

Factsheet

Reablement - Getting your independence back

What is reablement?

Reablement is a new service which aims to help people regain their independence following an illness, injury, disability or loss of personal support network. It is a free service and is provided for a short period of time, usually no longer than six weeks.

The reablement service will work with you to help you to do things for yourself rather than do things for you. It will focus on your strengths and abilities and help you build up your confidence in doing things for yourself such as:

- getting up, washed and dressed;
- preparing meals and snacks;
- taking medication;
- getting about in and out of the home;
- doing household tasks like shopping, pension and laundry; and

- getting involved in social and leisure activities.

Reablement is not a long term service and does not provide personal care to people who need someone to do things for them.

Reablement is about helping people develop or regain the skills and confidence to do things for themselves.



Who is reablement for?

You may be able to have reablement if:

- you are aged 18 or over and live in Cumbria;

- you live or would be able to live at home with some support; and
- you would benefit from reablement and would be able to regain at least some of your independence.

If you are a carer, you may also be able to have reablement to help you to continue to look after someone.



Reablement will only be provided to you with your consent.

You may not be able to have reablement if:

- you need a short term nurse led service – there is another service called Short Term Intervention which provides this; or
- you do not want reablement.

Reablement in action

Brian Teagle is a carer for his wife Jennifer, who is 68 and suffers from breathing difficulties, osteoarthritis and depression. These have affected her mobility and following a series of falls, Jennifer was refusing to take showers as she was afraid of falling.

The reablement service worked with Jennifer to build her confidence in taking a shower. Brian said Jennifer responded well to this as before reablement started, he often couldn't persuade her to have a shower.

The reablement service also referred Jennifer, with her consent, to mental health services and the continence team. They arranged for a personal pendant alarm for Jennifer, a carers assessment for Brian from the local carers organisation and fire safety and benefits checks for the couple.

At the end of her reablement, an assessment identified Jennifer needed personal care three times a week and day care once a week. Brian has asked about respite care and he says he feels a lot better knowing breaks are available if he needs them.

What if I am already receiving support?

If you are already receiving other services from us, you may be able to receive reablement if your circumstances change, for example if you have a fall and need more support.

The aim of reablement is to help you develop or regain the skills and confidence to do things for yourself. This means that your need for ongoing support may change after an episode of reablement.

If you have concerns about your support and the assessment process, please let us know. If you prefer, we can tell you about independent organisations you can speak to.

How much will it cost me?

Reablement is provided free of charge and will not need an assessment of your finances.

However, there may be a charge for other services you receive alongside reablement.

If you need longer term support, you may receive other services

after your reablement has finished for which a charge may be made.

Charges are based on an assessment of your finances to decide how much you can afford to pay. You can find more information about these financial assessments in our *'How much will I pay?'* booklets.

How do I get reablement?

If you are interested in reablement, contact your local Adult Social Care office. You can ask someone to do this on your behalf if you prefer.

We will discuss your situation with you and take some information from you. If we think reablement may be able to help you, we will forward your details to the Reablement Service.

What happens next?

The Reablement Service will contact you to arrange a meeting. The Reablement Service includes:

- Adult Social Care Locality Team practitioners, and other professionals;

- reablement workers and supervisors from Cumbria Care; and
- other agencies such as voluntary organisations.

Someone from the service will meet with you (and your carer if you have one) and will:

- 1. Discuss how reablement would be able to help you and what you would like to achieve by when.**
- 2. Put this together into a reablement plan and agree this with you.**
- 3. Start your reablement and arrange for people from the Reablement Service to visit and work with you.**

This should all happen soon after your first contact with us.

The service will work with you to make progress with the things you wanted to achieve, as set out in your reablement plan.

If you are already receiving services, your reablement will be provided alongside these.

The reablement service will discuss your plan with you at least on a weekly basis to see how your reablement is going.

They will also discuss with you arrangements for when your reablement finishes.

Reablement in action

Glen Wilkinson 73, was diagnosed with cancer in August 2010. His doctors said he had only 6 months to live and so qualified for NHS funded continuing care. However, he recovered so well that in February 2011, he was no longer eligible for NHS care and was referred to the reablement service to help him gain confidence when showering and bathing and to maximise his independence where possible.

The reablement service arranged for an assessment for a trolley and an outdoor mobility assessment. They also arranged a fire safety check and information about community alarms.

The reablement service visited him daily at midday to help him go out for walks to build up his stamina and confidence. They also visited in the evening to help him build up his confidence to take a shower. Glen said he was getting stronger and was able to manage more tasks around his home.

After his reablement, Glen's walking has been affected by sciatica. However, he is able to live at home

with some support from his friend Ann and daughter Vicky.

What happens when I finish reablement?

Reablement is usually provided for up to six weeks. By the end of your reablement, we hope you will have achieved what you set out in your reablement plan. You should be more independent and feel more confident in doing things for yourself.

While some people may find they do not need further help after their reablement, some may need support on an ongoing basis.

If you need ongoing support, the Reablement Service will contact Adult Social Care to arrange an assessment of need for you.

If you were already receiving services from us before you started reablement, the Reablement Service will contact your social worker and arrange a review of your support. It may be that after your reablement is complete, you will need different or, in some cases, less support than before your reablement.



The assessment or review will decide if you are eligible for support and look at what support you need on an ongoing basis. It can involve your carer if you have one or someone else you would like to be present. To find out more about ongoing support, see our booklet '*Self Directed Support with Personal Budgets*' or ask us.

While reablement is provided free of charge, there may be a charge for support you need after your reablement has finished.

Information about you

We will hold information about you in our records to enable us to arrange services for you and to carry out our legal duties. The Data Protection Act 1998 gives you the right to see information we keep about you whether this is kept on computer or in writing. Please ask if you would like to know more.

Your compliments, concerns, comments and complaints

We welcome all feedback about our services. If you have a compliment, concern, comment or complaint about our services, or a decision or action we have taken then please let us know about it. You can ask the person you are dealing with if you would like to know more. Alternatively, you can contact your local Adult Social Care office.

We will try to use the feedback you provide as a way of improving our service to you and to others.

Safeguarding adults

While most people receive the care and support they need, some people are subjected to some kind of abuse or neglect. Cumbria County Council has safeguarding adults procedures to protect people who may be at risk of being hurt or harmed by others.

If you think you or someone you know is being abused or neglected, please tell someone. You can contact Adult Social Care

through your local office or Cumbria Police on 0845 33 00 247. While it is helpful if you tell us who you are, you can report concerns anonymously if you prefer.



How to contact Adult Social Care

You can contact us at:

South Lakeland

County Offices, Kendal LA9 4RQ

Telephone: 01539 713377

Email: kendalssd@cumbria.gov.uk

Barrow and Furness

Priory Grove, Off Friars Lane

Barrow-in-Furness LA13 9NP

Telephone: 01229 407444 (new number)

Email: barrowssd@cumbria.gov.uk

Copeland

Blencathra House

Tangier Street

Whitehaven CA28 7UW

Telephone: 01946 506352

Email:

whitehavenssd@cumbria.gov.uk

For emergencies outside office hours, at the weekend or during bank holidays, the Out of Hours Service can be contacted on (01228) 526990.

You can find out more about our services at:

www.cumbria.gov.uk/adultsocialcare.