



# REABLEMENT SERVICE



## What is reablement?

The aim of the service is to help you:

- regain confidence
- rebuild your skills and
- increase your independence

so that you can manage on your own in your own home and prevent a possible readmission to hospital.

This is done through a reablement programme where all decisions are taken with you.

## Who is the service for?

The service gives planned, short-term, intensive help (known as a reablement programme), to residents of Hammersmith & Fulham aged over 18 years following:

- a period of hospitalisation, or
- an event (for example a fall), that has led to a decline in confidence with your skills

and where you have been assessed as being able to benefit from a reablement programme.

## Who can get the service?

You would be assessed against the Fair Access to Care Services Criteria (FACS). This assessment will work out the level of service that you need. The criteria are a set of measures that cover things like your well-being and know you can be:

- free from neglect

- free to make choices
- able to manage personal and other daily routines
- involved and supported by family and the community.

## How do I get a service?

You can be referred to the service by:

- the hospital you are about to be discharged from, following an assessment of need or
- from H&F Advice who will arrange an assessment.

## The service is registered at:

145-155 King Street  
Hammersmith  
London W6 9XY

Tel: 020 8753 5700

Fax: 020 8753 5304

Email: [reablement@lbhf.gov.uk](mailto:reablement@lbhf.gov.uk)

## How does it work?

Before we start the service, the reablement service will discuss your needs with you. A reablement programme will be agreed with you. The reablement programme:

- covers actions agreed
- when the services are required
- who will provide them.

A carer, family member or friend can take part in the assessment and help with the programme, if you want them to and if they agree.

You will be given a copy of the reablement programme.

## The reablement team

The team consists of trained:

- reablement assessor coordinators
- reablement officers
- occupational therapists.

*We will*



- Take your details as soon as you contact us
- Interview you as soon after that as possible
- Listen to what you tell us
- Respect your confidentiality
- Respond fairly and efficiently to your enquiries
- Make an appointment for you
- Indicate when your case will be resolved
- Answer the phone within five rings
- Reply to letters within ten working days
- Advise you about other services and agencies which may be able to assist, if we cannot help you.

**Tick below if you would like a copy of this leaflet:**

**in large print**

**in Braille**

Name:

Address:

Postcode:

Tel:

**Return this section to:**

H&F Advice  
Ground floor  
145-155 King Street  
Hammersmith  
London W6 9XY

**Alternatively telephone**  
0845 313 3935

## Where does it take place?

The reablement service carries out the reablement programme in your home, which may have started in hospital. This can help you to be discharged earlier from hospital.

## How long does it last?

The reablement programme usually lasts up to six weeks.

## What happens when it ends?

You will be assessed as to whether you need longer-term support. If you do, this will be arranged to be in place before the programme ends.

You may choose council-provided services or take a direct payment where you can manage your own care.



# REABLEMENT

Short term  
focussed support

**h&f**  
putting residents first



## ***Leaving hospital?***

After being assessed, Hammersmith & Fulham residents, aged over 18 years and discharged from hospital may benefit from a reablement service at home, including a planned, short term, intensive programme of help. Referrals accepted from all professionals.

## ***How long is the service for?***

- Up to six weeks
- 7.30am-10.00pm
- 365 days a week

**REABLEMENT** - Helping you regain skills to help you stay and live at home

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London W6 9XY

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Hammersmith & Fulham Council

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