



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



City of Westminster

# Onewestminster Older People's Forum

Reablement & Homecare Engagement  
Opportunities - June 2021



## Purpose of Engagement

- Over the next few months we are undertaking engagement and co-design activities in order to get a better understanding of our service users and the current Homecare service and Reablement service.
- COVID-19 has dramatically affected the way Homecare and Reablement services are delivered and what people want from those services.
- In light of the last year, we would like to engage with the voluntary sector in order to get their insight on what the current challenges are within the Homecare and Reablement services, find out what is working and not working , and understand our residents in wider sense.
- This engagement will help us to shape and improve the Homecare and Reablement services in the future.

# What is Reablement?

Sometimes, you just need a bit of help for a few weeks to get back on your feet.

If you have had an illness, accident, just come home from hospital or are becoming frail, you might find it difficult to look after yourself.

This kind of help is called '**reablement**'.

A reablement worker will help you to regain old skills such as daily activities (e.g. washing, eating, getting around) or help you learn new skills.

Reablement is short-term intensive care that normally takes place in your own home.



Although reablement is generally used by **older adults**, anyone could need reablement at some point in their life.

## Reablement continued...

- Reablement is about **supporting people** to remain as independent as possible in the community. Reablement is offered to those:
  - planning to leave hospital
  - recovering from an illness or
  - having difficulties with day to day tasks around the home.
- The aim is to support people, to prevent a dependency on ASC and hospital services. It is a “**doing with**” model, in **contrast** to traditional homecare which tends to be a “**doing for**” model.
- Reablement is a non-chargeable service for residents for up to 6 weeks
- When your reablement programme is due to finish, you will be **reassessed** to see if you still require other services, which may include home care.
- RBKC has an in-house reablement service and also used spot reablement providers. Westminster has a solely spot provision reablement offer.

## The current Reablement service

- Desire to strengthen our existing reablement service (ensure a **distinct** reablement offer) and take a more strategic approach.
- Given the **ageing** populations of both boroughs, do we need to there is a need to **increase capacity/quality** for reablement and prevent **long-term** care being needed

### What are the current challenges?

- Residents don't always understand the **purpose** of reablement (enabling approach)
- Need for more **joined** up pathways and partnership working between different agencies (i.e. lots of people are involved at start of process)
- Service to be **more tailored** towards residents with learning disabilities and/or affected by poor mental health
- **Covid-19 specific** – travel, wearing of masks and communication, discharge to assess not enabling proper assessment of home environment
- Deeper understanding of **community offer** – to encourage independence

## What is Homecare?

Homecare is where a paid carer will visit you at home to help you with all kinds of things including:

- getting out of bed in the morning
- washing and dressing
- brushing your hair
- using the toilet
- preparing meals and drinks
- remembering to take your medicines
- doing your shopping
- collecting prescriptions or your pension
- getting out in your community
- getting settled in the evening and ready for bed



RBKC and WCC have a commissioned homecare offer, on a patch arrangement.

## What are the current challenges?

- Consistency of carers
- Time and tasked based
- Need for more flexible offer (based around residents needs not service)
- Fragile market



## What is Personalisation?



- Choice
- Control
- Individual requirements
- Person centred
- Ability to design something
- Tailored services
- Empowering individuals and communities
- Equality
- Wellbeing



# Direct Payments & Challenges

## What are Direct Payments?

- Direct Payments are an amount of money the Council gives to an individual to arrange and pay for their care and support instead of the council arranging services for them.
- Individuals can only receive Direct Payments once they have completed an assessment with Adult Social Care and it is agreed that they are eligible to receive certain services.

## What are the current challenges?

- Lack of confidence and consistency in delivery
- Fragmented and unclear processes and pathways
- Limited information available
- Lack of support for service users
- Low motivation from staff
- Inaccuracies in provision

# Direct Payments Improvements and Reablement Pilot

## What DP work have we completed?

- Improved pathways and developed process maps for staff
- Improved information for staff and residents
- Updated policies
- Direct Payments training to social work teams
- Ongoing fortnightly surgeries for staff

## DP Reablement Pilot

- Pilot will consist of 2 DP Advisors working within the reablement pathway
- The 2 posts will cover both K&C and WCC
- Aim is to develop a more streamlined process, with DPs set up by DP specialists to minimise delay and errors, and allow the reablement team to concentrate on assessments and reviews
- Pilot will run for 12 months
- Due to start in August
- Pilot will be monitored closely with the hope to roll out to further ASC teams

## Engagement Activities

Although connected, Homecare and Reablement are separate services. Engagement activities will be separate but work closely together, follow similar timelines and share some elements of resident involvement.

The next stages of engagement are:

- Further develop our understanding of residents
- Get ideas for improvements

We want residents to be at the **heart** of our service and what their thoughts are. Recognising that the VSC sector plays an important part in supporting older residents retain their independence.

This engagement is planned to start in June 2021.

# VCS involvement

Recognising that the VCS sector plays an important part in supporting older residents retain their independence we welcome involvement in these next stages of engagement.

## Reablement

- **Providers market engagement event 6th July**

- **Co-creation Event (14<sup>th</sup> July 10:00 – 12:00)**

For residents and professionals. To receive feedback on our ideas so far and plan how we want to test these with residents.

- **Reablement New Ideas Day (22<sup>nd</sup> July 14:00 – 16:30)**

For residents, professionals and providers.

An interactive event, to test out new ideas with residents.

If you are interested in attending, or know of residents who would like to take part please email [pcarpenter@westminster.gov.uk](mailto:pcarpenter@westminster.gov.uk)

## Homecare

- **Focus group for providers (July)**

- **Codesign training and awareness raising for service providers and care workers (August)**

- **Provider and system stakeholder feedback sessions (Early September)**

➤ Additionally, we have had some really enlightening conversations with VCS members outside of engagement events – if there is anything you would like to tell the Bi-borough about Homecare outside of these events please get in touch with me: [ruby.shipton@rbkc.gov.uk](mailto:ruby.shipton@rbkc.gov.uk), 07929 850 591.

# Resident/ service user involvement

We would like to engage with residents/service users to get an in depth, detailed and rounded picture of them. We want to understand what their best possible life would look like. This will help us better shape the future Reablement and Homecare service's around them.

- **Feedback letter (July)**

- **Your Life, Your Journey discussion (July)**

The facilitated discussions will be used to better understand the residents/ service users and discover what their best life would look like.

- **Focus group for people living with long COVID-19 (7th July, 11:00 – 12:30pm)**

- **Focus group for people living with long term conditions (8th July, 12:30 – 14:00pm)**

- **Focus Group – Open Session (7th July, 17:00 – 18:30)**

- **Focus Group for people with disabilities (7th July, 18:30 – 20:00)**

These focus groups will provide a wider picture of our residents and what they want from our Homecare and Reablement services.

- **Intergenerational discussion on what 'living their best life' would look like (July)**

This will help us to get a picture of what residents/ service users best life looks like across generations.

- **Engagement on risk with service users & carers (July)**

This will give an insight into the differences between carers and service users aspirations for the future service.

- **Event day (August)**

This day will be used to explore ideas for the future Homecare service.

**If residents would like to be involved in these engagement activities they can contact:**

[ruby.shipton@rbkc.gov.uk](mailto:ruby.shipton@rbkc.gov.uk)

## Questions

- What are your experiences of supporting residents who receive reablement or homecare?
- Any reflections on current challenges and how the VCS sector may support these?