



**SURVEY OUTCOME**

**Three-Year Accreditation**



**CARF**  
**Survey Report**  
**for**  
**Rehab Without Walls**

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**Organisation**

Rehab Without Walls  
27 Presley Way, Crownhill  
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England

**Organisational Leadership**

Cathy Johnson, B.Sc., Dip.A.S.S., CQS  
Brain Injury Case Manager Director

Neil Brooks, B.A., M.Sc.  
Director and Consultant Neuropsychologist

Melanie J. Bristow  
Director, Practice Development

**Survey Dates**

September 10-11, 2009

**Survey Team**

Deborah A. Youngquist, M.S., CRC, CCM, Administrative Surveyor

Cynthia C. Davie, CCC-SLP/L, Programme Surveyor

**Programmes/Services Surveyed**

Medical Rehabilitation Case Management (Adults)

Medical Rehabilitation Case Management: Brain Injury Programme (Adults)

Medical Rehabilitation Case Management: Brain Injury Programme (Children and Adolescents)



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**Expiration: September 2012**

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## SURVEY SUMMARY

**Rehab Without Walls has strengths in many areas.**

- The organisational executive leadership is clearly invested, highly skilled, and concerned about individuals with disabilities, with a focus on those who have sustained a traumatic brain injury. This is evident based upon the many years of research conducted and published and international educational presentations.
- The organisational executive leadership has strengthened the clinical case management services delivered throughout the United Kingdom by its leadership within the British Association of Brain Injury Case Managers.
- The organisation is applauded for the work accomplished to build a competent middle management staff. With guidance from the executive leadership, it is creating a team of professionals who are growing professionally. This focus has also provided the opportunity for the executive leadership to have more time to grow the case management business.
- The organisation recently had an unannounced survey from Care Quality Commission for which it performed admirably, earning a three-star, excellent rating.
- Rehab Without Walls makes an ongoing effort to maintain awareness of potential changes in the regulatory and legislative environment and positions the organisation to prepare and modify systems to be ready for implementation of these changes. This is an excellent proactive approach to maintain a strong service delivered to persons served.
- The organisation implements a sound financial methodology to ensure a solvent and growing business practice. The inclusion of a financial expert as a board member, who is aware of opportunities and challenges of the organisation, is a major strength.
- The management has developed a creative method to ensure knowledge of who is on the premises in case of an emergency requiring evacuation.
- The management has developed an excellent fire safety checklist that is implemented at least monthly to keep all staff members safe.
- The orientation of new employees is thorough and customised to each staff member hired based upon his or her level of experience and expertise. The training provided spans over a period of a month, allowing the new employee to learn how to provide the case management services, as well as the operation of the organisation, while avoiding “overload” at the time of new hire.
- The clinical ladder developed for the case managers is noteworthy. It is easily understood and guides clinical staff members to learn and develop their service delivery and administrative skills.
- Rehab Without Walls has created a strong case management organisation that is far reaching across the United Kingdom. The services provided are highly individualised and responsive to the needs of persons served.

- The expertise of the case managers employed by Rehab Without Walls is varied, and the organisation uses that expertise to create a support network for the employees. Information needed by the organisation's case managers is easily accessed through the central office.
- The leadership of the organisation has a strong voice of advocacy for persons with disabilities within the country. It has extended that advocacy to Parliament, presenting to change policy and legislation.
- The case managers demonstrate a comprehensive knowledge of resources available in the many communities in which they work. They are creative and thorough in their search for the resources to respond to the wide variety of needs presented by the persons served.

**In the following areas Rehab Without Walls demonstrates exemplary conformance to the standards.**

- The managers' monthly business review is considered a best practice. This review includes a monthly meeting with the organisational leadership at which time issues related to business operations, risk management, and clinical care are discussed. Areas of opportunity are identified, analysed with action plans developed, and implemented during this forum. This is an innovative and efficient way to monitor efficiency, effectiveness, and satisfaction of a variety of stakeholders.
- The organisation has developed a risk assessment tool used at the level of the person served by the case managers in the field to evaluate safety risks in the home and community specific to each client served. This tool monitors quantitatively how the training, support services, and environmental modifications could potentially decrease the risk of client injury while in the community. This tool is innovative, easily used, understood, and an exemplary way to improve client safety.

**Rehab Without Walls should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate non-conformance to standards but is offered as a suggestion for further quality improvement.**

On balance, Rehab Without Walls provides high quality coordination of services for individuals with disabilities throughout England. Its business and operational systems developed have allowed for a stable and growing organisation. The clinical expertise of the executive leadership has created a knowledgeable case management and managerial staff. The organisation is urged to implement the recommendations identified in this report to further build the business practice and more specifically look at the data collected to strategically plan the future provision of services of the organisation.

Rehab Without Walls has earned a Three-Year Accreditation. The organisation is recognised for its efforts to provide quality rehabilitation case management services and is encouraged to continue to remain current with the CARF standards as it addresses the areas for improvement noted.