



Clinical Governance and Our Standards and Practises

Clinical Governance

1. We are committed to providing and monitoring a safe, clinical standard and effective service.
2. To achieve excellence, we are committed to clinical standards through the strategies below.

Recruitment

3. We employ case managers with a minimum amount of both clinical and case management experience, registered to their regulatory bodies and both CMSUK and BABICM registered. Ensuring all employees have a standard expected at Birchwood & Co Case management. All employees start on a 6-month training programme, that includes report writing, medicolegal training, safeguarding, GDPR and case management training as standards set by Birchwood & Co Case management.

Staffing and staff management

4. Staffing and staff management is vital to our ability to provide high-quality care. We need to have highly skilled staff, working in an efficient team and in a well-supported environment.

Education, training and continuing professional development

5. It is vital that employees supporting clients have the knowledge and skills they need to do a good job. It is for that reason that employees are given opportunities to update their skills to keep up with the latest developments as well as learn new skills.

6. Employees have access to training and ongoing development via face-to-face teaching, seminars, online e-learning and events.

Evidence-based care and effectiveness

7. Support for clients should be based on good quality evidence from research.

8. All employees have a minimum standard of training and adhere to their regulatory bodies for standards of practice, providing evidenced-based case management, adhering to both CMSUK standards of practice and BABICM's standards of competencies framework.

Service user experience and involvement

9. It is the responsibility of Birchwood & Co Case management to provide the highest quality care and it is important that we work in partnership with clients, families and carers. This includes gaining a better understanding of the priorities and concerns of those who use our services by involving them in our work, including our policy and planning. One way we gain the views of patients and carers is through our patient and carer feedback forum, which enables client feedback to help improve our service.

Clinical audit and reviews

10. Clinical audit is a way that we can measure the quality of the support our employees offer. It allows them to compare their performance against a standard to see how they are doing and identify opportunities for improvement. Changes can then be made, followed by further audits to see if these changes have been successful.

11. Work is audited for quality and case reviews are completed monthly to ensure we keep to the standards expected of Birchwood & Co Case management.

Our Standards and Practises

1. Professional standards
2. HCPC/NMC registered case managers
3. BABICM registered case managers
4. CMSUK registered case managers
5. Integrity and positivity
6. Focused on quality
7. Always striving to be better
8. Adhering to clinical governance and case management standards
9. Adaptable to individual needs
10. SMART goal-oriented
11. Seamless and clear invoicing
12. Positive about diversity and challenging behaviours
13. Dignity champions - putting the client at the centre of everything we do
14. Specialist knowledge
15. Complex orthopaedic injuries
16. Brain and spinal injuries
17. Complex care needs
18. Medico-legal requirements

19. Treatment provider and therapy network knowledge
20. Teamwork and learning
21. Regional local knowledge
22. 6-month training program and supervision
23. Case review and auditing of client cases
24. Shared experiences of multi-disciplinary teams
25. Up to date with rehabilitation and litigation practice and legislation
26. CPD development