

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Reablement Service
Link Officer/s:	Rob Papworth
Action Plan Agreed:	February 2026

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 1:	The NHS North East and North Cumbria Integrated Care Board (NENC ICB):
	a) provides a summary on the gap analysis of the NHS England good practice guidance for ICBs (commissioners and providers) titled ‘Intermediate care framework for rehabilitation, reablement and recovery following hospital discharge’ (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’).
Responsibility:	NENC ICB Head of Commissioning
Date:	September 2026
Agreed Action:	As part of the SC03 Part 2 POF Programme, ICB / NTH reps will be asked to lead on the review and assessment.
Agreed Success Measure:	Completed analysis reported to SC03 programme Steering Group and agreed with any action included in the reablement project plan.
Evidence of Progress (September 2026):	A review of the gap analysis demonstrates that substantial progress has already been made in developing an integrated reablement and intermediate care offer, supported by established governance arrangements, service reviews, operational integration, workforce development, and ongoing performance evaluation. Most NHS England Intermediate Care Framework actions are either fully or largely in place, with improvement activity already underway through the Powering Our Future programme and associated transformation workstreams. While several areas require further development, particularly around system-wide planning, workforce mapping, health inequalities, rehabilitation leadership and care transfer hub arrangements, partners across health, social care and the voluntary and community sector are working collaboratively to further refine the gap analysis, validate the findings and develop a coordinated action plan.

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

	This provides a strong basis for achieving full alignment with the NHS England Intermediate Care Framework and delivering improved outcomes for residents, staff and the wider health and care system.
Assessment of Progress (September 2026): (include explanation if required)	2 (On-Track) Further work on the action plan required.
Evidence of Impact (September 2026):	The Powering our Future programme (MT03) is monitoring the wider impact and will report this during Q2 and Q3 in 2026/7.
	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.
Responsibility:	NENC ICB Head of Commissioning
Date:	March 2027 (this may be brought forward if required)
Agreed Action:	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.
Agreed Success Measure:	New strategy reflects reablement services clearly.
Evidence of Progress (September 2026):	The Integrated Care Strategy, published in 2022 as a 10-year strategy, is not yet due for formal refresh. However, the jointly developed 2026/27 Better Care Fund Plan, approved by NHS England and signed off by the Health and Wellbeing Board, provides more recent evidence of joint planning across health and social care. The plan includes explicit reference to reablement and intermediate care and demonstrates that these services continue to be reflected within current system and place-based priorities.
Assessment of Progress (September 2026): (include explanation if required)	2 (On-Track) Not yet due for completion.
Evidence of Impact (September 2026):	Too early to confirm, however, the Powering our Future programme (MT03) is monitoring the wider impact and will report this during Q2 and Q3 in 2026/7.

Recommendation 2:	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.
Responsibility:	SBC Service Manager – Assessment (Early Intervention) NTHFT Senior Operations Manager
Date:	April 2026
Agreed Action:	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.

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

Agreed Success Measure:	SWOT report on the hospital discharge pathway.
Evidence of Progress (September 2026):	A review of Pathway 1 (Reablement) was completed on 05/02/2026 with representation from SBC and NTHFT. The pathway was mapped out and agreed by all parties.
Assessment of Progress (September 2026): (include explanation if required)	1 (Fully Achieved) Pathway Mapping complete from admission to discharge. All 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. All eligible patients requiring reablement are given the current leaflet from the trust by volunteers.
Evidence of Impact (September 2026):	Patient pathway meets the need for patients from admission to hospital and are provided with appropriate information.

Recommendation 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.
Responsibility:	SBC Service Manager – Commissioning SBC Service Manager – Direct Services NTHFT Senior Operations Manager
Date:	April 2026
Agreed Action:	Review current people and agree process for ensuring contact list is current and reliable and accessible to appropriate people.
Agreed Success Measure:	Accessible summary of key contacts.
Evidence of Progress (September 2026):	Key contacts discussed and shared as part of the planning and preparation for phase 2 of the reablement offer in the Reablement (MT03) steering Group. This will be revisited following the restructuring in the NHS and the appointment of a new Chief Executive at Catalyst.
Assessment of Progress (September 2026): (include explanation if required)	2 (On-Track) Was completed by deadline but has been reopened and will be completed by September 2026.
Evidence of Impact (September 2026):	n/a

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

Recommendation 4:	SBC and NTHFT establish required person-centred information on an individual when a referral is made into the SBC Reablement Service.
Responsibility:	SBC Service Manager – Direct Services
Date:	May 2026
Agreed Action:	Refer to actions under 2 above.
Agreed Success Measure:	Refer to success measures under 2 above.
Evidence of Progress (September 2026):	Daily meetings to progress discharges and information sharing have positively impacted the process. Further to this a meeting is now planned to discuss impact of new front door model on this process to prevent duplication and ensure efficiency.
Assessment of Progress (September 2026): (include explanation if required)	3 (Slipped) Progress delayed due to timings around front door review.
Evidence of Impact (September 2026):	n/a

Recommendation 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.
Responsibility:	SBC Service Manager – Commissioning
Date:	April 2026
Agreed Action:	Review differences in the report and feedback to SC03 Programme steering group for review.
Agreed Success Measure:	Report to Steering Group on 18 Feb 2026 then to ASCH.
Evidence of Progress (September 2026):	Summary discussed at the Steering Group in June and scheduled again for September (alongside preparation for CQC inspection and signoff of benefits tracker).
Assessment of Progress (September 2026): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (September 2026):	Steering group has been able to focus on the areas that will maximise impact on individuals.
	b) confirms further planned changes to existing service delivery (structures, workforce) and the funding required to support this, and

