

Developing a Seamless Service the Medway Experience

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Introduction

- Stroke Services Medway & Swale
 - Philosophy of Care
 - Stroke Pathway – who and what and where
- Seamless Transfer of care
 - Risks
 - Supporting effective transfer
- Recent Developments

NHS

Medway

Community Health Care



..... leading the way in excellent health care

Philosophy of Care

We aim to provide a service which:

- Supports people who have had a stroke to live as independently as possible.
- Treats people who have had a stroke in the most appropriate setting including hospital, home or residential care.
- Is centred around the needs of the individual.
- Develops staff to provide expert care and a high quality service that actively participates in research.
- Is based on critically appraised clinical guidelines and evidence.
- Facilitates good working practices and communication in an integrated multi disciplinary team.
- Ensures a smooth transfer of care across the Stroke pathway.
- Raises awareness about stroke and its prevention.
- Actively seeks the involvement of people who have had strokes and their families and carers across Medway and Swale

What are we?

- An Integrated Stroke Service:
 - Prevention
 - Immediate Care
 - Early and Continuing rehabilitation



How are we made up?



Medway

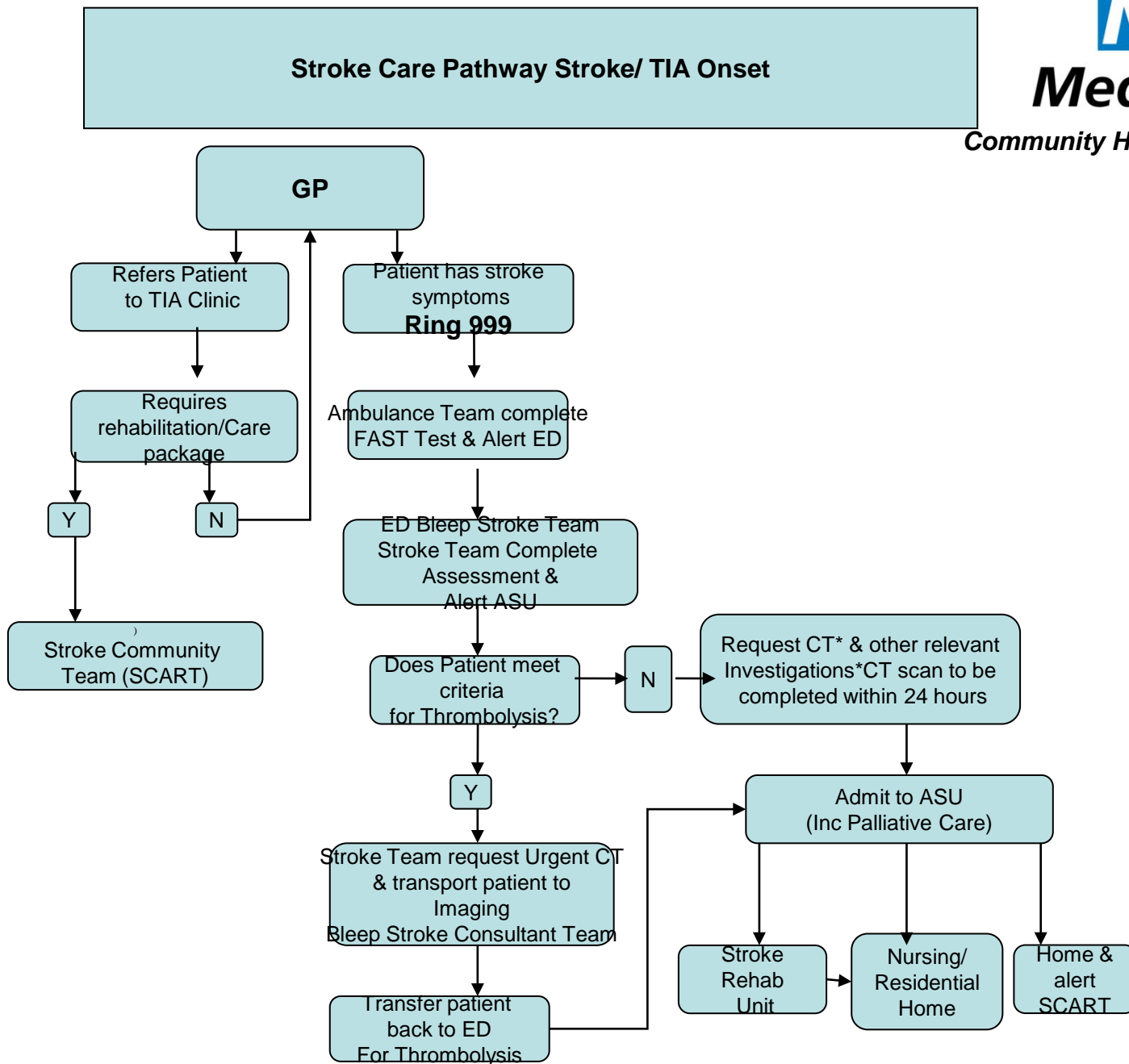
Community Health Care

- TIA service
- Hyper-acute Care
 - out of hours service provided within a West Kent and Medway rota.
- 24 Bedded Acute Stroke Unit
- 15 Bedded Stroke Rehabilitation unit St Barts Hospital
- 8 Bedded Stroke Rehabilitation Unit Sheppey Community Hospital
- SCART (Stroke Community Assessment Rehabilitation Team including ESD)

Medway Community Healthcare Stroke Service Staff

Medway
Community Health Care

- Admin & Clerical Officer
- Consultant Practitioner
- Manager
- PA Stroke Service
- Stroke Specialist Practitioners
- Care Managers
- Dietitian
- Nurses
- Occupational Therapists
- Physiotherapists
- Speech & Language Therapists
- Stroke Rehabilitation Assistants
- (Stroke Team Bleep Holder)



Integrated stroke service across Medway and Swale

- Stroke Operational Policy
- ASPIRE Group
- Community Rehab Group
- Patient Information folder
- Moving on group
- Health Promotion Group
- Acute Stroke Database
- Whole pathway Action Plan



What supports our service?

- Goal setting meetings
- MDT meetings
- Family meetings
- SPOT Groups
- SaLT Groups
- Supported education training
- Dysphagia training
- In and out reaching



Staff support and development

- Peer support groups
- In-service training
- Clinical effectiveness meetings
- Mentors
- Appraisals
- Supervision
- Stroke Services Team Days





Medway

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Seamless transfer of care

Risks if transfer is not effectively planned and co-ordinated

- Patient and family are frustrated
- Patient and family misconceptions
- Transfer may be delayed
- Appropriate support is not available in a timely way
- Repeated assessment and collection of information
- Different systems and processes to navigate.
- Patients are readmitted.

Co-ordination of transfer supported by:-

- Agreed pathway
- Patient information
- MDT meetings that include current team and representation from transfer destination
- Family Meetings
- Case Conferences
- Agreed goals and objectives

Co-ordination of transfer further supported by

- Understanding of the pressures in different parts of the pathway
- Recognition that patients can present differently in different environments
- Close working relationships between health and social care and voluntary sector
- Single point of contact
- In/out reaching approach

What have we recently implemented

- Multidisciplinary assessment and review tool
- Goal setting process across pathway
- Increased research capacity
- The Stroke Specialist Practitioner Roles

Thank you

Any questions?