

- People whose needs could be met by using specialist equipment.

The service will normally start within two days and for urgent cases within 2 hours. The service can be delivered seven days per week from 7am until 10pm, depending on your individual needs.

What is a personal budget?

We want everyone living in our Borough to have choice and flexibility in meeting their eligible social care needs. A personal budget gives the individual the choice to manage their own allocated 'personal budget' as a direct payment so that you can arrange your own care and support (with some help if you need it), or a combination of the two. Or you can ask us to manage the money and organise your support for you. You can also have direct payment for part of your support and we manage the rest.

What is Stockton-on-Tees Council's Telecare Service?

Stockton-on-Tees Borough Council's Telecare can help people to live more independently and safely in their own homes, for longer. As part of an agreed package of care, Telecare can offer a series of sensors to monitor for potentially dangerous situations such as floods, fire, gas leaks, falls, and intruders. It also provides a security solution to protect the individual, their belongings and the premises.

What Next?

Health (NHS) and social care staff work together to find out how best to help you with your health and social care needs. This is called a Single Assessment Process. Therefore, if you are in hospital, you can ask a nurse to refer you for a social care assessment. If you are at home, you can contact Stockton-on-Tees Borough Council First Contact Adults team on 01642 527764. A social worker will assess you to make sure you get the type of support you need and tell you what type of services you will receive and when they will start.

Contacting us

If you have any questions or concerns regarding the services please contact:

Reablement Service 01642 528292

www.stockton.gov.uk

If you are receiving the service and have a comment or complaint please contact:

Customer Care Team 01642 527521

Customer Care Team, Municipal Buildings, Church Road, Stockton-on-Tees, TS18 1LD



Reablement Services



Introduction

People enter hospital for a number of reasons. They may be having elective surgery or have suffered an emergency medical condition or physical injury. When they are ready for discharge from hospital people sometimes need to draw upon community-based support services, temporarily or permanently as a preventative measure. This will help a person overcome a specific time limited period of recovery in order for them to maintain independence and remain in their own home.

There are a range of services available to people being discharged from hospital that will help to ensure that they can return to a home situation that will aid, rather than hinder, their recovery.

Adult Social Care services are able to support people making the move from hospital to home. Our focus is on improving a person's well-being through a personalised approach and delivering effective services in a coordinated and efficient manner.

If you have been ill or had an accident you may need help to re-learn some of the skills lost whilst unwell and to get your confidence back. Our **Reablement staff** can work with you to help regain confidence and do things for yourself that you did before you were unwell, so you can live as independently as possible.

These specialist support services may be available if you have experienced any of the following:

- A temporary illness or permanent disability
- A fall at home
- A crisis at home
- A change in circumstances relating to you or your carer

The support service is provided for up to six weeks, free of charge.

What the Reablement Service does

This service is provided by support workers employed by Stockton-on-Tees Borough Council. They will support you in your own home and local community to:

- Regain skills and confidence in completing everyday tasks and activities such as making meals, washing and dressing yourself, doing your shopping and getting out.
- Support you to gain new skills to help you manage at home.
- Help avoid unnecessary admission to hospital, or long term residential care.
- Help you get back on your feet after a stay in hospital.
- Ensure you have any equipment or **Stockton-on-Tees Borough Council's Telecare** service (further information on this is noted on the back page of this leaflet) that you need to help you live independently.
- Put you in touch with other services that can help.
- Promote your independence.

How we will assess your needs

Depending on whether you need a social worker, health care therapy professional or district nurse a decision will be made as to which team is best placed to assess your abilities. This assessment will be carried out by the Assessment Reablement Team (ART). Staff will be reviewing your ability to get dressed, prepare meals and generally assess how you manage your daily life. Based on the assessment, a care plan will be prepared with you setting out how the service will support you for up to six weeks. The team of support staff from the Reablement Service will organise visits to you as often as is necessary to keep you safe. This can be for up to four times a day. Your support plan will be adjusted as you regain the skills for independent living between 7am and 10pm.

Where appropriate the support team will also work closely with any health care staff that is also supporting you i.e. physiotherapy and occupational therapy staff.

After receiving the support service for around four weeks, a decision will be taken, often following a meeting with your family or friends. The meeting looks at whether you are likely to become independent once the service ends or if you are still likely to need support at home. Should you need ongoing support then you will be re-assessed and if you are eligible for ongoing services, a personalised care and support plan will be developed with you to meet your ongoing needs.

You will be offered a Personal Budget (further information on this noted on the back page of this leaflet) and can organise the required support yourself or through the Council's contract with an independent home care provider.

If you are not eligible for services, then information and advice will be offered on how to access further support and on how to contact the department should your needs change in the future.

Some people will already be getting a long-term home care service. You may still be offered the Reablement Service if after a review it is felt that it would help you to live more independently.

Covering the costs

The Council covers the cost of the service for up to six weeks where there is an identified care and support need, as the service is offered free of charge. If care and support is still needed after that, the usual home care charging policy will apply. (See Fact Sheet on charging for social care services for adults who live at home).

Service details

The Reablement Service is available to everyone referred to the Council who has the potential to benefit from the service with the exception of:

- People who need specialist end of life care.
- People whose short term needs are likely to be best met in residential care.
- People who need specialist therapeutic intervention e.g. specialist rehabilitation, Acquired Brain Injury (ABI) rehabilitation.