Support to regain independence in a Reablement Service

☎ 01792 636519

Introduction
Most of us want to remain living at home, being as independent as possible. In recent years Social Services has seen an increase in the number of people who are admitted into a care home after a crisis or period of illness. Whilst the initial plan is often to return home, this may not happen without the right kind of support. People can quickly lose their confidence and independence whilst in a care home and end up staying there long term.

Working in partnership with the NHS, Social Services has set up a Reablement Service at Bonymaen House, which aims to help more people continue to live independently at home.

What is a Reablement Service?
The Reablement Service is a specialist residential unit located in, but separate from, Bonymaen House. There, a specialist reablement team consisting of nurse, therapists, social workers and care staff which will work with you to help you regain lost abilities or learn new ways of doing things for yourself. All efforts will be concentrated on returning you home with ongoing support as appropriate.

Who is the service for?
The service is for adults who wish to remain in their own home and need a short period of care and support to make this a possibility. This can include people who are currently at home, but in need of extra support. For example a recent illness could make someone too weak to manage independently until they are fully recovered or have learnt new skills.

It could also be for someone who is in hospital and needs support to regain skills and confidence to be able to return to live independently at home.

How will the Reablement Service help?
The Reablement Service will provide all the professional care and support that is needed to maximise your independence from the minute you arrive at Bonymaen House, with the clear purpose of getting you home as soon as possible. This support may include home visits and periods of time spent at home.

If you need ongoing support at home after you leave the Reablement Service, the staff who have been working with you there will provide your support at home until such time as a long-term support package is in place.

How can I arrange to use this service?
People must be referred to this service by a social worker or health care professional. Before you can go to the Reablement Service you will need to talk to one of our staff about your circumstances. This is to ensure that the Reablement Service is the most appropriate place to provide support to you. During this conversation other options for providing care and support at home may also be considered.

Once we have agreed that the Reablement Service is appropriate for you, we will make arrangements for your stay, and work with you to get you home as soon as possible.
Is there anything particular I need to bring with me?
You'll need a change of clothing and nightwear along with the toiletries you normally use. You'll also need outdoor clothes for your journeys home. Please also bring all your current medication, any mobility aids you use and supplies of any continence products you use.

How long is the service for?
The service is short term, time limited and goal orientated. Stays are normally limited to a maximum of six weeks, though exactly how long you will need to stay will depend on your individual circumstances and many people stay for less than six weeks. We will aim to make your stay as short as possible, so that you can return to your own home as soon as you are able to manage, with or without ongoing care and support (e.g. Homecare). There is more information on care at home in our factsheet Care at Home.

It is not possible to convert your stay in the Reablement Service into a longer-term residential care arrangement in Bonymaen House. If it is agreed at the end of your stay that further or long-term residential or nursing care is the right option for you, then arrangements will be made to meet your future care needs. While these options are being considered you may need to use respite facilities.

What happens while I am in the Reablement Service?
During the first 7-10 days of your stay we will have a meeting to look at your support needs and begin to plan for your return home.
Staff in the unit, working with Social Services and health care staff based in the community will work with you to build your strength, skills and confidence.
Staff may also explore with you ways in which assistive technology may be able to help you when you return home. This would include opportunities to try out different equipment that will meet your needs.

As you progress, they may arrange for you to have home visits and periods of time at home, with or without care and support, so that you are able to return home on a permanent basis as soon as possible.

During the period of your stay, transport to and from your home will be your responsibility. In exceptional circumstances alternative arrangements may be possible.

If you already get home care support from a private agency arranged by Social Services you will not have support from them during the period of time that you are in the Reablement Service. (If you have arranged private care or support yourself you will need to make your own arrangements with the provider.) The necessary care and support will be provided by Social Services and Health staff, both in the unit and during your home visits.

What are the visiting arrangements?
We welcome your families and friends to visit you whilst at Bonymaen House.
We do not have set visiting times but ask people to be mindful of meal times and avoid these times if possible.

What happens when I return home?
Before you return home we will look at what care and support you may need on a long-term basis.
Initially, any home care package you need will be arranged with the Social Services Residential Care Assessment Services team (RCAS).
On your return home, whilst under the care of RCAS, the occupational therapy staff attached to the Reablement Service will be able to offer input and support if required.

Your assessment will continue when you return home with the RCAS team, who will assess how you are managing at home, how many calls you require and the length of these calls. When RCAS care staff are
satisfied that your package of care is right for you they will place your package of calls onto a Brokerage list and then a private agency will continue with your calls. Before the private agency takes over from RCAS there will be a meeting between yourself, RCAS and the new care agency so that they can get to know you.

Is there a charge for the service?
There will be no charge for your stay during your assessment period. This could be anything from a few days up to a maximum of 6 weeks.

A small number of people may need to stay at Bonymaen House for longer than 6 weeks. In that case you will be charged for each night you stay beyond the 6 weeks. The exact cost will depend on the level of your savings and whether you receive any benefits (e.g. pension credit, attendance allowance). You will have a financial assessment completed to determine the exact cost.

Once your assessment period is complete, should you need ongoing residential or domiciliary care support you will be charged at the current rate for these services.

How to contact Social Services
If you already have a social worker or care manager you can contact them directly. Otherwise please contact:

Intake Team for Health and Social Care
Civic Centre
Swansea SA1 3SN
Tel: 01792 636519
Email: Intake@swansea.gov.uk

Contact details for Bonymaen House and the RCAS Team
62 Cardigan Crescent,
Winch Wen,
Swansea SA1 7DY
Tel: 01792 773106

For copies of any factsheets mentioned in this document, please ask your Care Manager, phone 01792 636902. or visit our website www.swansea.gov.uk/socialcare

Swansea Social Services and personal information
When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people. You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636902 for the factsheet Your Personal Information.

Comments and complaints
We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet ‘Making a comment, complaint or compliment about Social Services.’ For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in Welsh and in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.