

# Fact sheet

Last Review Date: June 2026

Next Review Date: June 2028

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## Enablement

### What is enablement?

Enablement services provide assessment, therapy and care to help you maintain or regain your independence.

We work together to plan your services in the right way to help you remain as independent as you can be, and stay independent for as long as possible.

Support aimed to provide:

- Recovery at home following a period in hospital
- Support at home when you are unwell to keep you out of hospital

### What can I expect?

Dependent on your situation, you will have:

- A plan that is agreed with you which sets out what/who will assist you to allow you to remain at home
  - Support from Rapid Response Nurse, if this is needed.
- Support from a Physiotherapist, Occupational Therapist or an Assistant Therapist.
- Therapy support might be in the form of regular visits or a one-off assessment visit with advice, encouragement and reassurance to continue with your recovery plan on your own.
- We will encourage you to work on your recovery plan every day and to use your friends, family and care providers to help you with it where possible. This will mean that you will recover more quickly and increase in confidence.
- Equipment if it is needed.
- If your support is thought to be needed on a longer term basis, you may require support from a Social Worker.
- Support Workers, who work for a company providing support to assist you, often on a daily basis.

### How often will I see them?

- The care providers will visit as many times a day as have been agreed in your support plan.
- We cannot always get carers to visit at the exact time that will suit you. This is because this is a short term piece of work and there may not be availability for precise time slots. They will however get to you within an agreed timeframe.
- The care provider, Social Worker or Therapist may occasionally be delayed – for example if they have an emergency on a previous visit or travel difficulties. If this happens, they will always contact you. Wherever possible, the care provider, Therapist or Social Worker will be the same person, to support you. This may not always happen due to staff sickness, leave or other circumstances.
- If you are unable to return home and it is decided that you require ongoing support, it may not be appropriate for you to remain in the same bed or within the same care provider. We will discuss this with you during your assessment.

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## Who is entitled to enablement?

You can have an assessment for enablement services if you:

- Live in Telford and Wrekin
- Are willing and able to work with the team towards agreed goals
- The service will try and prevent you from going into hospital or long term care need extra support to help you go home from hospital or to stay at home
- The service will try and prevent or reduce the need for a care package on a long-term basis

## What are the benefits of enablement?

Enablement assists you to remain living independently for as long as you can. It is not about doing things for you but about giving you the skills and confidence you need to complete daily living tasks yourself. Nearly all people will have a period of enablement before a decision is made whether they are eligible for services provided through Adult Social Care. If you already have services provided by Adult Social Care at your next assessment you may be offered enablement services.

## Who arranges the help I need?

Your Social Worker/Adult Practitioner will agree with you the service or reablement programme you need.

This will be shown on your enablement plan which will also show when we will visit you and what help we will provide. It may also show other assistance that you may receive, for example; equipment or help from friends and family.

## Will I have to pay?

Whilst you are being supported to meet your maximum level of independence the service you receive is free; this could be for up to six weeks. After the enablement period you could be charged for on-going services. View information on [Paying for your care](#).

As part of the enablement service carers may come into your home to assist you with tasks or encourage you with daily living tasks.

All staff carry an identification badge; always ask to see this.

## Who can I contact?

When Therapists, Social Workers and other staff involved in your support will give you their contact number, this will enable you to contact the right person for any queries you may have. If you have any general queries, please contact the TICAT Team on 01952 567260, during office hours Monday to Friday from 9am – 5pm.



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