

Reablement Service

Terms and Conditions for Service Users



Supporting people to regain their independence within their own home



West Berkshire
COUNCIL

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1. Service User Plan

- 1.1. Following an assessment of need by a Social Worker/Hospital Liaison Worker, an Occupational Therapist (OT) Duty Worker from the JCP Maximising Independence team will visit you to determine goals and length of time you will stay on the scheme. A Reablement Officer from our service will complete the necessary risk assessments and agree with you your service user support plan.
- 1.2. For specialist care your service user plan can be amended if your needs change, either temporarily or permanently. To do this you can either contact the office, on the telephone number given within this brochure, or you can contact the OT Duty Worker who will review your needs.
- 1.3. Changes to your service user plan must be agreed to protect both you and the Reablement Practitioners.
- 1.4. You should not ask Reablement Practitioners to carry out tasks in their own time, or to alter the times or duration of their planned visits. They need authorisation from their Co-ordinator or Reablement Officer before they can make any changes to your planned programme of care.

2. Access to Reablement Scheme

- 2.1. **Reablement** - is to get people from Hospital as quickly as possible with a secure package set by an OT or lead clinician. Once you are home it may be that you are able to look after yourself and you do not need any care then your Reablement Support will be complete.
- 2.2. If you have come home and need an extended period of care and support to help you regain your skills, safety and/or confidence then we may offer you a period of support and a support plan will be agreed with you. If we visit you at home and it is clear that you are going to need long-term support to remain safe and well, we will arrange for you to be assessed to determine how your needs will be met. The Reablement service is short-term service with the term of service determined by OT/ Reablement. You will be allocated a lead clinician for the duration of your care.
- 2.3. The aim of the service is to ensure that the OT member of the JCP team in conjunction with Reablement staff give you every opportunity to regain your independence and confidence in those daily activities that you are struggling with. The service allows us to work with you, and those who care for you, to establish what support you need. We will explore tasks that you find initially difficult and we will support you to practice them until you can manage independently. The service is provided by a trained staff team that support people to regain skills and independence in order to complete day to day activities such as:
 - Keeping clean and healthy (personal care, dressing)
 - Taking medication
 - Essential household tasks (preparing food)
- 2.4. We may also provide independent living equipment and adaptations where appropriate to assist you or your carers to manage safely and independently, for example; bath aids, alarms, hoists. JCP will also provide you with information about other services, resources and support networks.

3. Preparing for the future

- 3.1. Throughout the support service we regularly check to see how you are getting on, to ensure you are getting the right amount of support as you regain your independence.
- 3.2. If at the end of the program you need ongoing support the Care Management team will carefully consider your needs and calculate a sum of money that will cover the cost of your support. This is your Personal Budget which WBC will either arrange to pay you so that you can arrange your own care with an agency of your choice or where that is not practical.
- 3.3. WBC Adult Social Care will use this budget to commission your care on your behalf. We will work with you to create a support plan that sets out in detail the help you need and how it may be provided. Long term care is subject to West Berkshire Council's Fair Charging Policy. If this applies to you, a financial assessment will be carried out by the Council's Welfare Benefit Team.
- 3.4. During the changeover to your new external care provider Reablement may provide a formal 24 hour handover for you and your new external care provider if requested or appropriate. WBC regularly review and check the quality of these agencies to ensure the care they provide meets our high standards.
- 3.5. If you are no longer eligible for a service the Care Management team will give advice and information about local support groups and places you can go to access any additional support that you might need.

4. Service provision

- 4.1. Reablement visits are carried out between the times of 7am to 10pm, 7 days a week.
- 4.2. Our office can be contacted 7 days a week from 6am – 11pm on :

☎ 01635-503503 ✉ Reablement@westberks.gov.uk

5. Times and flexibility

- 5.1. Reablement is a specialist service and whilst every effort is made to accommodate your preference for times of calls this is not always possible. The service always gives priority to ensure those most at risk receive support when they need it. You will always be informed of the changes and have an opportunity to discuss any concerns you have.
- 5.2. We will always try to keep to the times stated on your service user plan, but you need to allow for a delay of up to half an hour in case of heavy traffic or problems with a previous service user.
- 5.3. If your nominated Reablement Practitioner is unable to come to you, we will make every effort to advise you of who will be coming and the new timing of your visit.

6. Length of time of visit

- 6.1. Your Reablement Practitioner will do the things listed on the service user plan and enough time will be allocated for this. Reablement Practitioners will stay for the full agreed time.
- 6.2. However, if the Reablement Practitioner completes the tasks in a shorter time than allocated and you are happy for them to leave, then they will do so. They will log out of the call on their phone so that an accurate call duration will be recorded.

