



**Helping
you
to be more
independent**

**A guide to
Reablement in
Tower Hamlets**



**Adult Social Care Services
live life your way**



TOWER HAMLETS



What is Reablement?

You are the expert on your life and how you want to live.

Reablement is a short-term support service that can help you to regain your skills or ability to cope with every day tasks, and help you live as independently as possible.

You might have lost your confidence or ability to do things for yourself because of an accident, ill health, a disability or a stay in hospital.

If you have recently started to find difficulty with everyday tasks either inside or outside of the home, we can support you to be able to regain your independence and do things for yourself again.

Reablement is about:

- Supporting you to do things for yourself, rather than having other people doing them for you
- Helping you to live in your own home or in the community
- Setting and working towards specific goals that you want to achieve
- Building on and regaining skills to increase confidence and independence
- Providing equipment or adapting your home
- Reducing the need for ongoing long term support



What kind of tasks will you support me to do on my own?

We will discuss with you what tasks you need support with. We will then come up with a plan on how you will get better at doing these tasks for yourself.

We call this your **reablement programme**.

Your reablement programme can include support with tasks such as:



- Getting washed and dressed
- Bathing
- Using the toilet
- Taking care of your health or managing your medication
- Preparing snacks and meals
- Completing your laundry and housework
- Doing the shopping
- Getting out and about
- Accessing social activities

And much more!

Your reablement programme will be tailored to your individual needs, and the level of support we provide will change depending on how you progress in meeting your goals.

How long will my reablement programme last?

How long your reablement programme lasts depends on your individual circumstances and how you progress in meeting your goals.

The longest a programme can usually last is up to six weeks. After this time your situation will be reviewed.



What happens if I still need support after Reablement?

If you still need ongoing support after reablement, we will discuss your options with you to find out whether you would qualify for ongoing support, and how we can help you further.

Who can get reablement?

You can get reablement if you are:

- Over 18 years old
- Live in Tower Hamlets
- Have recently lost some of your skills, confidence, or independence.

When you first contact us, we will discuss with you your situation, the things you need support with, and how we can help you to be as independent as possible.

This process is commonly called an **assessment**.

Your assessment will help us to understand your social care needs, and if you can benefit from the reablement service.

If reablement is not right for you, we will see if we can put you in touch with other community organisations, and look at other ways in how we can support you to be more independent.

Will I have to pay for reablement?

There is no charge for reablement.

What if I am not happy with my reablement service?

We want to provide excellent health and social care services.

If you have any comments or suggestions that could help make our services better, we would like to hear from you. It is also important for us to know when things are not working well.

Please get in touch if you have any concerns or would like to make a complaint.

Telephone: 0800 374 176

Email: complaints@towerhamlets.gov.uk

Post Freepost Plus
 RRBZ-UCYT-ZLRX
 The Complaints Officer, Tower Hamlets
 Mulberry Place
 5 Clove Crescent
 London E14 2BG



Keeping you safe

We are committed to keeping you as safe as possible and preventing any kind of abuse or harm.

Any adult can be at possible risk of abuse due to disability, illness, or frailty. Abuse could be physical, sexual, emotional or financial but it also includes neglect and discrimination.

If you have any concerns about abuse, please contact us immediately, or dial 999 in an emergency.

We will provide help and support in taking action to end the abuse as well as ensuring that the abuse does not happen again.

Where can I find out more about Reablement?

You can either ask the person who carries out your assessment or review, or contact our First Response Service on:

Phone: 020 7364 5005
(Monday to Friday, 9am to 5pm)

Email: adultcare@towerhamlets.gov.uk

Visit our website:
www.towerhamlets.gov.uk/socialcare

After 5pm and on weekends, for emergency situations you can call our Out Of Hours Team on 020 7364 4079

Translations

Monday - Friday
9.00am - 5.00pm



100279

English	For free translation phone
Somali	Turjubaan lacag la'aan ah ka soo wac telefoonka.
Bengali/Sylheti	বিনাখরচে অনুবাদের জন্য টেলিফোন করুন
Chinese	欲索取免費譯本，請致電。

**Translations also available in audio, large print or braille,
phone 0800 952 0119**

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