

The National Confidential Enquiry into Patient Outcome and Death (NCEPOD) is a charity that works to make healthcare services better for the people who use them.

We do this by collecting information from people who have used healthcare services. Our work has led to lots of positive changes in how healthcare is provided.

## WHAT WE FOUND

Rehabilitation care was not well coordinated throughout the pathway; on admission to an ICU, at step-down to the ward and in the community.

Initial and subsequent assessments of rehabilitation need to set/update goals were not always undertaken.

Full multidisciplinary team (MDT) input was rarely available to meet all the rehabilitation needs of patients.

Ongoing rehabilitation needs/goals were often not shared between healthcare providers as the patient moved through the pathway.

Information for the patient or their family about the ICU admission and any lasting impact it may have was limited.

We collected information from hospitals, doctors, GPs and patients to see how rehabilitation care for people who were admitted to an intensive care unit (ICU) and were discharged from hospital could be made better.

## WHAT HEALTH SERVICES CAN DO

Assign a rehabilitation lead with oversight and responsibility for the provision of holistic rehabilitation.

Assessments should be repeated and documented at key stages along the patient's pathway from admission to community services and GP follow-up.

Make pathways clearer, to ensure the patient sees the correct specialist at the correct time for their rehabilitation needs.

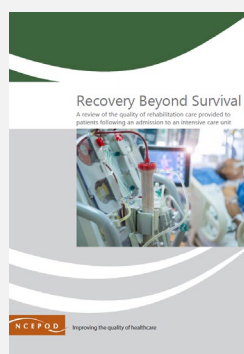
Provide patients with access to support services, physiotherapy, occupational therapy, and psychology services for their rehabilitation as needed.

Provide a service which is appropriate for patients at different stages of rehabilitation throughout the pathway.

For information about ICU and your recovery visit:

ICUsteps  
Faculty of Intensive Care Medicine  
ICU Delirium

[www.ncepod.org.uk](http://www.ncepod.org.uk)



## WHAT YOU AS A PATIENT/CARER CAN DO

**Ask your hospital team for contact details of your rehabilitation coordinator.**

**Ask your rehabilitation care team about your specific rehabilitation goals and how your progress will be monitored.**

**Ask your care team when will your rehabilitation needs be reassessed.**

**Ask your care team about which follow up appointments you have scheduled. Find out which specialists will be involved in your rehabilitation care.**

**Ask your care team whether there is a peer support group that you can join.**

**Be involved in decisions regarding your rehabilitation care following admission to critical care.  
Share your rehabilitation goals with your family and carers.**

***Remember:* No question is too small or unimportant. Your healthcare team wants to help you understand your recovery and feel confident about your care. If you don't understand something, keep asking until you do.**