

## Further Information

For further information about START please contact:

The Operational Manager  
Home Care and Reablement

Tel. (01851) 822711

Email: [reablement@cne-siar.gov.uk](mailto:reablement@cne-siar.gov.uk)

### Alternative Formats

If you want this information in another language or format, such as large font or Braille, please contact:

Diversity Lead, Western Isles Hospital,  
Macaulay Road, Stornoway, Isle of Lewis,  
HS1 2AF.

Tel. (01851) 704704 or email:  
[tk.shadakshari@nhs.scot](mailto:tk.shadakshari@nhs.scot)

### Issues or Complaints

If you have any issues or complaints, please raise this in the first instance with the person providing your care, who will attempt to address your concerns/complaint.

If, in the event that you remain dissatisfied, please contact:

Complaints Handling Department  
NHS Western Isles

Tel. (01851) 704704 ext 3157

Email: [wi.nhswicomplaints@nhs.scot](mailto:wi.nhswicomplaints@nhs.scot)

## We are listening - how did we do?

It is important to let us know how you feel about the service you have received, as this helps us to make future improvements.

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website feedback section at: [www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk) or share your story at: [www.careopinion.org.uk](http://www.careopinion.org.uk) or tel. 0800 122 31 35
- tel. 01851 708069 Monday-Friday between 9am-5.30pm.

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### Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

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## START (Short Term Assessment and Reablement Team)



Enabling people to regain independence

## What is Reablement?

Reablement helps to rebuild your confidence and independence by helping you with daily living skills.

We do this through the Short Term Assessment and Reablement Team (START).

START is a free service, offering **short-term (on average 6 weeks)** support to help you to:

- get home after a stay in hospital
- or**
- regain your independence if you are still living at home.

## About START

The START team consists of:

- Reablement support workers
- Care and Support Supervisors
- Occupational Therapists
- Physiotherapist

We will work with you to help set your goals, as well as identify any equipment and home safety items you may need.

Support and care can be provided for up to six weeks and your level of care

will be adjusted to suit your particular needs.

Your needs will be monitored by the team during these six weeks.

## Referral to START

Hospital or community care staff will contact the START team on your behalf.

You will then be assessed either at home, in a homecare setting or in the hospital by a member of the START team.

You can also self-refer, or be referred by family or close friends (only with your permission).

## What does START offer?

If you are assessed as being suitable for the service, we will work with you to do the things you want to achieve within your reablement programme such as:

- mobility
- getting in and out of bed
- washing and dressing
- toileting and continence care
- taking your medication
- preparing a meal/snack.

**This will help you to retain as much independence as possible, rather than relying on others to do it for you.**

We work with you to help you attain realistic goals that you can then continue to do for yourself.

You and (where appropriate) your family/unpaid carer will be involved in any decisions relating to your reablement programme.

The START team will provide you with their contact details on their initial visit to meet you.

We may also refer you to other appropriate organisations who may assist you with additional support. We will only do this with your consent.

If you are assessed as not needing the service, it will no longer continue.

## Completion of START programme

After you have completed your six week programme, if you require ongoing support, arrangements will be made to meet your identified ongoing care needs.