



Short-Term, Assessment, Reablement and Telecare (START)

What are reablement and telecare?

Reablement is a stepping stone to independence and can support you to regain life skills and control after a period of ill-health, a hospital or residential home stay, a fall or an accident. Reablement enables you and your carers to be the experts in your own support needs and avoid the need for long-term care services.

Telecare is support and assistance provided at a distance using information technology and communication technology – such as personal alarms – to help people to live safely and stay independent. START is able to make a referral on your behalf for any telecare support they believe may help you.

What is START?

It is Poole's reablement service. This service differs from traditional home care where a care assistant visits you and completes tasks for you. With reablement, START work with you so that you learn (or re-learn) the skills that you need for everyday life. You control your choices with the help of a dedicated team of experts, with the aim of increasing your well-being and helping you to live more independently in your own home. For an agreed period of time, whilst you are working towards your reablement outcomes, there is no charge for the START service. You may be charged for any other service that you receive that is not reablement.

Assessment and how START will support you

You will be referred to the service by a social care practitioner. You will be offered an assessment to find out what your support needs are and how START may be able to support you.

Reablement support is individually tailored to you so it ensures that you work towards the right outcomes, at the right pace for you and that you have all the support you need. The aim is to restore your confidence and your ability to manage the important parts of your life for yourself.

How your family and/or carers will be involved

Your family and carers will be involved as much or as little as you want them to be. When you agree with us how you want to be supported, it will include consideration of your relationship with family, carers and friends. Your carers will also be offered an assessment of their needs.

What will happen if you still need support once your period of reablement is complete?

If you still need ongoing support to maintain your independence, we will work with your social care professional who will help to arrange the support you need. You will also need a financial assessment as you may be required to contribute to the cost of that ongoing care.

Other factsheets that may be relevant

- The Financial Assessment

Contact details

If you feel you would benefit from this service, please telephone the Help Desk on 01202 633902.

If you would like to find out more about this service please telephone START on 01202 261024 (out of hours 01202 657279) or email startenquiries@bcpcouncil.gov.uk.

For more information about services please go to www.mylifemycare.com.

To request or download a copy of this factsheet:

Tel. 01202 633902 / email sshelpdesk@bcpcouncil.gov.uk
or download at www.poole.gov.uk/adultsocialcarefactsheets



We can give you help to read or understand this information:



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