Suffolk Stroke Early Supported Discharge Service
Norfolk Community Health and Care NHS Trust (NCH&C) has successfully developed an Early Supported Discharge Service (ESD) for stroke patients in Suffolk.

Our NHS trust has offered a similar service in Norfolk for the past five years and we have brought all of that experience and learning to benefit stroke patients in Suffolk, funded by West Suffolk and Ipswich and East Suffolk Clinical Commissioning Groups.

NCH&C is an NHS Trust which delivers over 70 different NHS services to the people of Norfolk and neighbouring counties. As well as stroke services, the Trust’s 3,000 experienced staff deliver NHS services ranging from children’s services to end of life care.

The Suffolk Stroke ESD Service includes experienced therapists and rehabilitation assistants, among others, who work together with patients and their carers to deliver this service.

The staff will deliver intensive programmes of rehabilitation within patient’s own places of residence, across Suffolk.

These 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, and sharing our knowledge and learning with other health professionals, working in partnership with existing health and social care services in Suffolk, will help us to contribute to improving longer term outcomes for stroke patients.

What is the Suffolk Stroke Early Supported Discharge Service (ESD)?

We are a team of healthcare professionals offering rehabilitation to stroke patients in their own home to aid early discharge from hospital. As an NHS service we are free of charge.

What does the ESD Team do?

We provide a specialist stroke rehabilitation service, following an acute stroke in order to enable you to achieve your optimal level of independence.

What can I expect from the ESD Team?

We will see you before your discharge from hospital and once you are home we will provide therapy, treatment, care or advice, as needed, to improve your recovery and independence after a stroke.

What happens after discharge from this service?

Our aim is for our patients to have achieved their agreed rehabilitation goals. If you still need support after your rehabilitation, the appropriate service or agency will be arranged.

(Please note: you may be financially assessed by social services if further care is required).
Patient discharged from acute hospital
- Referred as eligible to Suffolk Stroke Early Supported Discharge Service (ESD) and admitted for up to six weeks of therapy – an example is outlined below

**Week One**
- Initial patient assessment by ESD Team
- Patient’s goals determined
- Admission outcomes measures completed
- Intensive Rehabilitation Programme developed
- Visits arranged

**Week Two**
- ESD Rehabilitation Assistants deliver therapy sessions
- Patient’s progress assessed & programme reviewed
- Identification of health needs that fall outside of the service and referral to appropriate team. For example, pressure area / wound care / continence

**Week Three**
- Ongoing therapy sessions
- Ongoing review of patient’s goals, progress & programme
- Mood screen

**Week Four**
- Ongoing therapy sessions
- Ongoing review of patient’s goals, progress & programme
- Carer Assessment as required
- Secondary prevention, health promotion and stroke education offered
- Discharge Planning with patient & carer, & other local services for seamless transfer of care

**Week Five**
- Ongoing therapy sessions
- Ongoing review of patient’s goals, progress & programme
- Reduce visits as appropriate
- Patient referred onto other services as required

**Week Six**
- Review patient’s goals
- Review Discharge Plan with patient & carer
- Complete outcome measures

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I would like to thank the team for helping me through a very difficult period with excellent support that has got me back on my feet. Thank you and well done...

Outstanding! The team work over and above their call of duty. Sincerest and most grateful thanks to all the team. Without them we would not have the ‘knowledge’...

The care I have received has been marvellous and the staff gave me the encouragement and guidance to enable me to get better. I am very grateful to everyone. This really is a very special team...

Wonderful, dedicated, caring people. Thank you from the bottom and top and all around my heart…
Does the ESD Service take all stroke patients?
The Suffolk Stroke ESD Service takes patients who have had an ‘acute’ stroke. The team will work closely with hospital stroke services to identify those patients who would most benefit from our service. Not all stroke patients are eligible.
To be eligible for this service, it is essential that the patient is safe within their home environment, with or without a carer present, and is able to tolerate an intensive programme of rehabilitation for up to six weeks.

How are referrals made to the ESD Service?
The service will receive referrals from the hospital stroke services, which are part of the West Suffolk NHS Foundation Trust and the Ipswich Hospital NHS Trust.

What can patients and carers expect?
This is an intensive service for up to six weeks, which provides individualised therapy programmes that reflect the patient’s goals.
The team will provide a patient-centred service that includes the carer as much as they wish to be involved. The service will include therapeutic interventions, stroke education and training to promote independence and longer term self-management.

How long will an ESD intervention last?
The Suffolk Stroke ESD Service provides interventions with individual patients for up to six weeks.
Some patients may be discharged earlier, as the rehabilitation programme we create with them will be based upon their goals and clinical needs.
Other patients may need further intervention that is less intensive and will therefore be referred on to other local appropriate services. This would be discussed with the patient as part of their discharge planning from our service.

Who is in the team?
The team includes physiotherapists, occupational therapists, speech and language therapists, a clinical psychologist and rehabilitation assistants, alongside social care, dietetic support and a consultant with a special interest in stroke.
There will also be a team lead who will act as the interface between the service and other local services, who will lead the continued development and improvement of the service and its staff.
An administrator and a team coordinator will arrange visits and caseloads.

Where will the team be based?
The team will be divided into two ‘sub teams’ to cover the area of east and west Suffolk (excluding Waveney).
There are two bases: one in Bury St Edmunds and another near to Ipswich Hospital. But although these are their work bases, the team will be with patients in the community for the majority of the time.

How do I contact the team?
The Stables, Allington House, 427 Woodbridge Road, Ipswich, IP4 4ER
Abbotsgate House, Hollow Road, Bury St Edmunds, IP32 7AP
Telephone number for both sites: 0345 5045421

When are the ESD Team available?
This service runs from 8am until 5pm, seven-days-a-week. Depending on your rehabilitation needs, we will arrange visits accordingly.
We do not provide an overnight service.

Out of Hours:
For medical care: call your GP or in an emergency 999

Feedback
We are keen that the service is responsive to your needs; therefore it would be greatly appreciated if you or a family member would complete a questionnaire, which will be provided with a stamped addressed envelope.
Accompanying our team we may have students on placement, you may also be asked if you would like to take part in any research trials, but your permission will be sought first.

A huge thank you for being my mother’s guardian angel. You are wonderful, dedicated and seriously caring people. All of my heart thanks you...
Your experience of our care

As part of our aim to continually improve the quality of our services, we need to know what you think about the care we have provided. We want to hear any comments you may have so that we can keep getting better, together.

If you do have concerns about any aspect of your own, or your relative’s care during your time with our service we would urge you to speak to a member of staff as soon as possible to help us put things right straight away.

We also love to receive your positive feedback and compliments as these let us know we are doing our job correctly – letters and cards can be handed to a member of staff.

Comments, Compliments and Complaints

A leaflet on how to formally lodge your Comments, Compliments and Complaints is available from a member of staff or you can log onto our website at: www.norfolkcommunityhealthandcare.nhs.uk

Patient Advice and Liaison Service (PALS)

NCH&C PALS offers support and advice for patients and carers and can help to answer your queries / comments on:

Freephone (landlines only): 0800 088 4449
Email: pals@nchc.nhs.uk

Have your say!

We encourage you and your family to be involved in our service. You can give us feedback about the care you have received and help us to improve our services by completing a patient satisfaction survey. You can also give us your opinion about future service development by attending meetings.

Contact information

The Stables, Allington House,
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Tel: 0345 5045421
Email: suffolkesd.admin@nchc.nhs.uk

If you would like this publication in large print, Braille, alternative format or in a different language, please contact us on 01603 697300 and we will do our best to help.

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