



Reablement Services in Gloucestershire

Supporting you to get back to everyday life

October 2026



Gloucestershire
COUNTY COUNCIL

What is reablement?

Reablement is a short-term service that helps you regain confidence and independence after illness, injury or a hospital stay.

We support you to do things for yourself, wherever possible. The aim is to help you build the strength and skills needed to live as independently as possible.



The Reablement Service has two parts:

- Adult Social Care staff, employed by Gloucestershire County Council. This includes occupational therapists, reablement assessors and adult social care practitioners who work with you at home to identify what matters to you, review progress and arrange any support, equipment or technology that may help you.
- Specialist community reablement providers, commissioned by Gloucestershire County Council. They work alongside you at home to help you achieve your goals and regain confidence and independence in everyday activities.

Who is the service for?

Reablement is for people in Gloucestershire aged 18 and over who:

- have had a change in their ability or independence, and
- are likely to improve and regain skills with short-term support.

What does it involve?



Before reablement starts, we will contact you to explain the service and let you know who will be supporting you.

A member of the Reablement Team will meet with you to discuss what is important to you and identify the activities you would like or need to do more independently. Together, we will agree a personalised plan to help you achieve this.

Depending on your needs, we may explore equipment, technology or other solutions that could help make everyday tasks easier and support your independence.

If reablement support is required, a specialist community reablement provider will work alongside you in your home, providing encouragement, guidance and practical support to help you work towards your goals.

Your progress will be regularly monitored and reviewed with you, allowing us to celebrate achievements, adapt your plan where needed, and ensure you continue to make progress towards the outcomes that matter most to you.

How long will it last?

Reablement is a short-term service. It usually lasts between one and six weeks, depending on your needs. Your progress will be checked regularly. As your independence increases, support will gradually decrease. Before reablement ends, we will discuss any ongoing support you may need and help you plan the next steps.

How is reablement different to care?

- Reablement is short-term support that helps you practise everyday tasks. Staff work **with you** so you can be as independent as possible, following a simple goal plan.
- Care is usually longer-term support for ongoing needs. Staff do things **for you**, such as personal care and everyday tasks, based on a support plan.

What time will my visits be?

Visits take place 7 days a week, between 8am and 10pm. Times will be agreed with you in advance.



Will I be charged?

Reablement is provided **free of charge**. You will not be charged for any support delivered as part of your reablement programme.

If you require ongoing support after reablement, a financial assessment will determine whether you need to contribute towards the cost.



Depending on the outcome of the assessment, you may need to pay some or all of the costs of your ongoing care and support.

For more information about paying for adult social care, including how the financial assessment works, visit:

www.gloucestershire.gov.uk/paying-for-adult-social-care

What can you expect from us?

We will:

- focus on what matters most to you
- work alongside you to achieve your goals
- support you to maximise your independence
- involve you in decisions about your care and support
- regularly review your progress and adapt support where needed
- explore equipment, technology and other solutions that may help
- help you plan for the future and connect you with ongoing support if needed.

We welcome your feedback

We would like to know about your experience of the Community Reablement Service. Your feedback helps us understand what is working well and where we can improve.

At the end of your reablement service, you will have the opportunity to complete a short feedback form.

You can access the form at:

<https://forms.gloucestershire.gov.uk/CommunityReablementServiceFeedback>

Or by scanning this **QR code**.

For a printed copy, call: **01452 427639**.



How to make a complaint

If you have a concern about the service, you can:

- speak to the member of staff working with you, or
- ask to speak to their manager.

Many concerns can be resolved quickly this way.

If this is not possible, find out how to make a formal complaint at:

www.gloucestershire.gov.uk/complaints-asc

You can also access the complaints form by scanning this **QR code**.

Out of hours, call: **01452 614 194**
(Emergency Duty Team).



Keeping adults safe

Adult safeguarding is about making sure people can live safely, without abuse or neglect.

If you are worried about yourself or someone else:

- In an emergency: call **999**
- For non-emergency police matters: call **101**.

To report concerns of abuse or neglect, contact the Adult Social Care Helpdesk:

- Call: **01452 426 868** (Monday-Friday, 8am-5pm)
- Email: **socialcare.enq@gloucestershire.gov.uk**

Out of hours, call: **01452 614 194** (Emergency Duty Team, Monday-Thursday, 5pm-8am; and from Friday 5pm - Monday 8am, including bank holidays).

Alternative formats and languages

This information is also available in the Reablement section of our website. **www.gloucestershire.gov.uk/reablement**

If you would like this information in a different language, use the 'Select language' button at the top of our website to translate the pages. You can also adjust the font size to make it easier to read.

To request this information in another language, a different format, or as a printed copy, please contact us.

How to contact us

At your first visit, you will be given contact details for the person coordinating your reablement support.

You can also contact the Reablement Team on **01452 427639** (Monday-Friday, 9am-5pm).

For any other enquiries,
contact the Adult Social Care Helpdesk on
01452 426 868 (Monday-Friday, 8am-5pm)
or email: socialcare.enq@gloucestershire.gov.uk

