

# Reablement Team

Information for patients and  
service users



Working together to deliver the best outcomes for you



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# Information for patients and service users

The Reablement Team is part of the NPT Community Resource Team.

## What is the Community Resource Team?

The Community Resource Team (CRT) is a joint service provided by the ABMU Health Board and Neath Port Talbot Council Social Services.

The CRT provides help to adults (over the age of 18) living in Neath Port Talbot who need support to stay independent, within their own homes.

The CRT offers an improved service that ensures patients receive the right intervention, at the right time, from the right professional. It simplifies the process by coordinating both health and social care needs.

The CRT is made up of:-

- Acute Clinical Team
- Assistive Technology Service
- Community Occupational Therapy Service
- Reablement Team
- Sensory Support Team

## What is the Reablement Team?

The Reablement Team delivers a programme of assessment and therapy to enable people, as far as possible, to regain their skills and independence together with providing an appropriate level of support with day to day needs.

The service is available to adults who normally live independently at home, but who might, for a variety of reasons, have lost physical ability or confidence in carrying out their day to day living tasks.

People who would benefit from the service:

- are keen to return to /continue living at home
- need support / information / equipment to regain or improve their daily living skills
- have the potential to improve daily living skills following a short but intensive period of support
- are medically stable and don't have any nursing care needs that can't be met by District Nursing services
- many people who have had an accident, a period of illness or a stay in hospital will use the Reablement service.

## What are the benefits of Reablement?

Reablement can help people to:

- improve their quality of life
- keep or regain skills for daily living
- regain or increase their confidence
- increase their choices around daily living
- continue to live in their home
- need less ongoing care and support.

# What does the team provide?

If you are assessed as requiring Reablement, you will be allocated a case manager. They will discuss with you what you want to aim for and agree an appropriate Reablement programme of input.

You will be supported by various members of the CRT including:

- the team manager
- social worker
- reablement co-ordinators
- occupational therapists
- physiotherapists and therapy technicians
- medication management nurse
- and the team of reablement support workers.

We will also keep in touch with other professionals as appropriate, e.g. district nurse while you receive the service.

# What can you expect?

Following initial assessment, Reablement staff might visit you up to 4 times a day in your own home, depending on individual needs.

The team will work with you to help you maintain or regain your skills to carry out everyday activities such as washing and dressing, getting around inside and outside the home, meal preparation and planning, domestic tasks and joining in social activities. We might also provide an exercise programme tailored specifically to address individual needs. The Reablement Team's input usually lasts for up to 6 weeks.

We welcome feedback about our service. To enable us to monitor the quality of what we provide, a questionnaire is available to all service users who receive active input from reablement support staff.

Please let us know if you have any suggestions, comments, compliments or complaints about the service.

## Is there a charge for Reablement?

Some elements of the community service you receive might be free for the first 6 weeks, whilst others might incur a charge depending on your financial circumstances.

Information regarding financial assessment and any potential charge will be provided when you have your assessment and before your package of reablement starts.

## How can you access the service?

It is easy to access the CRT and its services including the Reablement Team.

There is one point of contact for people needing support from the service.

This is called the NPT Gateway and you can contact them on (01639) 686802. (Text Relay / Typetalk users please use 18001 first followed by 01639 686802) or email [thegateway@npt.gov.uk](mailto:thegateway@npt.gov.uk).

The NPT Gateway is open 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday.

You can contact the NPT Gateway yourself or another person can contact them on your behalf.

## How can you get this information in another format?

If you need this information in a different format (Braille, large print, audio, another language, CD, tape etc), please ring (01639) 686802 (Text Relay / Tynetalk users please use 18001 first followed by 01639 686802) or e-mail [thegateway@npt.gov.uk](mailto:thegateway@npt.gov.uk)

## More information

For more information about the Community Resource Team and NPT Gateway, visit [www.npt.gov.uk/crt](http://www.npt.gov.uk/crt)