



NHS Highland

Stroke Case for Change Success Story

What is the issue?

- There was no specialist stroke nursing care in care home for a man living with a stroke living with aphasia and personality changes.

How do you know the problem exists?

- The problem was fed back through the Stroke MCN Patient Subgroup through his carer. She recognised that the he needed specialised care in the care home he was discharged on to from the stroke unit. However the care home did not have the knowledge and expertise that the stroke unit had.

How has the problem affected the patient/carer experience?

- Both the patient and his carer were demoralised and distressed because the staff could not care for his specific needs following the stroke. This further emphasised his loss of functionality following the stroke along with his physical and emotional discomfort.

How has the problem affected staff?

- Staff may have felt frustrated and confused when they were unclear how to care for the patient with no training in the communication support needs and cognitive changes that were affecting this gentleman.
- They may have had to take extra time unnecessarily for care due to their lack of knowledge on how to communicate with him. This added to their stress levels and taken them away from other patients.

What are the national guidelines on the topic?

Your Health, Your Rights: The Charter of Patient Rights and Responsibilities

The Scottish Government, 2012

- You have the right that the NHS services you receive in Scotland take your needs into account. Your health board is committed to taking account of your needs when providing health services. Page 5

What are the local guidelines saying on the topic?

NHS Highland Local Delivery Plan 2011- 2012 quoted from the *Healthcare*

Quality Strategy for NHSScotland The Scottish Government, 2010

Healthcare Quality Ambitions

- **Person-centred** - Mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrate compassion, continuity, clear communication and shared decision-making.

How exactly do you want things to change?

- The needs of people living with stroke should be taken into account by the staff delivering care in care homes in NHS Highland.

How did the Stroke MCN respond to this Case for Change?

- The Stroke Co-ordinator for NHS Highland set up a specific group for relatives of people in care homes.
- They developed a checklist of what people should be looking for when choosing a care home for someone living with a stroke.
- Some care homes were offered training by the Stroke Co-ordinator.