

Adult Social Care

Reablement

Getting your independence back



Factsheet

What is reablement?

Reablement is an Adult Social Care 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 up to 6 weeks but sometimes less depending on individual need.

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;
- getting about in and out of the home;
- doing household tasks like shopping, pension and laundry; and
- getting involved in social and leisure activities

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 specialist rehabilitation. There are other services around the County called Short Term Intervention (STINT) or Community Rehabilitation Services or Eden Community Response Team [ECRT] or Unscheduled Services which provide this.

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, or have been in hospital.

The aim of reablement is to support you to 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 for support with this process.



How much will it cost me?

Reablement is provided free of charge for six weeks or less and will not need an assessment of your finances. However, there may be a charge for any support you are already receiving or for any services you receive alongside reablement.

Charges for other support or services 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 '**Finance Factsheets**' or contact your local Adult Social Care Office. Contact details are given at the end of this factsheet.

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;
- Supervisors and Reablement Support Workers from Cumbria Care; and
- other agencies such as voluntary organisations.

Someone from the service will meet with you 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. You can have someone else, (like a carer, friend or relative) present at the discussion if you want.

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.

What happens when I finish reablement?

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 your Adult Social Care Locality Team 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 Locality Team 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 '**Welcome to Adult Social Care**', visit our website at <http://www.cumbria.gov.uk/healthandsocialcare/adultsocialcare/default.asp> or contact your local Adult Social Care Office (contact details are provided at the end of this factsheet).

If you need longer term support after your reablement has finished there may be a charge for this.

Charges for longer term support 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 '**Finance Factsheets**' or contact your local Adult Social Care Office. Contact details are given at the end of this factsheet.

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 101. 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 one of the Adult Social Care teams local to you. Details are given below:

Allerdale

E: workingtonssd@cumbria.gov.uk

Telephone

North Allerdale [01228 223450](tel:01228 223450)
South Allerdale [01900 706301](tel:01900 706301)
Keswick [01768 812243](tel:01768 812243)

Carlisle

E: carlislessd@cumbria.gov.uk

Telephone

Carlisle East [01228 227040](tel:01228 227040)
Carlisle North [01228 227033](tel:01228 227033)
Carlisle West [01228 221590](tel:01228 221590)

Copeland

E: whitehavenssd@cumbria.gov.uk

Telephone

North Copeland [01946 506352](tel:01946 506352)
South Copeland [01946 506269](tel:01946 506269)

Eden

E: penrithssd@cumbria.gov.uk

Telephone

Eden West including Keswick [01768 812243](tel:01768 812243)
or [01768 812233](tel:01768 812233)
Eden South [01768 812089](tel:01768 812089) or [01768 812231](tel:01768 812231)
Eden North [01768 812241](tel:01768 812241) or [01768 812253](tel:01768 812253)

Furness

E: barrowssd@cumbria.gov.uk

Telephone

Furness East [01229 407874](tel:01229 407874)
Furness North [01229 407444](tel:01229 407444)
Furness West [01229 407446](tel:01229 407446)

South Lakeland

E: kendalssd@cumbria.gov.uk

Telephone

Kendal [01539 713378](tel:01539 713378) or [01539 713343](tel:01539 713343)
South Lakes Rural [01539 713111](tel:01539 713111) or
[01539 713334](tel:01539 713334)

Help in an emergency

If you have an emergency during office hours, contact us on the number we give you or get in touch with your local Adult Social Care team. Offices are open 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

If you have an emergency when our offices are closed, ring our **Emergency Duty Team** on **01228 526690**. They cover the whole of Cumbria and work overnight, at weekends and bank holidays.

You can find out more about reablement on our website at:

www.cumbria.gov.uk/healthandsocialcare/adultsocialcare/shortterm/shortterm/reablement.asp

You can find out more about the other services or support that may be available to you at:

www.cumbria.gov.uk/healthandsocialcare/adultsocialcare/default.asp

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 227113.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 227113 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 227113

Jeigu norėtumėte gauti šią informaciją savo kalba,
skambinkite telefonu 01228 227113

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 227113

Se quiser aceder a esta informação na sua língua,
telefone para o 01228 227113

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 227113 numaralı telefonu arayınız

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