

‘Stepping back from stepping in’ series

# The Language of Wellness and Reablement

Modules in the series:

- What and Why of Reablement
- ✓ [The Language of Wellness and Reablement](#)
- Support Planning and Delivering Reablement Pt1
- Support Planning and Delivering Reablement Pt2
- Working with Clients



Keep  
Able  
Every opportunity matters



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# Session objectives

## Participants in this session will:

- ✓ Identify the features of Wellness and Reablement (W&R) language.
- ✓ Acknowledge the importance of W&R language when promoting client participation and/or independence.
- ✓ Demonstrate use of W&R language to promote client participation and/or independence.

# Wellness and Reablement is for everyone

All people are unique and will achieve different outcomes with wellness and reablement

- Some will get better
- Some will maintain their abilities
- Some will lose abilities over time, but that process *can* be slowed down



# “Use it or lose it”

“Use it or lose it” is a concept most people can relate to.

Promoting the “Use it or lose it” message to the home support team encourages staff to:

- Identify tasks or part of tasks that clients can still do
- Consider strategies that might help do more for themselves in the future (*where appropriate*)



# **“Use it or lose it”**

‘Use it or lose it’ makes sense to clients:

- Clients are more likely to participate in reablement if the idea is meaningful to them.

**The language we use can impact:**

- How we think about reablement
- How we communicate reablement to clients



# Wellness and Reablement language

- Promotes independence
- Encourages
- Motivates
- Builds confidence
- Builds relationships
- Supports good outcomes for clients



# Reablement language

## The Client journey

When we use reablement language consistently

- Clients understand what to expect from our service
- Staff can effectively implement reablement strategies



# Reablement language

## The Client journey

The following examples will compare two Client experiences. You will see how reablement language can impact the Client journey and why...

**“every opportunity matters”**

**NB:** In this case example, only the term ‘reablement’ will be used instead of ‘wellness and reablement’. This is because these Clients have the potential to improve significantly, with the aim to regaining previous functional ability.





## Meet Duong

Duong had a fall in his back yard while gardening, injuring his shoulder and leg.

After a brief stay in hospital, he was discharged home with support for personal care and domestic assistance.



## Meet Jack

Jack had a fall in his back yard while gardening, injuring his shoulder and leg.

After a brief stay in hospital, he was discharged home with support for personal care and domestic assistance.



## Their journeys begin – First point of contact

'I'm calling you today to follow up on a referral we received from the hospital regarding help at home'

'Were you aware the hospital had referred you for support at home?'

'I understand you are needing someone to help you shower'

'An assessor will come to your home and arrange these services for you'

'I'm calling you today to follow up on a referral we received from the hospital regarding a home assessment'

'Were you aware the hospital had referred you for a home assessment?'

'I understand you are having some difficulty with some tasks at home and may need some advice and support'

'An assessor will visit you at home to see how you are managing and what you are having difficulty with'



## Their journeys continue – RAS meets Duong and Jack

'What tasks are you no longer able to complete?

'What shall we get the support worker to do for you?

'It's probably best you don't attempt to shower on your own anymore. The bathroom isn't safe.'

'We don't want you having any more falls, we can get someone in to do that for you'

'What are the tasks you want to get back to doing?

'We can arrange for a support worker to work alongside you'

'We can organise an occupational therapist to visit you. They can help make the bathroom environment safer'

'You might need help with laundry in the short term, but we can arrange a physiotherapist to improve your strength and balance. You can aim to do it safely on your own.'



## Their journeys continue – A coordinator meets Duong and Jack

'I believe you are struggling with completing your showering and dressing?'

'Services are in place for as long as you want.'

'Your support plan shows the tasks that the support worker will complete'

'The support worker will need to follow these tasks and not complete any others.'

'How are you currently managing to shower and dress yourself?'

'I believe you want to work towards getting back to showering and dressing without support?'

'Your plan will outline what you are able to do and where the support worker will assist you.'

'If you are able to complete more of the steps, just let the support worker know and we can adjust the plan.'



## Their journeys continue – A support worker meets Duong and Jack

'Hello, I am here to help you with showering and dressing'.

'Wait until I arrive, and I will set up the bathroom for you'.

'I will help you get dressed; we don't want you to fall again?'

'Just sit down while I hang out the washing'.

'Hello, I am here to assist you with showering and dressing tasks that you can't do on your own'.

'What are you able to do to get ready for your shower?'

'If you are worried about your safety while getting dressed, you could sit on the bed.'

'Would you like to hang out the washing on the airer while I finish the floors?'



## Comparing communication approaches

“Dependency” language used at every stage of the Client journey.

Disempowering/limiting choices

Services that ‘step in’ and ‘do for’ Duong

Overprotective, no dignity of risk

No expectation of improvement

No sense of partnership between staff and Duong

Supportive but empowering language used throughout the Client journey

Client decision making and problem solving encouraged

‘Step in’ when needed and ‘step out’ when Jack can do for himself (as per care plan)

Responsible management of risk

Encourages use of existing skills and abilities (‘use it or lose it’) and identifies opportunities to improve

Care planning in partnership with Jack



## Impact on outcomes

Reduced strength, flexibility and balance

Pain due to stiffness and poor mobility

Fear and risk of falling due to lack of conditioning

May rely on others to make decisions and solve problems

Reduced participation in community life resulting in loneliness

Depression due to pain, fear, loneliness and dependence

Improved strength, flexibility and balance

Reduced pain with regular movement of joints and strengthening muscles

Improved physical condition reduces risk for falling

Able to solve problems and make decisions when faced with challenges

Likely to return to participation in a range of activities at home and in the community

Improved mood associated with confidence and independence



## Long term consequences



Loses independence over time



Progressively needs more services to support him at home



Potentially increases pressure on family



Increased risk for residential care in the future

Increases independence over time



Fewer or no services are needed in the future



More likely to maintain strong family and community relationships



Likely to live at home healthier for longer



# Practicing the language of Reablement

## Small group activity

1. Reflect on the language used in the Duong and Jack scenarios, and the impact it can have on client outcomes.
2. In pairs, look at the list of statements appropriate for your role. Re-write them to reinforce the features of reablement language.
3. Share your revised statements with the group.





Thank you.  
Any questions?

Please complete the feedback  
sheet provided.