Address:

Telephone number:

**Who is the registered provider for Care Services?**

Cumberland Council / Westmorland and Furness Council

**Who is the registered manager for my local office?**

The registered manager is:

**What is reablement?**

Reablement is about short term support designed to help you become as independent as possible.

**How will reablement work for me?**

Adult Social Care will have discussed your goals with you and how reablement can help you achieve them. These goals will be reviewed on a weekly basis with you. Your programme will be free and will normally last up to six weeks. At first you may need several visits everyday but as you progress, the number of visits may reduce. Should you do need further support we will refer you to Adult Social Care who will then determine the next steps for you.

**How do I find out what skills I need help with?**

Together, we will work to achieve the goals you want to work towards and identify how we will support you to achieve them. These goals and support will be written down in a reablement plan for you and your designated reablement support worker(s).

**Who are the people that support me?**

All our employees receive comprehensive induction and regular on going training relevant to their role and responsibilities as a reablement support worker.

**Are you inspected?** We are inspected by The Care Quality Commission and copies of our reports are available.

**Confidentiality**

At all times staff are expected to respect the confidentiality of each individual. Staff will not share or discuss individual’s information outside Adult Social Care.

**What if I want to make a compliment, comment or complaint?**

Any compliment, comment or complaint should be brought to the attention of the registered manager / supervisor on duty. Where a solution to a complaint cannot be found, the complaint should be taken to the complaints team which can be provided by the registered manager / Supervisor on duty.

Compliments, comments and complaints can also be forwarded to the Care Quality Commission,

North West

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Email: enquiries@cqc.org.uk  Telephone: **03000 616161**