



Communication Access Project

Progress Report March 2011



connect
the communication disability network

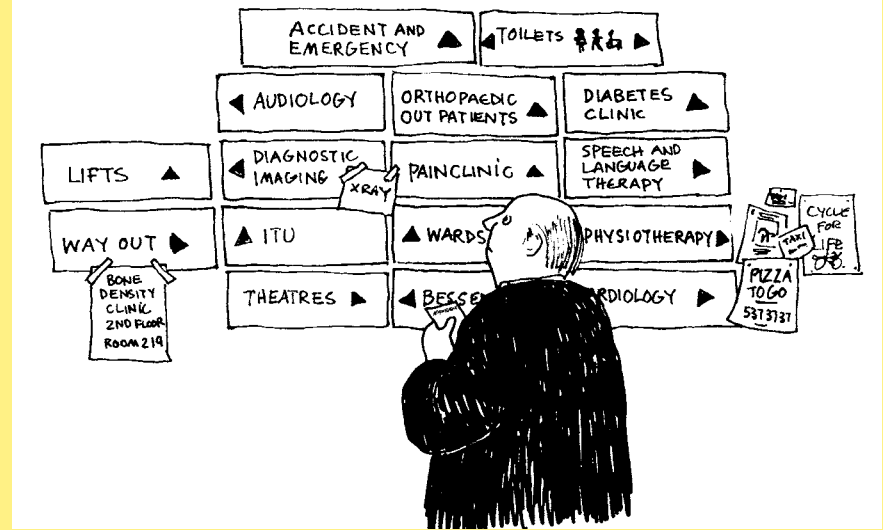


**NOTE: Please email Alice Jenner
(alice.jenner@slcsn.nhs.uk)
for the latest figures prior to
presenting!**



Why communication access?

- National Stroke Strategy (NSS) 2007
- London Strategy - HfL
- 11 000 strokes per year in London – 1/3 communication difficulties
- Get it right for people with communication difficulties get it right for everyone
- People need lifelong access health, social and community services



“People who have had a stroke, and their relatives and carers, have access to practical advice, emotional support, advocacy and information throughout the care pathway and lifelong.” QM 3 NSS

What are the aims?



1. To raise awareness of communication access across health, social and community services
2. Improve communication access through practical changes
3. Involve stroke survivors in service developments and evaluation

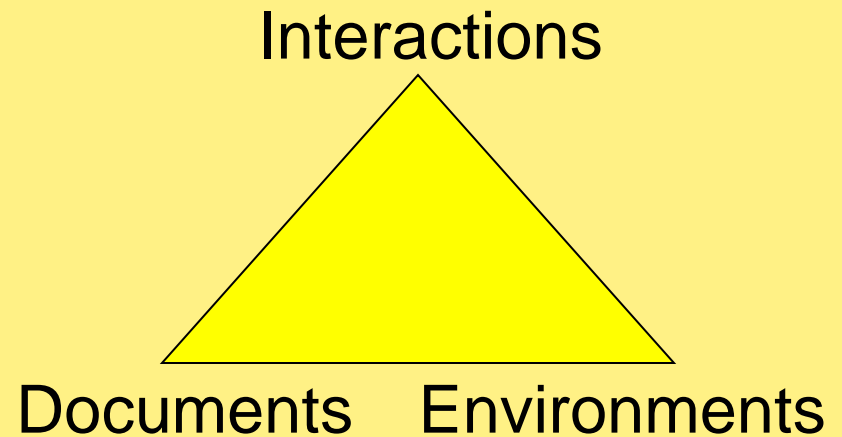
How?

- April 2010 to March 2011
- Communication Access Toolkit Training Model
- 3 stages
 - *Recruitment and training*
 - *Cascaded training*
 - *Evaluation*



What is the Communication Access Toolkit?

- Resource to train staff in principles of communication access
- 2 day training
 - Experience the training
 - Support to cascade
- Covers 3 domains
 - Interactions
 - Documents
 - Environments
- Encourages action



What have we achieved so far..?

Recruited and trained (Sep 10)

- 22 champions recruited
 - ┆ 10 North East London
 - ┆ 12 South London
- Range of sites
 - ┆ Ambulance
 - ┆ Nurse/HCAs
 - ┆ Volunteer/stroke survivor
 - ┆ Social worker
 - ┆ Advocates



What have we achieved so far?



Cascaded training results (March 2011)

North East London	Number of sector people trained	79
	Number of pledges made	75
South West London	Number of sector people trained	53
	Number of pledges made	40
South East London	Number of sector people trained	37
	Number of pledges made	15
TOTAL	Number of sector people trained (TARGET: 600)	169
	Number of pledges made	139

Measures of success?



- 1. To raise awareness of communication access across health, social and community services**

number of champions 22 (25)

number of people trained 110 (600)

qualitative pre/post measure of Interactions, Documents, Environments

- 2. Improve communication access through practical changes**

number of pledges carried out 70 so far... and rising

Measures of success?



3. Involve stroke survivors in service developments and evaluation

2 x panels of local people with aphasia

feedback/judges pledges

Networks funds to implement winning changes

What do the champions think about it? Visit Network Newsletter for links to video comments from champions.

<http://www.slcsn.nhs.uk/files/newsletters/stroke-news/stroke-news-jan2011.pdf>

Sustainability?



- Encouraged champs to recognise 'star trainers'
- Train them up to be trainers
- Double cascading – reach further
- Mentoring/follow up day
- Connect 'register of trainers' - linking with other CAT trained champs

NB. CQC stroke review results – attention is on access for people with aphasia – this training can address those needs so timing better than ever!

Project Partners



For more information about the project visit:

North East London Cardiovascular and Stroke Network

<http://www.nelcvsn.nhs.uk/>

South London Cardiac and Stroke Network

<http://www.slcsn.nhs.uk>

Connect: The Communication Disability Network

www.ukconnect.org

Acknowledgement and thanks go to all champions' organisations in North East and South London.

References/useful links



National Stroke Strategy 2007 (DH)

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_081059.pdf

London Stroke Strategy (HfL) 2008

<http://www.healthcareforlondon.nhs.uk/assets/Stroke/London20stroke20strategywebversionFINAL.pdf>

Stroke Rehabilitation Guide: supporting London commissioners to commission quality services in 2010/11. (HfL)

http://www.healthcareforlondon.nhs.uk/assets/Stroke/HealthcareforLondon_Stroke-rehabilitation-guide.pdf

Accelerating Stroke Measures Aug 2010 - NHS Improvement

<http://www.improvement.nhs.uk/stroke/MeasuringforImprovement/Usefuldocuments/tabid/187/Default.aspx>

Life after stroke commissioning guidelines (CSL) 2010

http://www.csl.nhs.uk/Publications/Documents/Life_after_stroke.pdf

Care Quality Commission: Supporting Life After Stroke (Special Review) Jan 2011

http://www.cqc.org.uk/db/documents/CQC_Stroke_review_national_report.pdf