

Reablement care and support

What is reablement?

Reablement is a personalised, short term service which helps you to recover and live independently at home. You may receive reablement following a:

- stay in hospital
 - change in your needs
 - loss of confidence
-

What happens during reablement?

Staff will work with you in your home to build your confidence and help you to develop the skills you need to stay there. This could include:

- getting around your home
- making meals
- using the bathroom or dressing

At first you will get support for up to one week. During this time, staff will carry out an assessment to understand your needs.

If you need more support, they will agree a personalised plan with you. You may need a more time to regain your skills and confidence. They expect that you need less support as time goes on. They will keep reviewing your progress and needs with you.

Who are the reablement team?

Health and Social Care Coordinators carry out an assessment to identify your needs and agree your reablement plan with you. They will review your plan throughout your service.

Health and Social Care Officers work with you in your home. They encourage you to do things for yourself which will help you regain your skills and increase your confidence.

The Team Leader is the manager who oversees the delivery of your reablement service.

Therapy Team are a range of specialists, such as physiotherapists, occupational therapists, dietitians or moving and handling coordinators who help with:

- mobility
 - breathing
 - circulation
 - bones
 - soft tissue
 - pain management
 - equipment and aids
 - eating and nutrition
-

Accessing reablement services

Contact [Adult Social CarePoint](#) to arrange a referral.

If you're leaving hospital, the hospital will arrange this with you if needed.

Costs and charges

There is no charge for reablement up to a maximum of 6 weeks.

If you need ongoing care following your period of reablement, you will be assessed. There may be a charge for this care in line with [Newcastle City Council's Charging Policy](#).

If you still need help at home after your reablement service, it will be agreed with you and your care and support will be transferred to another provider.

What to expect from the reablement service

You can expect :

- respect for your privacy and dignity
- they will share information about you with other professionals on a need to know basis and with your permission
- they will listen to your views
- help you remain as independent as possible
- respect your age, gender, sexual orientation, race, religion or culture
- ensure staff are trained to provide you with reablement

In return they expect:

- a safe environment in your home
 - tell them of any changes which may affect the support you receive
 - you engage with the overall goals of reablement
 - to tell them if you are going out or away
 - give feedback on the service
 - treat staff with respect
-

Useful information when leaving Re-Ablement

When reablement finishes, a member of the re-ablement team should work with you, your family or carers to agree what happens next. You should be offered information and advice to help reduce the risk of your needs getting worse or new needs developing.

This should include:

- other care you might need, such as home care
- how you can refer yourself again if you need to
- what you should do if something goes wrong
- information about what other support and helpful organisations are available in your community
- equipment and aids you can loan or buy that may help.

Even if you're not assessed as being eligible for help, you can still arrange your own home care or support services.

Last updated: September 30, 2025

Useful Organisations

Reablement at Newcastle City Council

Email: careathome@newcastle.gov.uk

Website: <https://new.newcastle.gov.uk/adult-social-care/rehabilitation-reablement-recovery/reablement-services-home>

Telephone: 0191 278 8377

Address: Reablement Service, NE4 9LU

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/AdultSocialCare>

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

Related Articles

Home care

Useful equipment to help you manage at home