Social Services

Reablement Service Information Leaflet

June 2023

CYNGOR Sir y Fflint
Flintshire
COUNTY COUNCIL

REABLEMENT SERVICE - INFORMATION LEAFLET

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

RELATES TO	Reablement
REFERENCE NUMBER	LL11
DEPARTMENT	Adults Social Services
AUTHOR	Paula Curtis
LAST REVIEW DATE	June 2023
DATE OF NEXT REVIEW	June 2025

Contents

REABLEMENT 4
How does Reablement Work? 4
Who is Reablement for? 4
What happens if I need ongoing care? 5
How to Apply for Reablement 5
Some other leaflets that may be Useful 5
USEFUL CONTACTS 7
COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS 8

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:

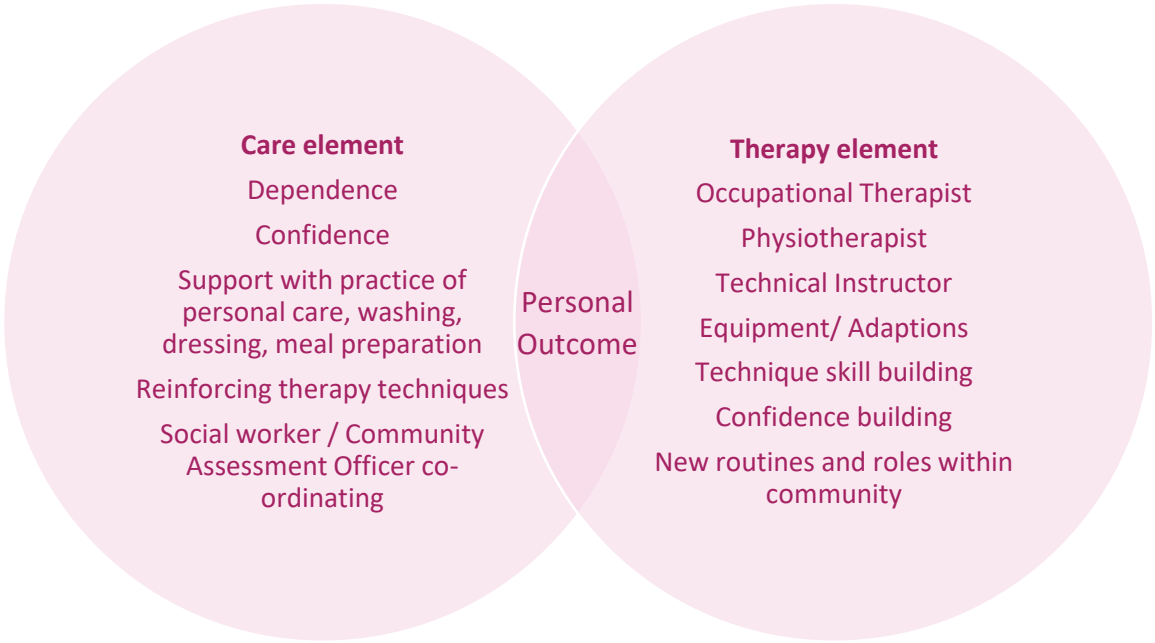
- Help with personal care
- Practical support with preparing meals
- Prompting with medication or medication management
- Providing equipment and to help you understand how to use it
- Teaching you exercises to help you regain mobility, strength, and confidence - with support and encouragement to practice 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 01352 702000 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, Tŷ Dewi Sant, St. Davids Park, Ewloe, CH5 3FF

ssduty@flintshire.gov.uk

☎ 01352 702000

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.

Flintshire Citizens advice Bureau	
08444 772020	www.flintshirecab.org.uk
Flintshire Care and Repair Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	www.flintshirecr.co.uk
Age Connects North East Wales	
08450 549969	www.acnew.org.uk
Mencap Cymru Helpline	
0808 808 1111	www.mencap.org.uk/wales
MIND	
01352 757637	www.flintshiremind.org.uk
North East Wales Carers Information Service (NEWCIS)	
01352 752525	www.carers.org/local/wales/flintshire
Flintshire Disability Forum	
01352 755546	
Social Services First Contact, Tŷ Dewi Sant, St. Davids Park, Ewloe, CH5 3FF	
01352 702000	SSDUTY@flintshire.gov.uk www.flintshire.gov.uk/careinfo

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

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

A wide range of information on the care and support system in Wales is available online at:

www.dewis.wales

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch a 01352 702000 i gael fersiwn Gymraeg.

This document is available in Welsh. Please contact 01352 702000 for a version.

This leaflet is available in alternate formats including Braille and Large Print on request to 01352 702000.