

Identify the clinical requirements of their caseload and ensure staff have the competencies needed.

Every professional is responsible for working within their areas of expertise and knowing when to seek additional support or advice. The service is responsible for ensuring that the professionals it employs have the necessary knowledge, are offered training to gain it, and have access to extra support if needed.

To achieve this, the service must first identify the anticipated needs of accepted patients, investigate whether local or national standards or guidelines apply, and check that its team can meet the required standard. Further, the care home should regularly review its residents' needs and staff's skills, consider any likely or planned changes, and plan the continuing professional development of existing team members or recruit new team members. This could be done alongside each professional's annual appraisal.

In addition, it is vital that the service knows it has or can access the necessary competencies to meet the needs of each patient when admitted. This means that each referral must be carefully assessed, and if there are needs that the service cannot meet, external professional expertise must be made available.

Relevant competencies and caseload.

Indicative descriptors

- The service:
 - has a publicly available document summarising the scope of its expertise, which is reviewed annually.
 - obtains information about a person's needs before admission,
 - confirms that the identified needs can be met safely **or** delays admission until safety can be assured,

- The service:
 - Has an incident reporting system,
 - Reviews clinical incidents and, when necessary, undertakes changes such as offering specific training or increased staffing to reduce the risk,
 - Has processes or protocols to access additional predictable clinical expertise when a need is identified, such as a specialist nurse in tissue viability or advice on communication aids.

- The service:
 - identifies the 5-8 key competencies needed to provide specialist rehabilitation to their expected caseload,
 - reviews their caseload and this range of competencies annually to guide training and recruitment.