

# Service user Guide

rehabwithoutwalls  
for

Joe Bloggs



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**This document is available in large print, or translated into another language.**

**Please ask your Case Manager if this is something you require.**

# Introduction to rehabwithoutwalls

Founded in 1995 by Dr Neil Brooks and Ms Cathy Johnson, Rehab Without Walls provides a community based service for individuals who suffer from the consequences of brain injury, catastrophic injury or spinal injury, as a result of trauma or medical negligence.

With its support team based in Milton Keynes (central England) Rehab Without Walls offers a nationwide service, with case managers located throughout the UK. Rehab Without Walls works closely with a variety of specialists who are able to complement and enhance the service we provide.

Rehab Without Walls works with its clients and other professionals to develop support packages that maximise the service user's potential for rehabilitative gain and quality of life.

## Service Aims & Objectives

Our primary aim is to provide the best possible service to all our clients. We seek to achieve this by fostering a commitment to the highest levels of professionalism which is supported by an ongoing package of training specific to the needs of our clients.

Our primary objective is to enable clients to maintain a stable and continuing community placement that maximises client choice, independence and quality of life.

We will always seek to work **in the best interests of our clients.**

# Client Rights & Responsibilities

## **As a client of Rehab Without Walls, you have the right to:**

1. Be treated with respect and dignity.
2. Be provided with information about the services you receive.
3. Decide whether or not you wish to receive case management from Rehab Without Walls.
4. Make a complaint if you are unhappy with the service you have received.
5. Access your records held at Rehab Without Walls in accordance with the Data Protection Act 1998.

## **As a client of Rehab Without Walls, your responsibilities include:**

1. Providing accurate and honest information.
2. Being available when appointments have been arranged.
3. Communicating with your case manager with respect and courtesy.

# Service Provision

Rehab Without Walls provides Case Management services which include (but are not limited to) the following:

- Assessment of need and preparation of a Case Management Proposal
- Coordination of resources required by the client ie therapies, vocational rehab, assistive technologies etc.
- Assisting in the recruitment, selection, training and supervision of support workers (Rehab Without Walls does not directly employ support workers or care staff).
  - Assisting the client in accessing recreational and vocational activities.
  - Assisting the client in finding appropriate accommodation.
  - Contact with statutory services ie. Social Services or NHS.
    - Therapeutic home visits.
  - Accompanying the client to appointments or interviews.
  - Visits to assess suitability of rehabilitation facilities or other resources.
  - Preparation of correspondence and reports as required.
    - Regular review of the client's needs.

## Charges for Case Management Input from 1st January 2015

**FEES FOR CASE MANAGEMENT** £103.00 per hour  
(invoiced in 5 minute units)

**FEES FOR TRAVELLING** £60.00 per hour  
(invoiced in 5 minute units)

For travelling to or from a client's home, meeting or similar.

### EXPENSES 1. Travelling

Travelling will be by car, rail or air. If travel is by rail or air expenses will be charged at cost. If by car, expenses will be charged at 55 pence per mile. If a taxi is required this will be charged at cost.

### 2. Accommodation and Subsistence

If a hotel is required this will be charged at cost as will any relevant subsistence expenses.

*For a copy our full terms and conditions please contact the  
Main Office on 01908 560041,  
or by email at: [info@rehabwithoutwalls.co.uk](mailto:info@rehabwithoutwalls.co.uk).*

# Case Management Process

## REFERRAL PROCESS

When written instruction is received from a solicitor, financial deputy, insurer, client or their representative, a case manager will make an initial assessment visit (usually to the client's home) of 2-3 hours, where information is gathered from the client, family members and/or main carers. From this information, the client's needs will be identified and possible interventions discussed. A Case Management Proposal will then be written and sent to the instructing person(s), for their and the client's approval.

## NEEDS ASSESSMENT/CASE MANAGEMENT PROPOSAL

The Case Management Proposal will identify the client's needs and recommend interventions to address them, along with predicted costs over a set period of time, typically 3-6 months.

## RISK ASSESSMENTS

Risk assessments are completed to identify any potential risks. Actions are recommended and implemented to reduce or minimise risk, these are discussed with the client and appropriate care professionals, and are documented on our risk assessment record forms.

## CLIENT GOAL PLANNING

Each client has a set of goals with target timeframes in which to achieve these. All goals are regularly reviewed and revised as required. The goals are agreed with the client and they are always set within the parameters of the S.M.A.R.T.E.R goals framework: ie they are Specific, Measurable, Agreed, Realistic, Timed, Evaluated and Revised.

## CASE REVIEW

All case management documentation is reviewed every 6 months as a minimum standard. Case managers complete monthly summary reports, which review goals and outline the client's ongoing progress.

*All cases benefit from a full annual review.*

# Confidentiality

All clients (or Responsible person on behalf of the client) are asked to sign a letter of consent, giving permission to the case managers to contact relevant professionals and discuss the client's care.

Permission is always obtained from the client and where appropriate the client's solicitors, prior to any information or reports being sent from the case manager at Rehab Without Walls to other professionals.

Rehab Without Walls is registered with the Data Protection Agency, and takes seriously its duty to comply with and uphold the principles of the Data Protection Act 1998.

Service Users have the right to access and have copies of any personal information held in their files should they request it. Rehab Without Walls will endeavour to facilitate any requests for access to information as quickly as possible.