7. Observation Records

- 7.1. The Reablement Practitioner will complete these at each visit to say what work has been carried out and perhaps add any relevant notes regarding your wellbeing.
- 7.2. The entries will be concerning you and therefore you are welcome to read them. If you would like access to your electronic care records and logs, an account can be set using a personal email address for you to do this. This will give ongoing immediate access to your records. However, if you choose not to do this and would still like to have paper copies, you can request these. However, due to the work involved in preparing these documents, you may have to wait 28 days for this to be provided from the date of your request.
- 7.3. If a Reablement Practitioner carries out financial transactions on your behalf, this will be recorded via a transaction log on the electronic record and a picture of the receipt will be taken. Reablement staff are required to supply you with receipts and not to use your store loyalty cards for their own benefit.
- 7.4. This is to protect both you and the Reablement Practitioner.

8. Diverse work force

- 8.1. We employ workers from all backgrounds, male and female and of varying ethnicity. Our workers are professionals and all are trained to deliver services to the required standard. Should you refuse a particular member of staff we will endeavour to accommodate your preferences, but resources may dictate that we cannot replace that staff member and cover their assigned place in your rota of care. (If you have a concern regarding a particular member of staff's competence or attitude you must let the Reablement Duty team know so that this can be addressed as soon as possible.) However, it may mean that the staff member cannot be replaced and you may have to accept the staff available or decide to cancel the care visit.

9. Change of Reablement Practitioner

- 9.1. We will try to make sure the same members of staff come to you for most visits. There will be times, for example holidays and sickness, when your regular Reablement Practitioner(s) will be unable to attend. We will make every effort to inform you in advance of any changes.
- 9.2. You can contact the office on the telephone number given within this brochure.

10. Health tasks

- 10.1. If we are needed to assist you with, or to administer your prescribed medication this will be discussed with you via a discussion and form giving permission for this to happen. There may be some tasks, such as changing dressings, that reablement staff are not permitted to do and may require a medical professional to carry out.

11. Work wear

- 11.1. Reablement Practitioners wear a green tunic top with white piping. This also has a white West Berkshire logo.
- 11.2. Reablement Officers wear a burgundy tunic top with white piping with the West Berkshire logo and black trousers.
- 11.3. All Reablement staff carry an identity badge with their photograph on it and if you do not recognise a carer you should always ask to see this.
- 11.4. They will wear personal care gloves and a plastic apron whilst they carry out intimate personal care tasks with you. Gloves and aprons are provided by Reablement. Depending on infection control guidance, staff may also wear face masks and eye protection (in the form of goggles or face shields/visors).

12. Cleaning equipment

- 12.1. Any cleaning products must be provided by you, (in their original containers) and you should ensure that supplies are available. Any electrical equipment staff may come in contact with must be maintained in a safe way at all times.

13. Handling equipment

- 13.1. If, following an assessment, you are assessed as needing equipment to enable staff to transfer you, then this equipment (such as a hoist) must be used at all times. Please ensure that this equipment is maintained and serviced according to the supplier's instructions.
- 13.2. Should you require the staff to raise retractable bed sides (rails) we will have had a discussion with you giving us your permission to do this.

14. Temporary absence

- 14.1. If you are going out with your family or to attend appointments at the times when we are due to attend to your needs, or you are going away, then please ensure you cancel the service by telephoning 01635 503503 giving us as much notice as possible.

15. Cancellation of the service

- 15.1. If you no longer require the service please contact us on 01635 503503 (we will notify your care manager for you). We are unable to make permanent changes to your package of care without authorisation from your care manager.

16. Entry to premises whilst absent

- 16.1. Reablement Practitioners are not permitted to enter your home when you are not there. If they arrive and enter the property without knowing that you are not there, they will leave as soon as they realise and notify the duty team that you are not at home.

17. Keys

- 17.1. Reablement Practitioners are not permitted to hold keys on your behalf. If a key is needed then we recommend that a key safe should be provided fitted to the wall or door outside your home. We can advise you on this if you would like us to - please ring the telephone number given within this brochure.

18. Breakages

- 18.1. Reablement staff will always treat your possessions with respect, however, accidents can happen so please ensure that your household insurance covers any accidental damage or breakages that may be caused by Reablement staff.

19. Gifts or bequests

- 19.1. Reablement staff are not allowed to accept gifts from you nor bequests in your Will. They must not act as an Executor to your Will, neither are they allowed to enter into any financial arrangements with you. This includes lending or borrowing money from you and selling or buying from you.
- 19.2. However, we recognise that you may wish to give a small token of appreciation which should not have monetary value. This cannot be cash or vouchers. Examples that have met this criteria are a thank you card and bar of chocolate. All tokens of this kind are declared by the staff member and reported to all parties to ensure that this is appropriate.

20. Safe working

- 20.1. Reablement staff must not undertake any task that may result in personal injury – for example unsafe lifting or moving of objects or people, cleaning outside windows or moving heavy furniture.
- 20.2. To comply with Health and Safety legislation it will be necessary to carry out an assessment of the risks involved in carrying out tasks in your home, and a copy of the safer working plan will be left with you.

