

Acknowledge and manage uncertainty and complexity.

Uncertainty and complexity are hallmarks of rehabilitation, and services must acknowledge this openly. Such acknowledgement is vital in formulating rehabilitation plans and managing risk, but decisions can be challenging, especially when services are less experienced and isolated.

It is helpful to have a close working relationship with other rehabilitation services or external professionals so that the team can discuss issues with them and find a more informed way of meeting the person's needs. In other words, the service should develop a local peer support network.

Uncertainty and complexity.

Indicative descriptors.

- The service's team members:
 - Have links with other local professionals to discuss specific professional challenges met in their work,
 - Meet regularly as a multi-professional group to discuss challenges in their caseload.
- The service has links with other local rehabilitation services or external professionals, who can be contacted informally or formally for advice and peer support.
- The organisation responsible for the service proactively organises a team debriefing when a particularly challenging situation has arisen, or an adverse event has occurred.
- Team members have:
 - easy access to resources that might give additional guidance.
 - targeted educational sessions focusing on repeated or frequently challenging situations.