



## T19 Reablement

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Department: Adults' Health and Care  
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### Description of current service/policy

The Reablement service aims to maximise a person's independence using established therapy centred reablement techniques and strength based methodologies built around a person centred reablement plan. The period of intervention will, in addition, provide opportunity to determine individuals' social care needs and eligibility for ongoing support and services using a consistent approach.

The service is comprised of Occupational Therapists, Sensory Services Officers and Community Response Team staff, Hampshire Equipment Service and bed based reablement delivered by HCC Care in-house services.

Geographical impact: All  
Hampshire

### Description of proposed change

Reablement has an overall goal to make savings by creating capacity across the service to deal with an additional 75 people per month receiving a Reablement intervention. To meet this goal, the Service have completed a Lean Six Sigma process redesign, which aims to eliminate waste and steps in the process that do not add value to the customer. Their Mission Statement is to deliver smarter ways of working to increase capacity and create an efficient, equitable and consistent Reablement service focussed on the wellbeing of staff and service users across Hampshire. The impact of this change will result in an increase in the number of interventions delivered to Service Users across Hampshire.

### Impacts of the proposed change

This impact assessment covers Service users

### Engagement and consultation

Has engagement or consultation been carried out? Yes

Collected the Voice of the Customer (VoC) through a questionnaire distributed across the County

which challenged pre conceptions around what the service thought was important to the customer. Sent out to 1,800 Service Users asking them to rank the importance of certain aspects of the Reablement service. There were 498 responses; top five priorities identified were:

1. Maintaining independence
2. Good advice and info
3. Staff member being professional and courteous
4. Being able to solve your problems
5. Receiving a copy of your personal assessment

As a result of the consultation the to be process is built around maximising and maintaining Service User's independence.

<b>Statutory considerations</b>	<b>Impact</b>	<b>Mitigation</b>
<b>Age:</b> Positive	By making the process more efficient the service is able to deliver an increased number of Reablement interventions across Hampshire.	
<b>Disability:</b> Positive	By making the process more efficient the service is able to deliver an increased number of Reablement interventions across Hampshire.	
<b>Sexual orientation:</b> Neutral		
<b>Race:</b> Neutral		
<b>Religion and belief:</b> Neutral		
<b>Gender reassignment:</b> Neutral		
<b>Gender:</b> Neutral		
<b>Marriage and civil partnership:</b> Neutral		
<b>Pregnancy and maternity:</b> Neutral		

<b>Other policy considerations</b>	<b>Impact</b>	<b>Mitigation</b>
<b>Poverty:</b> Neutral		
<b>Rurality:</b> Neutral		

## **Any other information**

N/A