement team leader. If you tell them what is worrying you, they will try to find a solution.

If the problem persists please let us know. You can ring Customer Services on 0800 212 783 or you can fill in the feedback form in our Compliments, Comments and Complaints leaflet (leaflet 3) available from Care Direct.

If you have any further questions please contact Care Direct 0845 1551 007

Further factsheets can be found online at www.devon.gov.uk/factsheets

If you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

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