We value your feedback

We will ask you to complete a questionnaire at the end of your time with HART. However, if you would like to comment on the service or raise a concern during your reablement programme, please contact:

Service Manager – Liz Hobbs
☎ 01865 572914

OR contact the Patient Advice and Liaison Service (PALS) team:

Patient Advice and Liaison Service (PALS)
Level 2, main entrance
John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU
☎ 01865 221473
✉ PALS@ouh.nhs.uk

If you need the information in any other languages or format please ask us.

HOME ASSESSMENT REABLEMENT SERVICE
is commissioned by Oxfordshire County Council and provided by Oxfordshire University Hospitals NHS Foundation Trust.
HART’s aim is to improve your quality of life by helping you regain independence and confidence in the skills you need to live at home safely and hopefully reduce the need for ongoing care.

We will do this with help and support from you, your family, friends and other informal carers.

What you can expect if you are referred to HART

Once the HART team has received your referral a member of the team will come and meet you at your home or usual place of residence.

We will assess you and find out what you want to achieve to help you regain your independence and confidence, and this will form your care plan. HART will then work with you and sometimes other services in your home or place of residence to help support you in gaining your independence and achieving your goals. The plan will be reviewed regularly with you to make sure you are benefiting from the service.

Visits will be planned with you and might initially be several times a day, reducing over time as you begin to recover your independence.

We will visit you at home and whenever possible, encourage you to complete things for yourself in a safe environment rather than completing the task for you.

PERSONAL REABLEMENT GOALS may include being able to:
- wash and dress independently
- make your own meals
- get in and out of bed independently
- complete your own shopping

Completing your personal reablement programme

Your care plan and goals will be regularly reviewed by the team and discussed with you to ensure your needs are supported.

The service will end as soon as you have achieved your goals and recovered a degree of independence, which could be after two days, a couple of weeks, but no longer than six weeks. We will discuss when reablement is going to finish with you, your family, friends or informal carer.

The service is free of any financial charge to you while your reablement is continuing.

Additional Support

If you still require additional support, the HART team will discuss this with you and a referral will be completed for a financial assessment to determine your contribution to your care needs.

If you would prefer to find your own support, information can be provided by the social and healthcare team at Oxfordshire County Council.

As part of your discharge from HART, we will also refer you to other services that could support you at home or your usual place of residence.