

The New Reablement and Connecting Communities Services

The following information includes:

1. Introduction and Overview
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4. Instructions on sending a Welfare Notice

Introduction

There have been a few changes to adult social care services, which includes the development of a Reablement Team and the commissioning of the Connecting Communities service.

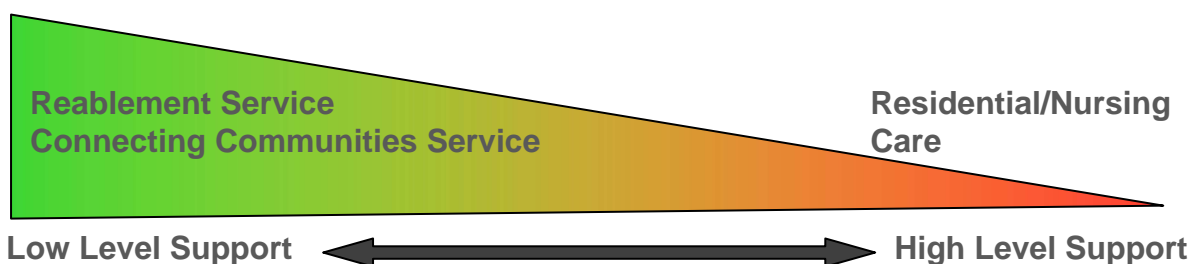
The aim of both of these services is to provide more people with support to help them to live independently. Neither the Connecting Communities nor the Reablement service use FACS criteria, meaning they can be used by people who may not qualify for adult social care.

By providing support to people much earlier we can help to prevent (or delay) people needing more intensive care or long term care. This is better for the person in the long run who is able to be supported to live at home and in the community for as long as possible.

The diagram below shows that the Connecting Communities and Reablement services will provide low-level support to a large proportion of people.

People with higher level support needs can also be referred back to the low level services which may help them to regain some of their independence.

People with high-level needs will still receive the care they require but can also benefit from many of the low-level support services such as the handyman service or friendship clubs.



The Connecting Communities service

The Connecting Communities service is a voluntary and community sector service which provides low-level support to people in the community. The Connecting Communities service covers the entire borough of Hartlepool and can provide the following services:

- Handyperson service
- Gardening services, including clearing pathways
- Luncheon and friendship clubs
- Social events and outings
- Prescription collection and shopping services
- Meal delivery services
- Slips, trips, and falls advice
- Help to find and use appropriate care services
- Support to attend GP or hospital appointments
- Debt management advice
- Welfare benefits advice
- Fuel poverty advice/keep warm initiatives
- Crime prevention and fire safety advice

Accessing the Connecting Communities Service

All new referrals for social care should now be sent to the Connecting Communities, unless there is a safeguarding issue. Any referrals around safeguarding should continue to be sent to First Contact and Support Hub.

Any existing service users should also be referred to Connecting Communities if it is felt that they can benefit from the services on offer.

All referrals to the Connecting Communities are sent on a Welfare Notice. The Welfare Notice is a short, simple form which provides basic information to Connecting Communities. On receiving a Welfare Notice, Connecting Communities will conduct a home visit to establish what support may help the person concerned.

In some cases the person will require more support than Connecting Communities is able to provide. In these cases Connecting Communities will refer the person on to the Reablement Team.

Anyone – staff or public – can make a referral to Connecting Communities using the Welfare Notice. We are in the process of rolling out the use of Welfare Notices across the council and our partners.

Please see the Welfare Notice Instructions, on how to send a Welfare Notice to Connecting Communities.

The Reablement Service

The Reablement Service is an in-house council service which helps people who need help with day-to-day living. Reablement Officers help people to build confidence, relearn or regain skills and to get more involved in their local community. The service aims to help people to live as independently as possible for as long as possible.

The service is free and offers a time limited (usually about 6 weeks) period of support. Reablement officers work with the person to achieve their own desired outcomes and goals. The ultimate aim of Reablement is to build on what people can already do and supports them to regain skills to increase their confidence and independence.

To be eligible for the Reablement service clients must:

- be a Hartlepool resident aged 18 years or over
- be in need of some support to live independently in their own home
- be capable of becoming more independent
- be capable of carrying on using the skills they have learned once they have finished their reablement programme
- agree to **actively participate** in the reablement programme

Reablement should be available to a wide group of people, including those with mild to moderate dementia, learning disabilities, brain damage or other cognitive impairments. In these cases it may be necessary to offer additional support or prompts.

To find out more about the Reablement service, download 'Reablement: extra help to live independently' (Factsheet 35) from www.hartlepool.gov.uk/factsheets

Social care staff should refer clients directly to Connecting Communities using the D1 Assessment Form available on CareFirst 6. If you do not have access to CareFirst, please use the Welfare Notice to refer to Connecting Communities.

There is strong evidence that at the end of a Reablement programme people need fewer care and support services than before. It is anticipated that by offering Reablement to a wide range of people the amount of care and support they require will be less, or will be delayed.

For those who do need continued support, they can access low-level support from Connecting Communities.

For people who require further support, they can access services in social care following an SDAQ (Self Directed Assessment Questionnaire).