

## Quality Standards for Providers of Rehabilitation

### Purpose

The provision of rehabilitation involves many disciplines of which most are already regulated by their own professional bodies. To provide one individual body capable of regulating all of these disciplines will prove difficult, if not impossible, but in the meantime, there is a need to provide purchasers with an assurance as to the quality and/or standard of service that they can expect from their chosen provider. With this in mind, BICMA proposes a generic document setting out minimum standards to be expected from practitioners involved in the rehabilitation process to include all disciplines, both medical and other.

### Agreement to these standards would constitute a commitment that:

a  
any person involved in providing the service shall be appropriately qualified, shall be a member of their appropriate professional body and shall act in accordance with the standards of practice of that professional body.

b  
there shall be, in respect of any such service as is provided, appropriate and proper professional indemnity and liability insurance.

c  
the duty of the provider of any service is to the injured party, who is at all times the client, and that duty shall be independent of any claim or litigation.

d  
the services and/or recommendations provided shall be appropriate, timely, reasonable and not influenced by the source of instruction..

e  
in the provision of any services, account will be taken of the availability of such services within the National Health Service and/or the relevant Statutory Services provisions.

f  
Terms of business and transactions, including any credit arrangements, will be open and available to inspection by any legitimate interest.

By adhering to these quality standards and conditions, the provider demonstrates both independence and the commitment to deliver a quality service and, despite no provision for regulation, should the provider be found to be in breach then he would in effect be in breach of the terms of his contract with the instructing party.

It is not intended that these standards should go in place of any eventual regulation that may be considered necessary and/or appropriate, but that they provide some assurances of the quality of provision of services in the shorter term.

Providers wishing to publicly adhere to these services should be provided with the opportunity of signing an appropriate document to be held by BICMA, who would undertake to provide a register of those providers willing to adhere to these standards on its website and the providers would be invited to declare themselves as signatories on their letterhead and/or marketing material.