



Adult Social Care

**REABLEMENT:
EXTRA HELP TO LIVE
INDEPENDENTLY**

About Reablement

Reablement aims to help people get back the skills and confidence they need to live in their own home. Unlike traditional home care services - when a home care worker does things for you - reablement encourages you to do things for yourself. Reablement aims to keep people living independently in their own homes, so that they do not need long-term care services or hospital stays.

Reablement is a short-term, **intensive support service**. This means a person using the reablement service will get a range of different support, depending on their needs, for a time limited period.

You do not have to pay to use the reablement service.

Getting help from Reablement

To use the Reablement service you must:

- be a Hartlepool resident aged 18 years or over;
- be in need of support to live independently in your own home;
- have the potential to improve
- have the potential to keep using those skills once you have finished your reablement programme;
- **agree to actively participate** in your reablement programme.

If you have been in hospital and would like to use the reablement service, hospital staff will send your details to us and ask us to arrange to visit you. We can this a **referral**. Other organisations in Hartlepool can also refer you to reablement.

Once we have received your referral one of our reablement officers will visit you to carry out an **assessment**. An assessment is a way for us to:

- find out what things you would like to achieve by working with the reablement service. We call these your **outcomes**;
- work out what sort of support will help you achieve your outcomes.

After your assessment your reablement officer will work with you to agree on your plan. This plan will give details of what you and the reablement service have agreed to do to help you achieve your outcomes.

Your reablement officer will check your progress and update your plan regularly during the reablement programme.

At the end of your Reablement Programme

We hope that, at the end of your reablement programme, you will be able to live in your own home, with very little or no support.


However, if you do need more help from Adult Social Care, a social worker will help you fill in a self-directed assessment questionnaire (SDAQ) and develop a new plan.

Your reablement officer or a social worker can tell you more about this if you need them to.

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**