

Case Study for Swansea 6 month assessment team

Overview of service provided:

We have a very structured stroke care pathway starting from acute stroke care, rehab/complex discharges; 6 monthly assessments; and early supported discharges. We all work well as one Multi-disciplinary team with communication vital due to the number of patients that we have admissions/discharges and also working across different sites.

The six monthly assessments are set up due to the patients' needs changing overtime; they still can find it difficult to adjust not just physically but also psychologically and emotionally.

We run a 1 to 1 face to face service we try and get people into clinic for around the four month period and then 6 months. This gives me time to build a rapport with the patient and try and assess where they are within their recovery. Some of these patients are needing extra referrals or advice which I then provide. This benefits patients as they are not waiting too long to hear regarding follow up appointments and do not feel as if they have just been left to get on with it. We will also carry on seeing patients for as long as necessary as we all know stroke is very complex which in turn leads to complex issues.

We send out official clinic letters for patients to attend the appointments however we also phone the patient/ carer a week before and also a day or two before the appointment is due as short term memory is often affected; this then enables us to use our time efficiently and if for a number of reasons the patient cannot or not want to attend for a particular reason we can then fill up the clinics with the majority of patients attending.

If the patient is house bound we will conduct house visits on the six monthly interval unless requested and we will go out earlier. This enables us to conduct the 6 monthly assessment but to also see if the patient/family are coping well or the residential/nursing home are.

We always give our contact details to patients this includes ward based telephone/ mobile but also email address. This benefits the wide range of patients that we have as some would prefer telephone but quite a few of our patients prefer email. It also enables us to pick up the messages quicker.

Stephanie West

Stroke CNS

Swansea locality