21. Circumstances under which we would withdraw the service

- 21.1. Should a member of staff be abused or threatened in any way they will withdraw immediately and report back to their line manager. The degree of abuse or threat could result in Reablement withdrawing the service until a safe and satisfactory solution has been agreed.
- 21.2. As part of the service we will work with you to identify the things that you cannot do or are finding difficult. We will work with you to find out how these can be overcome and make a plan to achieve this. These will be your goals for the time you are

receiving the Reablement service and we will have regular review meetings to understand how you are getting on.

- 21.3. It is essential that you actively participate in this service in order for it to be successful. If you are unable to participate fully or are unwilling to work with us to regain as much independence as possible the goals will be reviewed and the service may be withdrawn.

22. The quality of services we provide

- 22.1. The service will be monitored by the Quality Monitoring process. You will be contact by one of our senior staff, by telephone to agree a visit date to complete the questionnaire form. This will take place either during the 4th week of your service or after the service has finished to make sure you were satisfied with the standard of service delivery.
- 22.2. The information that you give us is our most valuable measure of the quality of the service and one on which we greatly depend. Feedback will be treated in confidence and there is no cause for concern.
- 22.3. If you have any comments you wish to make about the service you are receiving at any time, including complaints, you should telephone the number given on the front of this brochure immediately.
- 22.4. Alternatively you can contact the **Adult Complaints and Public Liaison Manager** who manages complaints about services from Community Care.

 Telephone (01635) 503391
Fax (01635) 519939

- 22.5. You can also make contact via the West Berkshire Council website on

 www.westberks.gov.uk or by email to alison.lewthwaite1@westberks.gov.uk

- 22.6. You may also wish to contact the Care Quality Commission. Their contact details are listed under the Inspection section of this document or at the end of the "Statement of Purpose".

23. Charge for service - Will I have to pay?

- 23.1. West Berkshire Council has a charging policy for Social Care services which means that people may have to pay for some or all of the care they receive.
- 23.2. The **Reablement care short term** service is free of charge for **the agreed period**, after that time if ongoing care is required the service will be chargeable.
- 23.3. To be eligible for a free or reduced cost service WBC Adult Social Care will need to complete a financial assessment. This is an assessment of your finances and benefits, in which we will also identify any benefits that could be applied for.
- 23.4. After completion of an individual financial assessment, if a charge is to be made for the service, you will receive an invoice from West Berkshire Council to whom

payment should be made and to whom any queries regarding the invoice should also be made.

23.5. The invoice will also include any other non-residential care services you receive via the Council.

23.6. At the point of your assessment with Care Management you will receive a copy of the guidance notes on Charges for Non-residential Care Services.

23.7. If you have any concerns with your financial assessment please contact the **Client Financial Services Team** on

 Telephone (01635) 503917

23.8. Under no circumstances should you pay Reablement staff or make any private arrangements with them.

24. Confidentiality

24.1. There is a code of practice that has to be adhered to by staff working with people in the community.

24.2. They must not talk about you to anyone other than you or their line manager. Occasionally they will need to liaise with a colleague to ensure that the care given to you is streamlined and effective. They have to ensure that they do this in a private place.

24.3. Your confidentiality and personal information must be respected at all times.

24.4. If a member of staff is concerned about your health or wellbeing they may ask you if they can alert someone on your behalf; a doctor, district nurse, housing scheme manager or a member of your family for example. Social Services have a duty of care and in exceptional circumstances the Reablement Practitioner's line manager may feel the need to over-ride a request not to contact someone.

24.5. All staff must adhere to the policy on confidentiality. Any breach will be regarded as misconduct and may be the subject of serious disciplinary action.

24.6. If you would like to see a copy of the code of practice, please telephone us on 01635 503503.

25. Records that are kept about you


25.1. In order for us to provide a service to you, it is necessary for us to keep records about you and the support you receive. You are able to see these records. Your relatives or representatives are able to see these records only with your permission.


25.2. These records may be reviewed as part of the inspection process.

26. Inspection reports

26.1. We are inspected by the **Care Quality Commission**. They may ask you to complete a confidential questionnaire about the services you are receiving from us or even want to visit you. Once we have been inspected a copy of our latest report can be viewed in our office or we will arrange for you to see a copy. You should also be able to access it on the internet at www.cqc.org.uk

The contact details for the local CQC Office are as follows:

 Telephone: 0300 061 6161

 Care Quality Commission
Southeast Region
Citygate
Gallowgate
Newcastle upon Tyne
NE 1 4PA

 Email: enquiries@cqc.org.uk
www.cqc.org.uk

The service was inspected by CQC on 19 February 2018 and received the following rating in the report dated April 2018 :

Overall rating for this service	Good
Is the service safe?	Good
Is the service effective?	Good
Is the service caring?	Good
Is the service responsive?	Good
Is the service well-led?	Good