

APPENDIX 1
DRAFT ACTION PLAN: Review of Reablement Service

| No. | Recommendation | Proposed Actions / Progress | Success Measures | Responsibility | Due Date |
|-----|--|---|---|---|---|
| 1 | <p>The NHS North East and North Cumbria Integrated Care Board (NENC ICB):</p> <p>a) provides a summary on the gap analysis of the NHS England good practice guidance for ICBs (commissioners and providers) titled '<i>Intermediate care framework for rehabilitation, reablement and recovery following hospital discharge</i>' (2023), along with assurance on how it and its partners will be addressing any identified issues (e.g. a self-assessment by all relevant organisations within the health and care 'system').</p> <p>b) more explicitly outlines the role and importance of reablement services (within the context of the overall health and care 'system') in future iterations of its overarching integrated care strategy.</p> | <p>As part of the SC03 Part 2 POF Programme, ICB / NTH reps will be asked to lead on the review and assessment.</p> <p>Identify the date and request to be considered as part of the new strategy to ensure this is considered and SBC give the opportunity to review prior to publication.</p> | <p>Completed analysis reported to SC03 programme Steering Group and agreed with any action included in the reablement project plan.</p> <p>New strategy reflects reablement services clearly.</p> | <p>NENC ICB Head of Commissioning</p> <p>NENC ICB Head of Commissioning</p> | <p>September 2026</p> <p>March 2027 (this may be brought forward if required)</p> |
| 2 | <p>North Tees and Hartlepool NHS Foundation Trust (NTHFT) reviews its discharge processes to ensure that eligible individuals who are ready to leave hospital are made fully aware of local reablement provision and are referred to it upon discharge from hospital.</p> | <p>To include a review of the discharge processes through the planned review of the hospital discharge pathway (05 Feb 2026) under the ASC Front Door / TEC Programme.</p> | <p>SWOT report on the hospital discharge pathway.</p> | <p>SBC Service Manager – Assessment (Early Intervention)</p> <p>NTHFT Senior Operations Manager</p> | <p>April 2026</p> |

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| 3 | Principal links / contacts for Stockton-on-Tees Borough Council (SBC), NTHFT and the voluntary, community and social enterprise (VCSE) sector in relation to local reablement provision are identified / confirmed and shared in order to improve communication between key partners. | Review current people and agree process for ensuring contact list is current and reliable and accessible to appropriate people. | Accessible summary of key contacts. | SBC Service Manager – Commissioning SBC Service Manager – Direct Services NTHFT Senior Operations Manager | April 2026 |
| 4 | SBC and NTHFT establish required person-centred information on an individual when a referral is made into the SBC Reablement Service. | Refer to actions under 2 above. | Refer to success measures under 2 above. | SBC Service Manager – Direct Services | May 2026 |
| 5 | Regarding the future local reablement offer, SBC: a) provides a summary of any differences in the findings of the Peopletoo review and reablement-related commentary from the Care Quality Commission (CQC) following its late-2024 inspection of SBC adult social care services. b) confirms further planned changes to existing service delivery (structures, workforce) and the funding required to support this, and provides assurance on appropriate training uptake for new and existing staff. | Review differences in the report and feedback to SC03 Programme steering group for review. Implement review of reablement service as set out in the SC03 Project Plan (Reablement) on any proposed changes to the structure and model for reablement. | Report to Steering Group on 18 Feb 2026 then to ASCH. Report to SMT / POF Board. | SBC Service Manager – Commissioning SBC Service Manager – Direct Services | April 2026 August 2026 |

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| | c) explores whether any of its existing social care workforce outside the current SBC Reablement Service structure (e.g. Community Support Workers) can be utilised to increase staffing capacity for reablement provision. | See 5b. | See 5b. | SBC Service Manager – Commissioning | August 2026 |
| 6 | SBC considers cost-effective options (and the communication of these) for individuals leaving the SBC Reablement Service to ensure a smooth transition from this initial support. | Refer to actions under 2 above. | Refer to success measures under 2 above. | SBC Service Manager – Commissioning | March 2027 |
| 7 | <p>To increase public understanding of the Borough's reablement offer:</p> <p>a) SBC and its partners assure themselves that they are adhering to the Social Care Institute for Excellence (SCIE) <i>'Supporting client and family engagement with reablement'</i> (2024) guidance, utilising this resource to effectively raise awareness and promote the Borough's reablement offer.</p> <p>b) SBC undertakes a joint communications campaign (repeated on a periodic basis) with NTHFT and the VCSE sector around local reablement services, making it clear what they involve,</p> | <p>Consider SCIE guidance as part of the assessment of how we promote the current and future reablement offer in Borough.</p> <p>Agree communication plan for 2026/27 with NHS to promote the service (and align with any change in the offer / way the support is delivered).</p> | <p>Report back to SC03 Steering Group and production of new information / materials.</p> <p>Agreed communication plan / strategy for 2026/27.</p> | <p>SBC Service Manager – Direct Services</p> <p>SBC Senior Communications Officer</p> <p>SBC Senior Communications Officer</p> | <p>March 2026</p> <p>April 2026</p> |

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| | <p>how they are accessed (including contact details), and the principal benefits.</p> | | | | |
| 8 | <p>Healthwatch Stockton-on-Tees be asked to consider facilitating a public survey in 2026 to establish the availability of information on the local reablement offer for those who had spent time in hospital and the experiences of those who had received support from the service.</p> | <p>Healthwatch to undertake a targeted and meaningful approach to people who:</p> <ul style="list-style-type: none"> • have recently been discharged from hospital • are more likely to need reablement services • or may face additional challenges in accessing or understanding the offer <p>This would allow us to reach the people who are most likely to have direct experience of reablement or who face the biggest barriers in accessing services.</p> | <p>Scoping conversation and agreed plan with Healthwatch.</p> <p>Completed structured conversations.</p> <p>Report to SBC that will be shared with SMT / ASCH.</p> | Healthwatch Stockton-on-Tees | March 2027 |