

Introduction:

The Northamptonshire Community Stroke Team (N-CST) is nationally acclaimed as a leading example of an integrated stroke service (ICSS) model, providing stroke specialist, 7 day a week, needs based, community rehabilitation. N-CST was one of three pilots to assist NHSE/I in the development and validation of this ICSS model.

Method:

Over an 18-month period the team developed an enhanced service model which included:

- ✓ An in-house CST reablement service that provides therapeutic reablement care at home within 24 hours of discharge
- ✓ A Vocational rehabilitation service to assist patients to return to work
- ✓ A patient and family support service of patient volunteers, a patient forum, an online community network 'George's Place', peer support workers and remote and face to face wellbeing and support groups
- ✓ A 'self-directed rehabilitation pathway' that provided training to all MDT staff across entire stroke pathway to deliver conversational rehabilitation coaching to patients for wellbeing and self-management.

Working in partnership with our patients so they can live meaningful, fulfilling and enjoyable lives beyond their stroke.

Result:

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- ✓ Patients received a responsive, intensive, needs based service.
- ✓ Patients are seen within 24 hours for care, previously 5 weeks and 48 hours for wellbeing support, previously one year.
- ✓ Over 90% of patients achieve their rehabilitation goals.
- ✓ 90% of patients maintained their employment status.
- ✓ Patients are seen within 14 days for peer support and secondary prevention.
- ✓ The team have 300 patients on their bespoke education platform - Georges Place.
- ✓ Via survey, 99% of patients state that our service exceeds their expectations.

Conclusion:

This project has shown how coordinated seamless care, delivered by one team can produce excellent patient outcomes and the service has been substantively funded to continue by commissioners, being a first of its kind service.