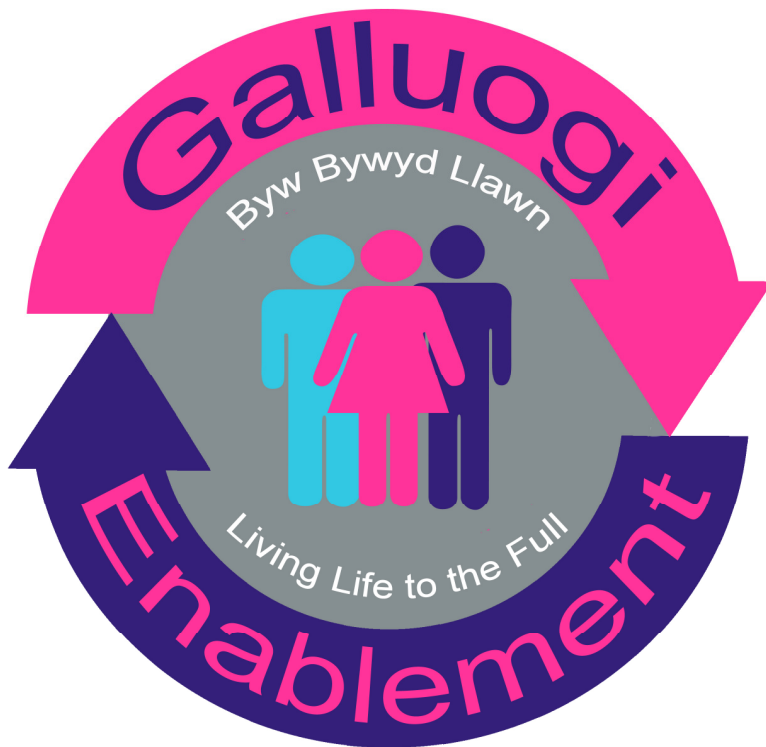


Social Care, Health & Housing Department

Assessment and Enablement Service

Service User guide



**If you require this
information in
large print, on
audio tape or disc,
please telephone
01267 228925**

**Information about services provided by Carmarthenshire
County Council can be found on the council's website:
www.carmarthenshire.gov.uk**

What is Enablement?

The Enablement Service is about promoting independence, choice and quality of life by providing short-term support to:

- Help people regain skills and confidence
- Help people to do as much as **they can, for themselves**

We aim to support people following a period of illness, disability or loss of self-confidence. The service is also designed to support service users to remain living safely in their own homes in the community.

How can the service help me?

Community Enablement can help in many ways including:

- Supporting your return home from hospital
- Preventing you from being admitted unnecessarily to hospital or a care home
- Supporting your return home following a period spent in a Care Home

Our aim is to help people ‘to do’ rather than ‘doing for’ people.

How can I get the service?

Normally people are referred to the service by the Social Work Teams or Community Health Services, but new enquiries can also go directly to our **Referral Centre on 01267 224421**. Following your referral, we will arrange for a member of the Enablement Team to visit you, to discuss your individual circumstances and to conduct an assessment of your needs.

This will determine whether you are eligible to access our service. You may if you wish, ask a carer, relative or friend to be present with you at this meeting.

What happens next?

Once we have agreed the support you require, we will work with you on the goals you want to achieve. For example, if you currently need support to wash and dress, one of your goals might be that you will be able to manage this alone once your Enablement programme has been completed.

This information will then be recorded on your individually written Care Plan/Service Delivery Plan. You will receive a copy of these documents which will inform you about your agreed goals. Following this we will arrange a planned programme of Enablement Worker visits.

We will monitor your progress and review your agreed care plan on a regular basis, especially in the early stages. This will provide you with an opportunity to tell us whether the service and support you are receiving is helping you to achieve your goals, or whether you feel the arrangements should be changed.

In some circumstances, support from other community based services that you may benefit from might be identified, for example, the opportunity to attend a luncheon club or to have a Careline emergency alarm installed.

Where does the Enablement Service take place?

The service usually takes place within your own home.

How long will I receive the service?

The service is provided for a maximum of six weeks, and is often only required for one to two weeks depending on the level of support needed.

How much will it cost?

The Enablement Service is free of charge for up to a maximum of six weeks.

What happens when my Enablement Service finishes?

When appropriate, a final review will be held. At this stage, ideally your goals would have been achieved and your independence maximised, so that you can confidently continue to live independently at home.

Also at this stage, we will discuss with you how you felt about the service provided by the team. Having your comments will help us to make improvements to the quality of our Enablement Service.

In some circumstances your review may identify that you require ongoing help and support for you to remain at home. Arrangements will then be made to provide support services that are tailored to meet your continuing needs.

Confidentiality

You can expect your Enablement Worker to be discreet about your personal information. They should not discuss your situation with any other person who may be receiving services or with their own friends or family.

They will however, have to share information if the law requires it, or if there is serious risk to your well-being or that of other people. Information will only be shared on a need-to-know basis and usually with your consent, or the consent of your carer/family member if appropriate.

Do I need any special insurance for having the service?

All members of the Enablement team will respect your home and recognise that they are visitors and will act accordingly. It is always advisable to have adequate household insurance as accidental breakage can sometimes occur. If you have any concerns about this, please talk to any member of the team.

Health and Safety

Our aim is to provide you with the best possible service to meet your needs and requirements. Our staff are central to us being able to achieve this. Your welfare and their welfare are therefore of the utmost importance to us.

The service complies with the Health and Safety Policies of the Social Care, Health and Housing Department. Risk assessments are carried out to make sure that staff are able to undertake their duties in a safe environment.

The service has insurance cover in line with the County Council's Risk Management Policies and Procedures.

We expect our staff to be treated with respect by everyone, and we would partially or wholly withdraw the service if continuing it would place staff or others at an unacceptable level of risk.

Smoking

In line with the smoke free premises regulations which came into force in April 2007, we ask for your corporation to refrain from smoking, for one hour prior to the arrival of a member of the team and throughout the duration of their visit.

Compliments, Comments and Complaints

We welcome your comments and ideas. If you are pleased with our service or have views on how things could be improved please let us know.

On the other hand, if you are not happy you can make a complaint. You can speak to your Enablement Worker or Manager or you can contact our Complaints Officer directly by telephoning **01267 228835**. We will continue to provide services during this time and you will not lose services as a result of a complaint.

For more information on making a complaint, please ask your Enablement Worker for a copy of the Social Care 'Are you happy with our services?' booklet.

Care and Social Services Inspectorate for Wales (CSSIW)

The service is regularly inspected by the above regulatory body and copies of the latest inspection reports are available on request from:

Care and Social Services Inspectorate for Wales (CSSIW)
01267 223402

or click onto:

<http://wales.gov.uk/cssiwsuite/newcssiw/?lang=en>

Copies of these reports are also available at libraries throughout Carmarthenshire.

Enablement Service contact numbers (office hours)

Aman/Gwendraeth Enablement Team	01269 590233
Llanelli Enablement Team	01554 747551
Tywi, Teifi, Taf Enablement Team	01267 224251
Careline (out of hours)	01558 824283