



Your guide to care after illness or hospital discharge

Provided by Abbots Care, commissioned by Hertfordshire County Council



A warm welcome

At Abbots Care, we make a meaningful difference to lives of people in our communities by providing award-winning, CQC-rated Outstanding live-in, visiting and complex care support services.

As a **family-run home care provider with over 25 years'** experience, we understand how important it is that people and their families who choose care at home, receive compassionate care tailored to their needs and preferences. Simply, we put people at the heart of our services and strive to consider the individual in everything we do.

Our highly trained staff are experienced in providing professional and compassionate care, ensuring you and your family receive all the support you need.

Quality assurance

We are committed to providing outstanding care services to each and every one of our customers and are recognised for our high standards across the industry. We are regulated and inspected by the Care Quality Commission (CQC) and British Standards Institute (BSI) and hold accreditation with Skills for Care and the United Homecare Association.



Working in partnership with Hertfordshire County Council

We are a lead trusted provider commissioned by Hertfordshire County Council. This means that we are part of a multi-disciplinary team of healthcare professionals chosen to implement a person-centred reablement service supporting individuals who require urgent support at home.



What is reablement?

Reablement provides support in your own home to help **regain your confidence and independence** following a stay in hospital, a fall or illness. You'll be empowered to learn or restore the necessary self-care skills that enable you to carry out the everyday activities and tasks that are important to you.

Reablement is **free short-term, immediate support** designed to last for an initial period of **4 weeks (and up to a maximum of 6 weeks)** and aims to reduce the need for an ongoing care package.

“When returning home after three months in hospital I needed a great deal of support, and this I got in spades. Without exception all carer workers were kind and caring, doing everything I could have asked for and always with a smile.”

Mr P, Service User



How the service works

Reablement is a short-term support designed to last for an **initial period of 4 weeks (and up to a maximum of 6 weeks)**. It takes place in your home and aims to reduce the need for an ongoing care package.

1. Following a stay in hospital or illness



Following a stay in hospital or illness your **GP, Post Hospital Reablement Team or adult social care services** may take the decision to refer you to the reablement service. This is a **free, short-term service** funded Hertfordshire County Council.

2. Care starts immediately



Your care will start immediately or when you return home from hospital and you'll be supported by our dedicated team of Home Care Workers at **Abbots Care** who are trained to work from your discharge or case notes to deliver a high standard of care. This includes medication management and any other tasks detailed on your notes.

3. Care assessment within 72 hours



One of our Community Facilitators will visit you at home within **72 hours** from the start of your care to assess your abilities and needs and identify goals that are important to you. Your views will be central to the process and your family/carers are encouraged to be involved.

4. Weekly review



Once the initial assessment is complete and while your care continues, our Community Facilitator will visit you weekly to record your progress and liaise with any professionals also involved in your recovery. You can also expect a visit or call from your allocated Case or Social Worker throughout the reablement service to check your progress and give you the opportunity to provide feedback.

5. At the end of the short-term service



There will be a focus on regular assessment and review during the reablement service which helps identify early on if you are meeting your goals or if adjustments need to be made. If all goals have been achieved, reablement will not need to continue for the full period allowed. Alternatively, there be a need to extend or plan ongoing care.



What does the service involve?

Assessment and goal setting

Your assessment will be carried out by a trained professional and **your support and progress will be reviewed regularly** by a multi-disciplinary team of people who understand the reablement service and the goals important to you. Together, we will plan to identify strengths and overcome barriers which may include:

- Physical - illness or disability
- Environmental - the layout of your home
- Psychological - fear or confidence issues

Depending on your circumstances, your support team may be made up of:

- Social Worker
- Case Worker
- Occupational Therapist
- Physiotherapist
- Speech and Language Therapist
- District Nurse
- Community Care Worker
- Community Facilitator

Support with everyday tasks

Reablement focuses on what a person can do for themselves and the goals that can be realistically achieved. These goals primarily revolve around everyday tasks and activities, including **mobility, making food and drink, personal care, light housework, shopping and maintaining contact with friends, family and community groups.**

Ongoing review and extensions

Sometimes, it may be necessary to extend the support you receive (up to an extra 2 weeks). This is usually determined by your allocated Case Worker or Post Hospital Reablement Team and will depend on your abilities and the progress made.

Planning for the service to end

As you come to the end of the reablement service, your allocated Case Worker or Social Worker will discuss next steps and **agree a way forward with you.** It may be that you are **fully enabled** and no longer need care visits or that you require **ongoing care.**



When you need ongoing care

If you are required to have an **ongoing care package**, the options will be discussed with you. This may include continuing with a home care service to support your care needs.

There is a charge for home care services and you can have a financial assessment to ensure you only pay for what you can afford. This also includes if your reablement service continues to provide support while your new care and support service is arranged.

Alternatively, you may wish to self fund care and look at the range of care services and options available to you and your budget.

How can we help?

If you do find yourself in a position where you are considering ongoing care, we understand that it can be a daunting process. At Abbots Care, we are here to support you every step of the way.

We offer **visiting, overnight, live-in and respite care services** supporting a range of conditions and circumstances and our team of knowledgeable care advisors is available to provide guidance and assistance, ensuring that you make informed decisions that align with your specific needs.

Talk to our friendly team today

If you'd like to talk through your options, our friendly care advisors are available to support you. You can contact them **Monday-Friday 9am - 5pm** on:

0330 094 5511 - please press opt 2



Frequently asked questions

Who will be visiting me?

Abbots Care is the trusted lead provider contracted by your local authority to provide a reablement care service which is delivered by both **female and male specialist trained Home Care Workers**.

When should I expect a care visit?

The reablement service is provided on a flexible visiting schedule and, therefore, please expect a visit within the following times:

Morning Visits

From
7am to 11am

Lunchtime Visits

From
11:45am to
2pm

Teatime Visits

From
4pm to 7pm

Bedtime Visits

From
7pm to 10pm

We always endeavour to ensure sufficient times in between calls however these are subject to change.

How will I identify Abbots Care staff?

When a member of our team attends your home, they will always wear an appropriate identification badge with a photograph so that you will identify them as Abbots Care staff. In addition, our specialist Home Care Workers will wear a uniform, which will be navy blue and display our logo clearly.

I have more questions about the service

In addition to our dedicated care team, our customer service team will be on hand to guide you through the process and are happy to answer any questions you may have. You can contact them on:

0330 094 5511

Having your say

At Abbots Care we are committed to delivering quality services and want to hear from you if you have feedback of any sort. Listening to our customers helps us to what is and isn't working and, as a result, enables us to improve the quality of services and how these are delivered.

You can have your say by using one of the methods listed below:

By telephone: **0330 094 5511**

By email: **Info@abbotscare.com**

By mail: Abbots Care, Suite 5 Phoenix House, Campfield Road, St Albans AL1 5FL



Free Companionship service

Abbots Friends is a **free companion and friendship service** helping people who experience feelings of loneliness or isolation.

If you feel you or someone you know could benefit from our free companionship service get in touch today to find out how we can help by emailing **enquiries@abbotsfriends.com** or calling **01727 891004**.

Abbots Friends is a not for profit organisation. Registration No: 12191408

T: 0330 094 5511
E: info@abbotsacare.com
W: abbotscare.com

