



## Ceredigion Enablement Service

**This guide has been provided for you because you are being considered for Enablement support.**

**It will help you understand what you can expect from our Enablement service**

Enablement is a free service provided by Ceredigion County Council for **up** to six weeks to assist you in regaining your independence in daily activities. This is achieved through a short-term intensive intervention after your episode of ill health or an accident.

Our aim is to help people to remain at home and be as independent and active as possible, prevent unnecessary admission to hospital, support timely discharge from hospital, prevent unnecessary admission to care homes and assist people to return to their home from residential care.

### Who provides the Service?

There are a number of professionals who may be involved with you throughout your time using the service, (they will not all be involved at the same time), they are:

- Enablement Assistants who will visit you to help you reach your goals to become independent
- Social workers /assistants
- Assessing and Reviewing Officers
- Occupational Therapist Assistants
- Access to other professionals if necessary e.g. nurses, Occupational therapists, physiotherapists etc.

### How does it work?

- You and a member of the Service will discuss your needs and decide whether we can help.
- If we can help, an Enablement Plan will be agreed with you and Goals set.
- A carer, family member or friend can take part in the assessment and help with the plan if you want them to, and they agree.
- This plan will be signed by you or your representative and is an agreement that you will undertake the actions agreed.
- Whilst we are working with you, you will be given a Home File which will include the Goals agreed, the services required, who will provide them and when they will visit.

### What will happen during my Enablement Programme?

An individual plan will be agreed with you, aimed at meeting jointly agreed goals. Your progress will be regularly monitored and reviewed.

Your plan might include practice of specific tasks, for example

- Meal preparation or getting dressed or
- Learning how to use special pieces of equipment to help regain skills and maximise independence

**This does involve commitment on your part to work towards the agreed goals.**

### What happens when the Service ends?

Hopefully at the end of the agreed period you will have achieved the set goals and be independent but should you still require some level of ongoing support we will discuss this with you before the programme ends and ensure that your needs are met.

If you do need ongoing care, the Council will find a private care agency that is able to provide this to you. However they may not be able to attend at the same visit times although they will be within a two hour period of our visit time. If you prefer we can make at least one joint visit with our Enablement Service Assistant and the new care agency (or for complex cases, up to 3 days) to ensure a seamless transfer of care.

If you decline a reasonable alternative package of care from the independent care agency, the Enablement Service will give you seven days' notice that their service with you is ending.

**Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and Carers.**

### Will I have to pay?

The Enablement Service is free of charge for **up** to six weeks or until ongoing long term care needs are identified. Long term care needs are subject to charges set annually by the Local Authority so your Enablement Service may become chargeable whilst we source an independent agency to provide your ongoing care. This will be discussed with you and your carer as soon as your long term care needs are identified however you can have a financial assessment to ascertain how much of the charge you would need to pay.

At all times, Our Enablement Team will ensure:

- That all staff will be polite and treat you with respect,
- Where possible staff will communicate through your preferred language. Communication (language) used will be appropriate and easy for you to understand,
- Whilst in your home, staff will endeavour to always involve you in their conversations,
- You, or someone acting on your behalf, will be involved in discussions about your care and support,
- You will get support if you need help to make decisions,
- You will be given the opportunity, encouragement, and support to live as independently as you wish,
- Before any interaction takes place you will be asked if you agree to it,
- Your dignity, privacy and human rights will be maintained at all times.

## Quality of your Enablement Service

- Your care will be regularly reviewed by Enablement Care Co-ordinators - they keep in regular contact with your Social Worker, they may visit you and will also post a feedback questionnaire for you to complete.
- Reviews will result in changes to your care package, which could result in an increase or decrease in the amount of visits you receive.
- If you are unhappy about any aspect of the care provided, you, or someone on your behalf can complain and the complaint procedure will be provided in your care pack.

## Unacceptable behaviour

Enablement staff have the right to end a visit at their discretion if:

- They feel threatened in any way;
- There is a risk to the safety of you, the people around you or themselves;
- You are under the influence of alcohol, drugs or any other substance and they are unable to carry out their role; or
- You or the people around you behave inappropriately and they are unable to carry out their role.

Any incidence of unacceptable behaviour will be reported and an urgent review requested. Repeated incidences could result in the withdrawal of the service.

## Access to your home and care equipment

You are responsible for ensuring that Enablement staff can access your home safely, this includes maintaining the condition of track ways and controlling dogs or other pets. In addition you must ensure any care equipment that belongs to you is safe and appropriately maintained. A health and safety risk assessment will be carried out to make sure that your home is sufficiently safe and accessible for Enablement staff. The care service will not be provided while significant health and safety risks are present.

## How duration of visits are recorded

If you need support from the Enablement Service Assistants, the Service uses a telephone system to let senior staff know that they have arrived and when they leave. It automatically alerts your Enablement Service Coordinator if the call is running late, which ensures it cannot be missed.

When your Enablement Service Assistant arrives at your home they will need to call a Freephone telephone number from your landline and again just before they leave and the system will record these times. The system will know that the calls are from your phone because it will recognise your telephone number and the call times will be used to show how long each visit lasted.

## How can I access the service?

If you are in hospital, the staff looking after you may refer you.

If you are at home, you can be referred to the service either by your GP or Community Nurse.

You can make a self-referral through Porth Gofal, who will take an initial assessment. The Porth Gofal telephone number is:



**01545 574000**

## **Advocacy Service**

There is an Advocacy Service available and where possible we may arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and do not have family or friends to help you.