**Haringey Reablement Service Welcome Pack**

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| **Welcome to Haringey’s reablement service.**  We will work with you to help you regain the skills and confidence you need to live as independently as possible.  Reablement is designed to help you if you are struggling with everyday tasks at e.g. getting dressed, getting about your home or preparing meals and drinks  **What does the Reablement service do?**   * visit you to discuss the kind of support you need and how we can help you * agree the support we can offer you in a support plan * work with you to help you achieve what’s been agreed in your plan.   Some of the things reablement staff may do:   * suggest doing things in different ways from how you have done them in the past * offer small items of equipment to make tasks easier * let you know about other kinds of help you could get * Liaise with community staff such as the GP, District Nurses, voluntary services to ensure you get all the support you need   **How long will I get this support for?**  Reablement support can last for up to six  Weeks but usually lasts from 3-4 weeks  Your Reablement support will be tailored to your individual needs. At first you may need several visits a day but as you progress the number of visits will reduce. We will discuss any changes to your support with you  **Who will provide my reablement care**  Your Enablers may be employed directly by the Council or we may ask an agency to provide the support on our behalf  **How much will I have to pay for**  **reablement support?**  There is no charge for reablement support.  **Your support plan**  We will visit you at home or in hospital to talk in  detail about the kind of support you need and  how you would like us to help you with it.  Together, we will make decisions about your  support and we will write down what we agree  in your support plan. | We will only be able to give you the help that  Is agreed with the Enabler.  We will be able to make changes to  your plan if your needs change during your  time with us.  We will always try to meet your preferences about timings of visits but will not always be able to give an exact time that the support worker will visit you. However we will always give you a time range that we will adhere to, for example, between 9am and 10am.  We need to keep this plan in your home so that  anyone who comes to give you support knows  they are doing it in the way you have agreed.  **Reviewing your support**  Your reablement support is constantly  reviewed to see whether you still need support.  If it is agreed you do, staff will arrange a care  and support assessment. This gives you the  opportunity to discuss your long term needs in  more detail.  If this assessment shows that you are eligible  for longer term support from us, we will offer you a  personal budget. This is money we agree  with you that will meet your personal care  and support needs.  We will also do a financial assessment to see  how much, if anything, you will need to pay  towards your personal budget.  **What if I return to hospital or go on holiday?**  If you go into hospital for more than 7 days,  your reablement package will end. The hospital  social worker can make a new referral to our  reablement service when you are discharged.  If you are away from home for more than 7 days your reablement package will end. You will need to contact Adult Social Care if you require support on your return  **Risk Assessment**  Enablers will only carry out tasks that  are in your personal plan or that have been  agreed by their line manager. As part of the  plan, we will complete a risk assessment to  protect you and them. |
| **Records we keep about you**  To provide your support we have to record  information about you. If you would like to see  this information, phone 020 8489 2550  Q**uality service**  We make sure the support we give you is of  the highest quality by:   * meeting legal and statutory requirements * involving you in deciding what kind of support you need * ensuring it is what you need.   Our performance is measured by:   * national government * the Care Quality Commission ([www.cqc.org.uk](http://www.cqc.org.uk)) who inspect both our in house carers and agency carers we use * CQC phone no 03000 616161 * Haringey Council * Haringey Clinical Commissioning Group.   To check our quality we will ask you and your  carer (if you have one,) to tell us about the support we give you. We do this through:   * satisfaction surveys at the end of your reablement * visits from a senior member of the team * reviews of the support we give you * compliments and complaints received.   **Standards of service**  All services we provide must meet basic  standards of service. We will:   * treat you with dignity, courtesy, honesty and respect * enable you to live as independently as possible * work with you to provide the services you need * involve you in decisions about services and give you the information you need to make choices * share confidential information about you only when we have your permission or in exceptional circumstances, for example when there is a legal requirement to protect you or others from serious harm * help you to express your views. If you need an advocate to help you we will try to find one * treat you fairly and not discriminate | * against you on grounds of race, age, gender, religion, disability or sexual orientation * tell you how to complain about the service. You will not be treated differently because you complain.   You can also expect:   * to be involved in the preparation of your support plan. You will usually be given a copy of this before the service starts * that your support plan will include an assessment of anything in your home that might be a risk to either you or your support workers * that your support workers will be trained and supported so that they can support you properly * that we will try to make sure that you don’t have too many changes of staff * that you are or support workers will be covered by Public Liability Insurance * a review of your support within six weeks.   When support workers come into your home  you can expect they will:   * show you a photographic identity card - if they do not have one, we would advise you not to let them in if you don’t know them * know about you and the support you need * try to keep to the arrangements agreed to for your support - if there are changes, they will try to let you know * not smoke in your home * give you a telephone number to use in an emergency or to speak to someone about day to day issues * know basic information about other support that might be useful to you.   **Help us to help you**  To help our Enablers to do their job we  would ask you to:   * be in at the agreed times and to let us know if you are going away * treat them with courtesy and respect * understand that by law they cannot do anything that could be unsafe, for example, lift heavy weights, climb * ladders and change light bulbs - we look for your co-operation in this * co-operate with them in recording details of their visit |

Contact

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Emergency Out of Hours Service

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