Understanding intermediate care, including reablement

A quick guide for people using intermediate care services

Intermediate care services help people recover, regain independence and remain at home
Intermediate care services provide support for a short time to help you recover and increase your independence.

This support is provided by a team of people, who will work with you to achieve what you want to be able to do. Intermediate care may:

- Help you remain at home when you start to find things more difficult
- Help you recover after a fall, an acute illness or an operation
- Help you avoid going into hospital unnecessarily
- Help you return home more quickly after a hospital stay

**Intermediate care at a glance**

**How is it different to other health and social care support?**
- A free short-term service
- Intensive support from a range of professionals
- Working with staff to agree your goals (for example, making a meal; dressing and putting on make-up) and how to achieve them
- Helping you to practise doing things on your own

**Where does it happen?**
- Your own home
  - Care home
  - Hospital

**Intermediate care services may have different names.**
There are 4 types that are usually called:
- Reablement
- Crisis response
- Home based
- Bed based
Four stages of intermediate care – what to expect

1. Before it starts
- An assessment by a professional, that takes into account your abilities, needs and wishes
- Involvement, with your family if you wish, in decisions about intermediate care, including whether it will be suitable for you and which setting it will be provided in
- Information about advocacy services (an advocate is someone to support you to speak or who speaks on your behalf)

2. At the start
- A quick start to the service, which could be within a few hours for crisis response, or a few days for other settings
- Information about the service and what will be involved
- Support to plan what you are aiming for (your goals) and how to reach them. These discussions can include your family and carers if you wish
- A copy of the goals you have agreed to work towards in a format that suits you
- Help to think about any activities that might be risky, and to decide what support you need
- The opportunity to ask questions

3. While you are receiving the service
- Support from a range of people, including therapists, to help you towards your goals
- How long the service lasts may change, depending on the progress you make
- Any information you need to help achieve your aims, written in a way that makes sense to you
- Day to day entries in your intermediate care diary to record the support you have received and your progress
- Information about who to talk to if you have any questions or concerns

4. At the end of intermediate care
- A plan for transferring to another service, if you need ongoing support
- Information about other types of support available
- Information about how to refer yourself back to the service, if you need to
The intermediate care team

Intermediate care services are usually provided by a mix of health and social care professionals with a range of different skills. The team might include nurses, social workers, doctors, and a range of therapists:

- **Occupational therapists** help you to work out how to manage everyday activities more easily and independently.
- **Physiotherapists** help you to improve your movement and physical activity.
- **Speech and language therapists** help you if you have difficulty with communication, or with eating, drinking and swallowing.

*Care home staff* may be involved if the service is provided in that setting, as may *home care staff* for people receiving intermediate care at home.

**Further information**

- *Intermediate care including reablement* – NICE guideline
- *Intermediate care and reablement* – Age UK
- *Your care after discharge from hospital* – NHS Choices
- *Intermediate care* – SCIE
- *Maximising the potential of reablement* – SCIE
- *Coming out of hospital* – Carers UK
- *The role of carers and families in reablement (SCTV film)* – SCIE

This content has been co-produced by NICE and SCIE and is based on NICE’s guideline on intermediate care, including reablement.