Re-ablement Service

What is Re-ablement?

The Re-ablement Service is a new service provided by Westminster Adults Services in partnership with NHS Westminster.

Re-ablement involves the provision of planned, short term intensive services that work with you to help you to do as much as you can for yourself.

An illness or crisis can affect your independence and confidence in carrying out everyday activities for yourself. Assistance may therefore be required to work with you to regain lost skills, find new ways of doing things, offer practical help and encouragement or to improve your confidence in your abilities.

The Re-ablement team staff are:

- Occupational Therapy Care Managers and Assistant Occupational Therapy Care Managers from Westminster Adults Services
- Re-ablement workers employed by Housing 21 (a local care agency).

A referral can also be made for a physiotherapist or other health professionals as required.

Who can use this service?

If you are a resident of Westminster over 18 years of age, and you feel you might need extra support because you:

- are returning home after a period in hospital
- have physical disabilities
- are frail and need support to remain in your own home
- want to regain skills and confidence to live independently
What kind of support can I get?

We will discuss and assess your needs with you to find out those things you are able to do, and those which may be causing you some difficulties.

Together you will draw up a plan to receive care, support and therapy to improve your current abilities at home. This will enable you to set realistic goals each week on what you want to achieve.

We will visit you at home and support you to carry out those everyday activities that are important.

These may include:

- Washing and dressing
- Meal preparation
- Household tasks / shopping
- Getting out of the house
- Getting involved in social and community activities.

For example, we can show you some different techniques for cooking. This may be as simple as:

- helping you get into a new routine (sitting rather than standing while preparing food),
- rearrangement of existing equipment that you previously used (wedge the chopping board against a wall while using) or
- advice on adjustments you can make (buying an easy grip sharp knife)

As you improve, the amount of assistance and visits will normally be reduced, but this will be according to your individual needs.

How long does re-ablement last?

Re-ablement Services normally lasts for up to 6 weeks, but will depend on your individual needs.

Do I have to pay?

There is no charge for the Re-ablement Service. If you require ongoing support after Re-ablement, you may need to contribute towards the cost. You will be required to carry out a financial assessment if you do not wish to pay the full cost.
What happens at the end of the service?

Your progress will be reviewed by the Occupational Therapy Care Manager to see if you have any ongoing needs. We hope that the intensive support you receive will mean you need less help or even no support to live independently.

If you do need longer term support after the service has ended, you will be able to discuss your needs and decide how you want these to be met.

Your feedback on the Re-ablement Service

We would like to ask people who use the new Re-ablement Service for their views on their experience once they have completed their re-ablement programme.

This will assist us in making sure the service is provided in a way that meets the needs of its customers, and to make any improvements or changes. We will ask you separately about whether you would like to get involved in sharing your views.

If you have any concerns at all about your assessment or services you are receiving, do please speak to your Occupational Therapy Care Manager. If you are still not satisfied, you can speak to the Team Manager.

Contact details

Re-ablement Service, Westminster Adults Services

Tel: 020 7641 6278
TexBox: 020 7641 8222

If you require this information in an alternative format, please speak to your Occupational Therapy Care Manager.