

Suffolk stroke early supported discharge service

Patient information



Up to six weeks of personalised rehabilitation at home to help you recover from a stroke.

Introduction

The Suffolk stroke early supported discharge service brings together hospital staff, experienced stroke-specialist therapists and rehabilitation assistants, and voluntary organisations to work together with patients and their carers.

Our staff deliver intensive programmes of rehabilitation within patients' own homes across Suffolk. These specialist rehabilitation programmes are designed to meet individual patient's needs and are based on patient identified goals.

Stroke education and training for our patients and their

carers is an essential part of our service, as is sharing our knowledge and learning with other health professionals. Working in partnership with existing health and social care services in Suffolk, helps us to contribute to improving longer term outcomes for stroke patients.

The service is provided by an alliance of organisations, including West Suffolk NHS Foundation Trust, East Suffolk and North Essex NHS Foundation Trust, Suffolk County Council, working alongside charity and voluntary sector organisations.



How we can help you

What is the Suffolk stroke early supported discharge service?

We are a team of healthcare professionals offering rehabilitation to stroke patients at home to aid early discharge from hospital. This is a free of charge NHS service.

What does the team do?

We provide a specialist stroke rehabilitation service following an acute stroke, to help you achieve your optimal level of independence. The aim is to help you safely get back on your feet as rapidly as possible, in a supported way.

Who is in the team?

The team includes specialist physiotherapists, occupational therapists, speech and language therapists, assistant practitioners and rehabilitation assistants alongside a clinical psychologist. An administrator and a team coordinator help with arranging visits and matching patients up with the best people in our team.

What can patients and carers expect?

Once you are home, we will provide therapy, treatment, care or advice as needed, to improve your recovery and independence after a stroke.

This is an intensive service for up to six weeks, which provides individualised therapy programmes that reflect your own personal goals, which we will help you set.

The team provides a patient-centred service that also includes carers, friends, and loved ones where appropriate.

The service includes therapeutic interventions, stroke education and training to promote independence and longer term self-management.



Does the service take all stroke patients?

Not all stroke patients are eligible. We take patients who have had an 'acute' stroke. Our team works closely with hospital stroke services to identify the patients who would most benefit from our service.

To be eligible for this service, it is essential that you are safe within your home environment, with or without a carer present, and you are able to cope with an intensive programme of rehabilitation for up to six weeks.



How are referrals made to the service?

The service receives referrals from hospital stroke services, including from West Suffolk Hospital and Ipswich Hospital.



How long will we work with you for?

Our service provides interventions with individual patients for up to six weeks. You may be discharged earlier, as your rehabilitation programme is created with you and reflects your personal goals and clinical needs.

At the end of the programme we may refer you on to other local services to help you continue in your recovery. We'll discuss this with you as part of discharge planning from our service.

Where is the team based?

We have two bases: one in Bury St Edmunds and another in Ipswich. Generally the team will be out working with patients in the community, supporting you in your own home.

When is the team available?

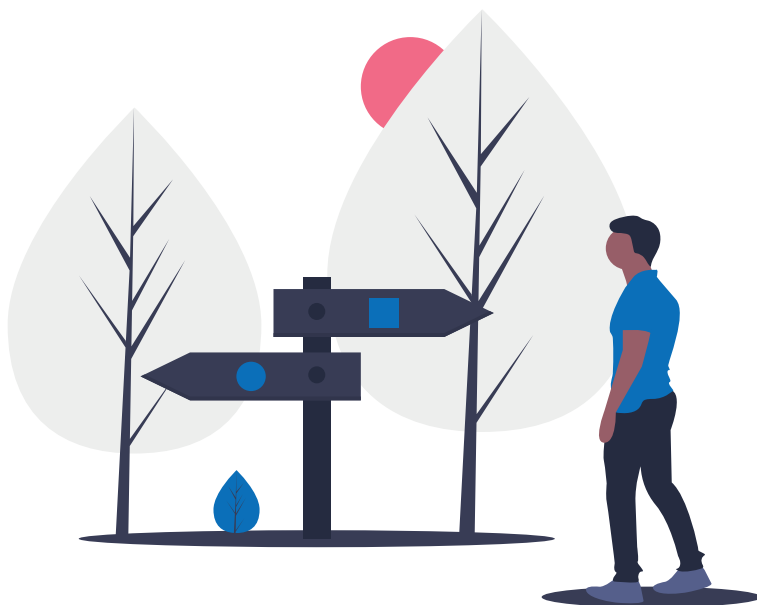
The service runs from 9am until 5pm, Monday to Friday. We do not provide a weekend, bank holiday or overnight service. You can call us on 0345 5045421 or email suffolkesd.referrals@nhs.net

What happens after discharge from this service?

Our main aim is for you have achieved your agreed rehabilitation goals, and be on a good recovery path. If you still need support after your initial rehabilitation, we will put you in touch with appropriate services to support you.

What are student placements?

We occasionally have students on placement accompanying our team to help them in their training. You may also be asked if you would like to take part in any research trials. This is entirely up to you, and you do not have to take part if you don't want to.



Discharge from hospital

Your hospital stroke team recommend you for early discharge, with up to six weeks of intensive support from our team. We'll help you recover at home from your stroke.

Phase one: getting started

We carry out an initial assessment and work with you to decide on your personal goals. We develop your stroke rehabilitation programme and arrange visits from our team of specialists, beginning your programme of treatment and support.

Phase two: helping you recover

Your therapy sessions continue, and we monitor your progress against your goals. We look at prevention, health promotion, and stroke education, including health needs that other teams can better support you with – we'll put you in touch with them.

Phase three: looking to the future

Your therapy continues and we keep reviewing and updating your goals. We begin to look at your discharge plan and what ongoing support you might need.

Phase four: assessment and next steps

Your therapy enters the final phase and we agree your discharge plan with you and your carer, if you have one. We'll review your progress and complete your outcome measures.

Discharge from our service

We hand over your care to your GP and other services that we have identified can help you. We'll update your GP and your referring consultant on your progress in recovering from stroke.

How do I contact the team?

You can call us on **0345 5045421** or send an email to **suffolkesd.referrals@nhs.net**

We have two main bases:

- The Stables Allington House, 427 Woodbridge Road, Ipswich, IP4 4ER
- 4 Bunting Road, Bury St Edmunds, Suffolk, IP32 7BX

The service runs from 9am until 5pm, Monday to Friday. If you need support out of hours please use other NHS services, including NHS 111 and your GP out of hours service.

In an emergency, always call 999 for urgent help.

You can also find more information on our website:

www.wsh.nhs.uk/esd

Feedback

We are keen that the service is responsive to your needs. We will ask you to complete a questionnaire to help us keep improving the service we offer.

Patient Advice and Liaison Service (PALS)

You can receive help with queries about our services, or provide feedback about them, by contacting our PALS. You can email **PALS@wsh.nhs.uk** or call **01284 712555**.

If you would like this publication in large print, Braille, alternative format or in a different language, please contact us.

