

Quality Assurance Visit Report

Service: Community Stroke and Neuro
Date: 28/09/2017
Time: 10am-12pm

Summary

Healthwatch Newham (HWN) visited this service as part of joint Quality Assurance Visits with Newham Clinical Commissioning Group (CCG).

The Community Neuro Service is a multidisciplinary team specialising in rehabilitation and management for people who have a neurological condition including stroke. Therapy is provided in the patients' own home or appropriate community location. The service provides specialist, coordinated advice and treatment to maximise independence, limit disease progression, reduce hospital admissions and facilitate smooth transition home following a hospital discharge.

On the day of the visit service users were attending for their weekly exercise class. HWN consulted with two service users or their carers at the centre and six 6 on the phone, who were contacted with prior permission.

Involvement in Care Discussions:

All patients and carers felt involved with discussions around their care.

Staff relationship:

All patients have an excellent relationship with staff. Patients felt staff care about them and their treatment.

Treatment plan:

5 out of 7 service users or their carers had the treatment explained to them by staff.

Communication and information:

Centre staff communicate very well with patients, who feel they are well informed about the service, both verbally and in writing. Patients also reported that staff ask for their consent before delivering treatment and explain what they will do.

Call for assistance:

Patient reported that there are always staff members available so it is not necessary to call for help, however patients and carers were aware of numbers to call if need be.

Referral:

3 out of 8 SU's or their carers couldn't remember their referral process, but for those who did it was usually via their Physio, GP or keyworker.

Overall

Patients have had a good experience at the Community Stroke and Neuro centre and spoke highly of the staff. There is a lot of interaction between staff and patients.



Patients’ comments about the service:

“Everything I have asked for they have done, they have been 100%. Brilliant staff!”
 “Dad loves coming here”
 “Always checks everything is ok with my health
 “Fantastic, feel you're healthy again, they are friendly and help with my recovery.”
 “Very useful, staff are nice and prepared to help”
 “They go the extra mile. Very happy!”
 “Very good care”

Recommendations

Patients would appreciate more flexibility with their exercise timetables and longer sessions with a service user stating they would prefer one session a week instead of two but over a longer period of time/ longer sessions.

Service Response:

Community Neuro Service is very pleased with the feedback from Healthwatch report. We are always listening to our patients and we will address the recommendation on all areas for improvement mentioned in the report.

I just want to highlight that some of our patients have cognitive impairments and may experience fatigue, making it difficult to cope with longer sessions of group therapy. Also we follow the best evidence which indicates the issue of frequency and intensity to get best clinical outcomes.

Claudia Bull
 Clinical Lead Community Neuro Service