

# Social Services

## Reablement Service

### Information Leaflet



June 2023

## REABLEMENT SERVICE - INFORMATION LEAFLET

**Mae'r ddogfen hon ar gael yn Gymraeg / This document is available in Welsh**

<b>RELATES TO</b>	Reablement
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<b>DEPARTMENT</b>	Adults Social Services
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## REABLEMENT

Reablement builds on what you can do and supports you to regain your skills, confidence and independence to remain in your own home.

Reablement is for a short period. This can be just one week or up to a maximum of six weeks, depending on your needs.

Reablement aims to maximise your long-term independence, choice and quality of life. The therapy which consists of; Occupational Therapy, Physiotherapy and Technical Instructors is free for up to 6 weeks. The care and support element is free for 2 weeks.

### How does Reablement Work?

Reablement is about helping you to do things yourself, rather than doing things for or to you. The focus is on personal outcomes with focus on voice, choice and control over your care.

The overall goal is to help you get back to coping at home again.

The type of support provided is tailored to our assessment of your individual needs. For example:

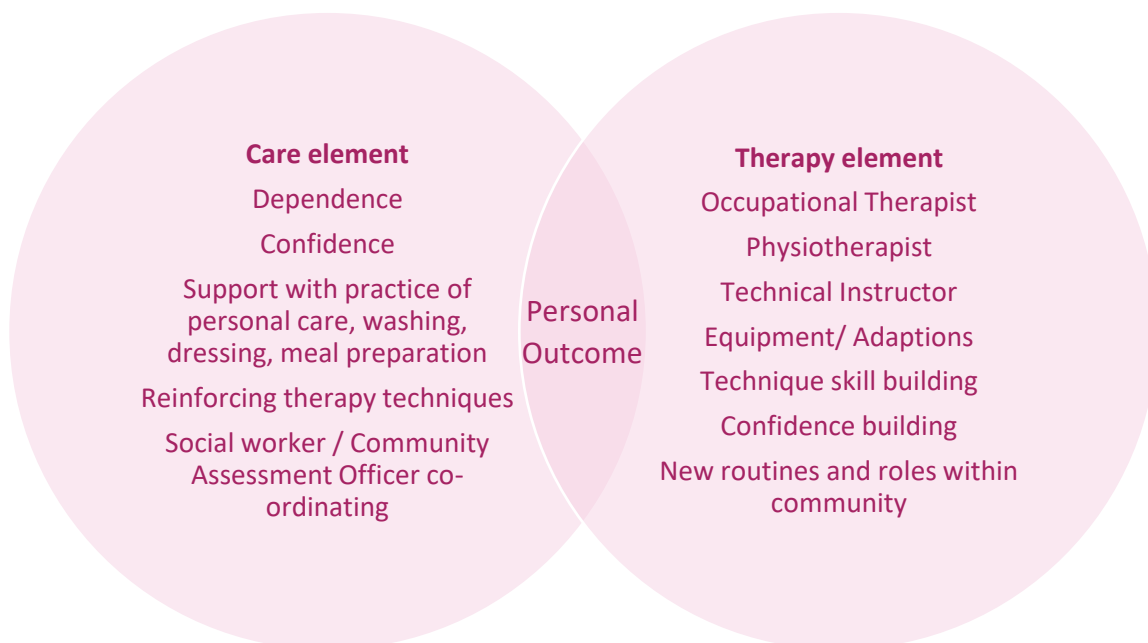
- Help with personal care
- Practical support with preparing meals
- Prompting with medication or medication management
- Providing equipment and to help you understand how to use it
- Teaching you exercises to help you regain mobility, strength, and confidence - with support and encouragement to practice the exercise
- Finding practical solutions to problems that may be reducing your independence
- Increasing your confidence to engage in community groups

### Who is Reablement for?

Reablement can help many different people including older people, people with physical disabilities or sensory impairment and people with mental health difficulties or learning disabilities.

You will need to be a Flintshire resident and be aged over 18 years old.

Adults seeking a social care service may have a Reablement service before any long-term care service are planned. An assessment will be carried out to establish the best approach for you, and which professional would be best suited to meet your personal outcomes.



### What happens if I need ongoing care?

The Reablement Service provides short term support only. When your maximum level of independence is achieved the Reablement programme will end. If you have ongoing care needs these will be discussed with you and, if appropriate, a care package will be agreed.

For any long-term care arrangement, a Financial Assessment may need to be undertaken and you may be charged.

### How to Apply for Reablement

Contact our Single Point of Access Team on 03000 858 858 to discuss the areas in which you would like to be more independent or confident and we will make an assessment of your needs with you. This may include a telephone assessment and signposting to appropriate services to support you meet your outcomes.

### Some other leaflets that may be Useful

- Charges for Domiciliary Care
- Your right to compliment and complain

For more information, including copies of the leaflets mentioned, please contact:

Single Point of Access, Preswylfa, Hendy Road, Mold, CH7 1PZ

[spoa@flintshire.gov.uk](mailto:spoa@flintshire.gov.uk)



03000 858 858

Out of hours emergency number is **0845 053316**

## USEFUL CONTACTS

A wide range of voluntary organisations provide independent advice and assistance. Contacting them will give you information on your rights.

<b>Flintshire Citizens advice Bureau</b>	
08444 772020	<a href="http://www.flintshirecab.org.uk">www.flintshirecab.org.uk</a>
<b>Flintshire Care and Repair</b> Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	<a href="http://www.flintshirecr.co.uk">www.flintshirecr.co.uk</a>
<b>Age Connects North East Wales</b>	
08450 549969	<a href="http://www.acnew.org.uk">www.acnew.org.uk</a>
<b>Mencap Cymru Helpline</b>	
0808 808 1111	<a href="http://www.mencap.org.uk/wales">www.mencap.org.uk/wales</a>
<b>MIND</b>	
01352 757637	<a href="http://www.flintshiremind.org.uk">www.flintshiremind.org.uk</a>
<b>North East Wales Carers Information Service (NEWCIS)</b>	
01352 752525	<a href="http://www.carers.org/local/wales/flintshire">www.carers.org/local/wales/flintshire</a>
<b>Flintshire Disability Forum</b>	
01352 755546	
<b>Social Services</b> First Contact, Preswylfa, Henty Road, Mold, Flintshire, CH7 1PZ	
03000 858 858	<a href="mailto:SSDUTY@flintshire.gov.uk">SSDUTY@flintshire.gov.uk</a> <a href="http://www.flintshire.gov.uk/careinfo">www.flintshire.gov.uk/careinfo</a>

## COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS

We are aware that despite our best efforts there may be occasions when you need to make a complaint. Any complaint about the services can be made to your Social Worker, their Team Manager or you can contact:

The Complaints Officer  
Social Services  
County Hall  
Mold  
Flintshire, CH7 6NN                      01352 702623

Email: [myview@flintshire.gov.uk](mailto:myview@flintshire.gov.uk)

A leaflet 'Your right to compliment and complain' which explains how your comments can be made and how they will be dealt with is available from the same address or online at: [www.flintshire.gov.uk/careinfo](http://www.flintshire.gov.uk/careinfo)

A wide range of information on the care and support system in Wales is available online at: [www.dewis.wales](http://www.dewis.wales)

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch a 03000 858 858 i gael fersiwn Gymraeg.

This document is available in Welsh. Please contact 03000 858 858 for a version.

**This leaflet is available in alternate formats including Braille and Large Print on request to 03000 858 858.**