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Johanne Mears
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Dear Johanne

LINK Report: Service user and carer views on Home Support Reablement Services November 2011

Thank you for your letter requesting a response to the above report.

The findings of the report are helpful to us for developing future practice and service delivery. The team were keen to work with Alison and we are pleased to note that the support offered to bring people together helped toward the content of the report. Since the draft report was shared with the team some progress has been made toward addressing the recommendations.

I will address each recommendation as requested:

Information sharing

- A service user guide is available. The information is provided to all service users who are referred for Reablement; it is part of an information file which is left in the person's home from the first visit.
- The service user guide is also provided to the Reablement hospital discharge team and the single point of access multi-disciplinary team who leave the information on hospital wards for potential service users.
- There is a more in depth version of the service user guide available for professionals across health and social care. This information allows them to have a good understanding of the service offered and also how to access it. .

- Adult Social Care is working closely with Newcastle hospitals. They have held several meetings to share information and develop protocols. From the 12th December 2011 hospital discharges from out of borough hospitals are discharged through the reablement discharge team. We believe this will help with information sharing across both professionals and patients which will in turn support the assessment process by identifying anyone who has had a hospital stay and would benefit from a period of reablement.

Sharing of the LINK report to congratulate the staff on some excellent feedback from service users and carers.

- The initial findings have been shared with the management team who were congratulated for their work. The feedback and actions arising from the report has been shared with the support staff by the Home Support Officers at their weekly staff meetings. A formal letter has been sent to each member of staff to congratulate them on the findings of the report.

Consideration of what opportunities there are for signposting service users to local groups and events

- Home Support staff have been gathering information as to what is available in each area of the borough. The Therapy Assistant based in the Reablement team has put together a 'what's on in the area' information file for each locality.
- The information will then be used to sign post service users to support their social needs. In addition work with Age UK is progressing to explore opportunities enabling service users to join their Life Choices programme. Adult Social Care will also have information available on the Council website offering advice and information. The development of the website is work in progress at the present time.
- One action for the team from this recommendation is to keep the information up to date and enable them to use this effectively from as early as the first initial visit to the client.

Opening the service to those from the age of 18 who meet the criteria for reablement

- Regarding the above I can confirm that the service does accept referrals for those people from the age of 18 who would benefit from Reablement. Building on the success of the current reablement service I can also confirm that we are working toward rolling out the reablement service across learning disability and mental health service areas. This is work in progress.

Taking on the findings that it should not be assumed that carers will support a person in their own home after discharge

- Unless a carer has stated they wish to support the person it is not normal practice for staff to assume that this is the case in all situations. Further work internally and externally will be undertaken to prevent this happening in the future. Work is ongoing to support carers and families through a variety of sources including ensuring that carers are offered an assessment of their needs. We work closely with the Carers Centre and a number of voluntary groups. The reablement team will monitor this from the service user/carer questionnaires.

Investigating the findings of delays in the installation of some aids and adaptations

- Once an occupational therapy assessment has taken place the person is usually kept informed about the timescale for the arrival of the equipment. If there has not been a therapy assessment prior to discharge from hospital or the equipment is bespoke and has to be ordered this may result in a delay. Adult Social Care is piloting a 'select and direct' approach to low level equipment and minor adaptation requests. The referrals are screened and fast tracked to ensure that the provision of equipment is timely. Early evaluation is promising.

We welcome the recommendations you have made and will work with service users and carers to ensure that their contribution continues to inform future developments.

Best wishes

Yours sincerely

A handwritten signature in black ink that reads "JA Old". The letters are written in a cursive, slightly slanted style. The "J" is large and loops around the "A". The "O" is a simple circle, and the "ld" are written together.

Jacqui Old
Head of Adult Social Care