



29 July 2024

Our Ref: RFI 59157

**Freedom of Information Act 2000
Information in Relation to Community Rehabilitation**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 2 July 2024.

A response to each of the questions raised has been provided by the Primary Care & Older Peoples Services Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Rebecca Manning
Information Governance Officer

Q1. Name of healthcare system?

A1. The Trust Community Rehabilitation Services.

Q2. Your name?

A2. Clare-Marie Dickson.

Q3. Your email address?

A3. Clare-marie.dickson@setrust.hscni.net

Q4. Your FOI reference?

A4. RFI 59157.

Q5. Does your system have measures in place to monitor provision of community rehabilitation services to patients?

A5. Yes, the system has measures in place to monitor the provision of community rehabilitation services to patients.

Q6. What is being measured in relation to the delivery of community rehabilitation?

A6. There are regionally agreed outcome measures for the Trusts community rehabilitation services, which are monitored by the Strategic Planning & Performance Group (SPPG). These measures include:

- Number of referrals received and accepted
- Assessments completed
- Time from referral to assessment
- Age profile
- Staff contact activity
- Length of stay

Additional measures:

- Patient specific outcome measures
- Audits in relation to fractured hips, changes in outcome measures

Q7. Are you in the process of establishing measures to monitor the provision of community rehabilitation services to patients?

A7. Yes, the Trust is currently developing a service user questionnaire to seek feedback regarding service delivery.

Q8. Are you committed to establishing measures in the future?

A8. As the measures in place are regional, the SPPG will lead on the establishment of any future measures.

Q9. When are you planning on committing to establishing measures?

A9. The SPPG are responsible for the planning on committing to establishing measures.

Q10. In the last 12 months, have there been cuts to any resources allocated to support the provision of community rehabilitation?

A10. No, there have been no cuts in the last 12 months to support the provision of community rehabilitation.

Q11. What funding and/or services have been cut?

A11. N/A.

Q12. Are there plans to cut resources to support the provision of community rehabilitation in the next 12 months?

A12. No, there are no current plans to cut/reduce services delivered in the Trust.

Q13. Does your system have a single accountable lead for rehabilitation working at director/board level?

A13. Yes, the Director of Primary Care & Older people Services, has lead responsibility for the Trusts Community Rehabilitation Services.

Q14. What is their name and job title?

A14. Clare-Marie Dickson – Director of Primary Care & Older Peoples Services.

Q15. If you do not have a single accountable lead with overall responsibility for rehabilitation working at director/board level, are you recruiting someone to take on this work? When do you intend to have someone in post?

A15. N/A.

Q16. Does your system have a non-board/non-director level employee with a specific remit/portfolio to take forward the development of rehabilitation services?

A16. No, the Trust does not have a non-board/non-director level employee with a specific remit/portfolio to take forward the development of rehabilitation services.

Q17. *What is their name and job title?*

A17. N/A.

Q18. *Does your system have a rehabilitation programme setting out plans to deliver, expand, integrate and redesign services?*

A18. The SPPG have been undertaking a regional review of intermediate care services, the out workings of which may lead to further developments within the service.