

## The Stroke Nurse Service

### RATIONALE

- Following SIGN Guidelines
- Delivering QIS Standards
- In line with Better Health, Better Care [2007]

*'NHSScotland should deliver patient centred care which is respectful, compassionate and responsive to individual patient preferences, needs and values.'* Better Health, Better Care [2007]

*'At every stage in the process, from admission to long term support in the community, patients and carers need to be provided with the fullest possible information, and encouraged to take the maximum responsibility for their own recovery.'* SIGN 64: Management of Patients with Stroke

### WHO IS THE STROKE NURSE?

An experienced Registered Nurse who enables the individual to achieve personal goals within their own capabilities.

The Stroke Nurse has a key liaison role with statutory and voluntary agencies.

*'She listened, advised and encouraged me.'* Stroke Patient

*'My CHSS nurse has seen me through, what has been a quite difficult and traumatic time, and with the help of his support I am now not only physically fit but also able to cope mentally with what lies ahead.'* Stroke Patient

### WORKING TOGETHER

Complementing existing provision and responsive to change, in partnership with the NHS and Stroke Managed Clinical Networks [MCN].

*'...provides an additional and valuable resource to tap into and promotes an ethos of joint working with CHSS, who have been a valuable and active contributor to the Stroke MCN'* NHS Stroke Coordinator



### MODELS OF DELIVERY

Tailored to need:

- Home visits
- Nurse-led clinics
- Telephone contact
- Letters
- Use of technology; e-mail, text...

*'A welcome and useful service, a bridge between the hospital environment and being "independent" at home, useful being able to talk to an experienced professional who has that bit more time than other health staff'* Stroke Patient

### ENSURING QUALITY

Reviewing and enhancing service by:

- Patient, carer & professional evaluation
- Audit
- Training Opportunities
- CHSS support, development and appraisal processes

*'This experience has provided me with essential knowledge in regards to the Stroke Nurse role and how stroke can affect an individual's lifestyle and that of their family, carers etc. I'm now aware of support and services available for Stroke patients to enable them to be involved in the community...This has been a valuable essential experience'* Health Professional on shadowing visit

### WHAT DOES THE SERVICE DELIVER?

Providing individualised information, advice and support to people affected by recent diagnosis of Stroke/TIA and their carers.

*'...provided the support I required, showed me the way forward and gave me the determination I needed.'* Stroke Patient

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