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

	provides assurance on appropriate training uptake for new and existing staff.
Responsibility:	SBC Service Manager – Direct Services
Date:	August 2026
Agreed Action:	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.
Agreed Success Measure:	Report to SMT / POF Board.
Evidence of Progress (September 2026):	Report on proposed new structure for Reablement was developed and agreed at Adult Social Care Senior Management Team on 21 May 2026 alongside changes to the way the Trusted Assessors will work in hospital to ensure people are directed to the most appropriate route.
Assessment of Progress (September 2026): (include explanation if required)	1 (Fully Achieved) Although the implementation of the new service will take some time to bed in.
Evidence of Impact (September 2026):	Too early to confirm, however, the Powering our Future programme (MT03) is monitoring the wider impact and will report this during Q2 and Q3 in 2026/7.
	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.
Responsibility:	SBC Service Manager – Commissioning
Date:	August 2026
Agreed Action:	See 5b.
Agreed Success Measure:	See 5b.
Evidence of Progress (September 2026):	Working group has looked at the options for internal capacity for reablement and has identified: - For people with a Learning Disability, Autism and Mental Health delivering enablement within the teams using community support workers is the most effective option). This is consistent with the discussions with Peopletoo who believed, from experience in other LAs, this may be an option but were unable to provide evidence for SBC at the time. A pilot is currently underway to test the model. - For overnight support, to give people the opportunity to be discharged / maintained at home rather than in a residential care setting, the contract for Care at Home has been used to commission a care provider to deliver out of hours support alongside OneCall. This will go live in late September 2026.
Assessment of Progress	1 (Fully Achieved)

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

(September 2026): (include explanation if required)	Although the implementation of the new service will take some time to bed in.
Evidence of Impact (September 2026):	n/a

Recommendation 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.
Responsibility:	SBC Service Manager – Commissioning
Date:	March 2027
Agreed Action:	Refer to actions under 2 above.
Agreed Success Measure:	Refer to success measures under 2 above.
Evidence of Progress (September 2026):	Ensuring a smooth transition has been picked up at the provider forum for Care at Home on 20 May 2026. Providers are now able to access their own performance dashboard, and SBC will use this to review their performance in picking up referrals and delivering effective care and support. Commissioning continues to work with the corporate contract team to monitor capacity and pressures for the Care at Home providers under contract. Further, the daily discharge meetings are providing clearer understanding of pressures and ensuring these are managed quickly.
Assessment of Progress (September 2026): (include explanation if required)	2 (On-Track) Not yet due for completion.
Evidence of Impact (September 2026):	Too early to confirm, however, the Powering our Future programme (MT03) is monitoring the wider impact and will report this during Q2 and Q3 in 2026/7.

Recommendation 7:	To increase public understanding of the Borough's reablement offer:
	a) SBC and its partners assure themselves that they are adhering to the Social Care Institute for Excellence (SCIE) 'Supporting client and family engagement with reablement' (2024) guidance, utilising this resource to effectively raise awareness and promote the Borough's reablement offer.
Responsibility:	SBC Service Manager – Direct Services SBC Senior Communications Officer
Date:	March 2026

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

Agreed Action:	Consider SCIE guidance as part of the assessment of how we promote the current and future reablement offer in Borough.
Agreed Success Measure:	Report back to SC03 Steering Group and production of new information / materials.
Evidence of Progress (September 2026):	Officers from adult Social Care and corporate communications are working with the Making it Real Board (MIRB) to review our wider information and advice offer. As the review of the reablement service has not yet completed, the final communication messages and media (leaflets, online information, etc.) will be finalised and included as part of the wider MIRB work to ensure it is accessible and clear.
Assessment of Progress (September 2026): (include explanation if required)	3 (Slipped) Progress delayed due to impact of front door review and the need to understand the overall impact of these changes on the reablement offer.
Evidence of Impact (September 2026):	TBD
	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, how they are accessed (including contact details), and the principal benefits.
Responsibility:	SBC Senior Communications Officer
Date:	April 2026
Agreed Action:	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).
Agreed Success Measure:	Agreed communication plan / strategy for 2026/27.
Evidence of Progress (September 2026):	SBC have established a clear legal basis for the 6-week reablement offer. An initial mapping meeting is scheduled for 25 August to begin to plan and deliver a coordinated communication strategy for the new reablement offer.
Assessment of Progress (September 2026): (include explanation if required)	3 (Slipped) Progress delayed due to impact of front door review and the need to understand the overall impact of these changes on the reablement offer.
Evidence of Impact (September 2026):	TBD

APPENDIX 1

PROGRESS UPDATE: Review of Reablement Service

Recommendation 8:	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.
Responsibility:	Healthwatch Stockton-on-Tees
Date:	March 2027
Agreed Action:	Healthwatch to undertake a targeted and meaningful approach to people who: • have recently been discharged from hospital • are more likely to need reablement services • or may face additional challenges in accessing or understanding the offer 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.
Agreed Success Measure:	Scoping conversation and agreed plan with Healthwatch. Completed structured conversations. Report to SBC that will be shared with SMT / ASCH.
Evidence of Progress (September 2026):	Requirement for the work has been raised with Healthwatch and SBC has agreed to support any work required. Dates to be confirmed by Healthwatch.
Assessment of Progress (September 2026): (include explanation if required)	2 (On-Track)
Evidence of Impact (September 2026):	n/a

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
---	----------------------------	----------------------	---------------------	--------------------------