REHAB ON TRACK

Director Audit tool for Community Rehabilitation Best Practice Standards

Please review each statement and answer "Yes/no" as to whether your centre is meeting each recommendation in order to make a valid assessment of areas for improvement.
You can also include your own suggestions for how you plan to address each recommendation in "Action plan".

Referral process

Measure			Action plan
I ensure that the information that specifies the direct access pathways is easily available in a variety of formats	● Yes	● No	
I ensure rapid and skilled triage of patients through the access point	● Yes	● No	
The clinicians I manage have the autonomy to set their appointment times so that patients are supported to self-manage, including learning how and when to self-refer	● Yes	● No	
I work within the rehabilitation network to ensure that written and online materials meet the needs of the local community	● Yes	● No	
I monitor referrals to ensure that underserved populations are not neglected	● Yes	● No	

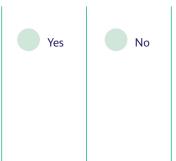|		
I ensure reasonable adjustments are made to ensure equity of access and provision	◯ Yes	◯ No
I provide a directory of rehabilitation services and a map which demonstrates potential flow of patients through the system	◯ Yes	◯ No
I ensure the map and directory is updated as required, no less frequently than annually	◯ Yes	◯ No

Rehabilitation interventions timely/co-ordinated

I recognise the importance and complexity of the care co-ordination role by allowing enough time to be allocated to this in people's job plans	◯ Yes	◯ No
I deliver and monitor mandatory training in needs-led assessment and the biopsychosocial model	◯ Yes	◯ No
I work to ensure that paperwork and IT systems support interdisciplinary and needs-led approaches	◯ Yes	◯ No
I ensure that information can be shared between systems easily and effectively	◯ Yes	◯ No
I facilitate case management discussion	◯ Yes	◯ No
I ensure that all team members have a shared understanding of admission and discharge procedures	◯ Yes	◯ No

Rehabilitation interventions meet patient need

I deliver and monitor mandatory face-to-face training in patient activation	○ Yes	○ No	
I deliver and monitor mandatory face-to-face training in shared decision-making	○ Yes	○ No	
I deliver and monitor mandatory face-to-face training in simple behaviour change techniques	○ Yes	○ No	
I work with commissioners, local clinicians and the rehabilitation network to map current pathways, identify service duplications and service gaps	○ Yes	○ No	
I work with local clinicians and the rehabilitation network to develop clear pathways for patients with different needs, including those with multimorbidity, and with options for patients with different levels of activation	○ Yes	○ No	
I ensure staff have time to provide information, undertake patient activation, and shared decision-making , recognising that 'front-ending' clinical consultations will save time in the long term	○ Yes	○ No	

Rehabilitation pathways meet need

I ensure information can be shared, with appropriate governance, between different services and care providers	○ Yes	○ No	
I provide multidisciplinary input to care homes	○ Yes	○ No	

I provide the resources to support behaviour change that allow patients to progress their rehabilitation, including, minor pieces of equipment, short telephone contacts, emails, texts, online support	⬤ Yes	⬤ No	

Rehabilitation services enable optimisation

I have the budget to ensure adequate staff numbers, and expertise to deliver timely and effective treatment	⬤ Yes	⬤ No	
I deliver and monitor mandatory face-to-face training in supported self-management	⬤ Yes	⬤ No	
The service I manage provides generic- and condition-specific structured education courses, both digital and face to face	⬤ Yes	⬤ No	
I ensure the long-term conditions register is maintained and patients are offered annual review	⬤ Yes	⬤ No	
I provide practice placements to support the ongoing workforce supply for effective rehab programmes	⬤ Yes	⬤ No	

Rehabilitation services are well led

I conduct audits and benchmark my services against similar services elsewhere	⬤ Yes	⬤ No	
I identify service priorities and link, collate and review data to these	⬤ Yes	⬤ No	

I ensure staff are aware of the data analysis and how this feeds into service design	◯ Yes	◯ No
I ensure that the information system is appropriate and sufficient to gather and review information on rehabilitation services to monitor quality and outcomes	◯ Yes	◯ No
I support a learning culture around compliments, complaints, adverse incidents and SUIs	◯ Yes	◯ No

Family, Friends, and Carers

I have developed pathways to support families	◯ Yes	◯ No
I monitor the experience of families by obtaining feedback	◯ Yes	◯ No

I understand where the data I collect is sent	◯ Yes	◯ No		
I understand how the data I collect gets used because there is regular feedback	◯ Yes	◯ No		
I work within a culture that celebrates excellence and which allows me to acknowledge and learn from errors	◯ Yes	◯ No		

Family, friends & carers

	Agree	Mostly Agree	Mostly Disagree	Disagree
I identify which patients rely on carers	◯	◯	◯	◯
I encourage families to attend appointments	◯	◯	◯	◯
I encourage families to ask questions	◯	◯	◯	◯
I involve families in the development of the rehabilitation plan and aim to develop shared expectations of rehabilitation	◯	◯	◯	◯
I am confident in engaging carers in the rehabilitation treatment plan to enable its implementation	◯	◯	◯	◯
I make sure families are familiar with and confident in the use of any equipment that has been provided	◯	◯	◯	◯
I can recognise when families need support and refer to specialist services when needed	◯	◯	◯	◯

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