Enabling you to regain skills at home
Support available for the Reablement Service
Adult Social Care in Surrey provides a reablement service that helps you to learn how to accommodate your illness or condition and remain independent at home. Our specially trained staff will assess your needs and support you to learn or relearn the skills necessary for daily living. Your progress will be monitored on an ongoing basis.

The service is available to anyone who would benefit from it, such as people who have had a period of poor health, and require confidence building to maintain daily living skills.

What the Reablement service can offer

We begin by trying to understand your needs and those of your carer*, if you have one. Having established this we will put together a support programme tailored to you, enabling you to regain your independence at home.

* “Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid”
  – Carers (UK) definition

Some of the skills and tasks we can provide support with are:
- getting up or going to bed
- washing
- bathing or showering
- hair care
- denture and mouth care
- eating and drinking
- getting dressed and undressed
- toilet needs, including managing continence
- emptying colostomy and catheter bags (excluding catheter tubes)
- administering prescribed medication in accordance with Surrey County Council policy.

You may only need as little as a few days to regain your skills or perhaps longer, up to a maximum of six weeks and during this time you will not be charged for this service. Your progress will be reviewed regularly with you and your carer. If you need further support in the longer term, we will help you to access services (see page 6 for more information).

We will also look at whether carers have needs of their own and will provide them with help and advice (see page 7).

We will work together with health colleagues or local health partners to ensure your aims and needs are met.

Your reablement assistant or healthcare professional will be able to give you information about accessing support with a variety of tasks.
What you can expect

The Reablement service will:
• be open and honest with you
• respect your privacy and dignity
• share information with other professionals on a ‘need to know’ basis and with your permission
• listen carefully to your views
• be sensitive to your needs
• help you remain as independent as possible
• respect your gender, sexual orientation, race, religion or culture
• provide appropriate support safely following risk assessments, including moving and handling
• ensure our reablement assistants are trained to provide specialist support
• provide support in accordance with the latest national legislation and our own policies and procedures.

What we expect from you:
• provide a safe environment in your home
• tell us of any changes in your circumstances which may affect the level or nature of support you receive
• tell us if you are going out or away so we can cancel your visit
• give us feedback on the quality of your support
• treat our staff with respect.
What if you need longer term support?

During the reablement period, we will review your progress with you and your carer. If we agree that you need long term support from Adult Social Care, you will be asked to complete an Adult Social Care Assessment to help establish your ongoing social care and support needs. You will also be asked to complete a financial assessment.

We use this to work out if you need to contribute towards your support and how much your contribution will be. The information from your Adult Social Care Assessment and financial assessment will give you a personal budget to purchase the support you need.

If you are not eligible for ongoing support from Adult Social Care or have sufficient funds to pay for your own long term support, we can advise you on the wide range of support services available in the community.

To find out if you might be eligible, contact the Adult Social Care helpline on:

Tel: 0300 200 1005
Text: 07527 182861
Website: surreycc.gov.uk/adultsocialcare

If you are caring for a relative, friend or neighbour you may be eligible for a carer’s assessment in your own right or you may wish to be put in touch with an independent carers’ support service. For more information about support for carers, to request a Carers’ Pack or, if you are not currently receiving a social care service and wish to find out if you might be eligible, contact the Adult Social Care helpline (Monday to Friday 8am to 6pm):

Telephone: 0300 200 1005
Text: 07527 182861
Email: contactcentre.adults@surreycc.gov.uk

For information on local services, activities and facilities on how people can be more independent at home and in their local community, visit the Surrey Information Point online directory at: surreyinformationpoint.org.uk
If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 0300 200 1005
Minicom: 020 8541 9698
Fax: 020 8541 9575
Email: contact.centre@surreycc.gov.uk
SMS: 07527 182 861