Rehab Without Walls will also ensure that adequate support is available should the service user need it/request it, to provide explanations of wording or documentation, and so reduce the risk of anxiety or confusion that might arise from the information seen.

Service Users need to be aware, that personal information held at the RWW office may be subject to inspection by the Care Quality Commission during the annual office inspection.

## Exceptions

On rare occasions, exception to our duty to uphold the confidentiality of information received will be made if the failure to disclose the information may lead to harm of the client and/or other parties. In these circumstances the service user will be given a full explanation outlining Rehab Without Walls position. Notes will be made in the service users file to which they are entitled to have access.

*The Rehab Without Walls Confidentiality Policy is available to anyone with an interest in our service.*

# Interagency Working

An element of the case manager's role is to arrange and monitor the quality of services for their client, with outside agencies and services such as rehabilitation services, care agencies and professional services.

Rehab Without Walls adopts procedures that ensure clients are protected and that services are arranged and agreed as efficiently as possible.

*Our procedure includes the following:*

- A letter is sent to the client's solicitor/financial deputy to obtain permission to make contact with the outside agency/service, including an approximation of costs. Permission is also requested to send out relevant client related reports/information.
- Services are requested in writing, along with a request for a C.V, details of professional registration, a CRB disclosure, and references. Details of costings for the service will be requested.
  - Costings are copied to the client's solicitor/financial deputy for their agreement to proceed.
  - A letter will be sent to the service provider, to confirm acceptance of the service.
- The solicitor/financial deputy will be informed with regard to details of the service and timescales.
- All invoices for services provided will be sent directly to the solicitor/financial deputy.
- Rehab Without Walls will engage and manage services from outside agencies but is not responsible for payment of such services.



# Quality Assurance

Rehab Without Walls is committed to maintaining the highest standards in the service we provide. This is reflected in our policies and procedures.

We conduct regular audits of our systems and case management operations. These audits exceed the outcomes of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009, with the findings contributing towards both our annual report, and our Care Quality Commission registration.

An annual survey of our clients is undertaken to obtain their views with regard to our service. Clients receive a confidential questionnaire, and the information gathered is used to improve the service we provide.

# Key Policies

Our client's rights, health and best interests are safeguarded by policies and procedures implemented and monitored by Rehab Without Walls. Policies and procedures provide the foundation for our staff training.

Clients wishing to access relevant information on the policies and procedures may request this via their case manager, or directly to head office. Policies can be provided in different formats to meet the individual needs of clients.

# Making a Complaint

This policy and procedure has been created in accordance with all requirements, legislation and regulations as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

A written copy of the complaints procedure shall be supplied to every service user, and upon request, to any person acting on behalf of a service user.

## **POLICY STATEMENT**

Rehab Without Walls invites and values feedback about the services provided. We use the information received to ensure the service we provide continues to meet needs and exceed expectations.

Any complaint or feedback will be gratefully received and addressed in accordance with the procedure below. Complaints are treated without prejudice or partiality.

Complaints can be made verbally or in writing.

## **AIM**

We aim to provide anyone making a complaint with an impartial, structured and efficient procedure to address and rectify any shortfalls identified in the delivery of the services we provide.

It is in the interest of all parties that complaints are managed in such a way as to promote positive outcomes and resolutions.

We will use our complaints procedure and complaint outcomes as a tool for monitoring, reviewing and improving any service should it fall below the expected standard.

This policy is for anyone who has an interest in ensuring the service we deliver meets and exceeds the expectations of those it affects. This includes service users, their advocates or representatives, their family or friends and members of the public.

## 1. Procedure for Receiving Complaints

- Formal complaints are to be made to the Complaints Officer Melanie Bristow, at the address at the back of this document.
- We will ensure the complainant has a copy of this procedure and the Guide to Making a Complaint.
- Complaints Officer will record the complaint on the Complaints Record.
- The Complaints Officer will establish if they require any assistance to formulate / organise / present their complaint and provide / arrange this as required.
- The Complaints Officer will reassure the complainant.

## 2. Making a Complaint

- A written acknowledgement of the complaint will be sent to the complainant within 3 working days.
- The complainant should be thanked for bringing the complaint to our attention and given an opportunity to discuss the complaint. The Complaints Officer will explain that discussions will be recorded in written notes.
- If the issue can be resolved straight away to the satisfaction of the complainant this should be facilitated.
- If further investigation is needed the complainant must be advised that the Complaints Officer will respond within 5 working days, who will outline the investigation action plan and review the complaint to date.
- The Complainant will be reassured that their cooperation in the process is valued.
- The Complainant will be given written notification of outcomes and actions resulting from the investigation of the complaint within 28 working days from the date of the original complaint being recorded.
- The complainants will be made aware that if they remain dissatisfied they may take their complaint directly to the Responsible Individual, Cathy Johnson, Director of Rehab Without Walls at the address at the back of this document.
- The complainants will be made aware of the address of the Care Quality Commission.

### Care Quality Commission

National Correspondence Citygate Gallowgate  
Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 enquiries@cqcc.org.uk

## Rehab Without Walls Business Details

**Head Office** 27 Presley Way Crownhill Milton Keynes MK8 0ES

Opening hours Monday to Friday 9am to 5pm  
(answering machine service outside these hours)

**Telephone:** 01908 560041

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**Fax:** 01908 564658

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**Email:** [info@rehabwithoutwalls.co.uk](mailto:info@rehabwithoutwalls.co.uk)

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Insurance details available on request

