



Sentinel Stroke National Audit Programme (SSNAP)

Audit of longer term (post-acute) stroke services

Phase 1: Audit of longer term
stroke service funding

This report is for stroke
survivors and their families

July 2015

Easy access version

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Introduction to SSNAP Easy Access report

This is a report about a project called the **Sentinel Stroke National Audit Programme (SSNAP)**.

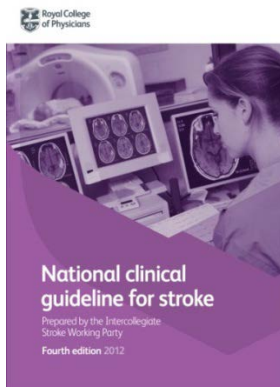
The report tells stroke survivors and their families about **longer term stroke services** in England, Wales and Northern Ireland. **These services treat and help stroke survivors when they leave acute hospital.**

The information is written in a way that is **easy to understand** but you may want someone to **help** you when you **read** this report.

What is SSNAP?

SSNAP **measures** stroke services in **hospitals** and in services which provide **longer term care**. It does this to improve the quality of stroke services.

SSNAP produces a **guideline book** which **tells hospitals and longer term services** how to organise a **good quality** stroke service.



The guideline book '**National clinical guideline for stroke**', is available to all stroke services in England, Wales, Northern Ireland, the Isle of Man and the Channel Islands.

SSNAP also collects information from hospitals about the care given to stroke patients from the time they **arrive at hospital** to **6 months after stroke**.

SSNAP aims to **improve stroke services and care** for stroke patients.

The **Royal College of Physicians (RCP)** runs SSNAP.

NHS England and NHS Wales (Welsh Government) pay for SSNAP.

The **Stroke Working Party** guides SSNAP.

This includes

- people who work in stroke
- charities such as the Stroke Association
- stroke survivors.

Thank you to the following, who made this report easy to read

- **Speakeasy**, a charity based in Bury, which supports people with aphasia
- The **stroke survivors** on the working party
- Sally and Chris Grater, people who attended the Stroke Assembly 2015.

Audit of longer term stroke services

In 2014 SSNAP carried out an audit of **223 organisations that fund** longer term stroke services. These organisations are:

Clinical Commissioning Groups (CCGs) in England

Local Health Boards (LHBs) in Wales

Local Commissioning Groups (LCGs) in Northern Ireland

Each funding organisation has its **only local area**. They look at what longer term stroke services are **needed in that area** and fund them to be there.

This audit looked at **how many** long term stroke services are **funded** by these organisations. This is the **first time** SSNAP has done this.

We **compared** the results in **England, Wales and Northern Ireland**.

How to read the results

This report gives information about **12 types of longer term services** being funded.

There is a list of **useful words** and their meanings on **page 36**.

This report will show information in different ways:



This symbol can mean:

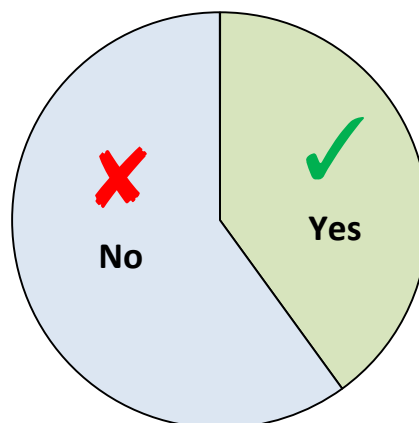
- **Yes or,**
- **Funded**



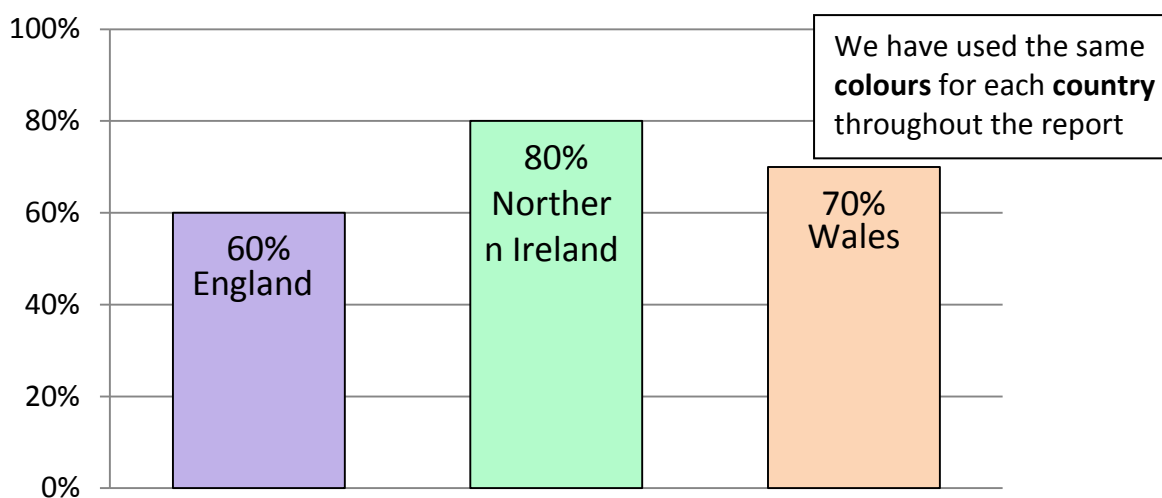
This symbol can mean:

- **No or,**
- **not funded**

These symbols will be used like this:



When we compare the differences between countries the chart will look like this:



Maps

We will use lots of maps in this report.

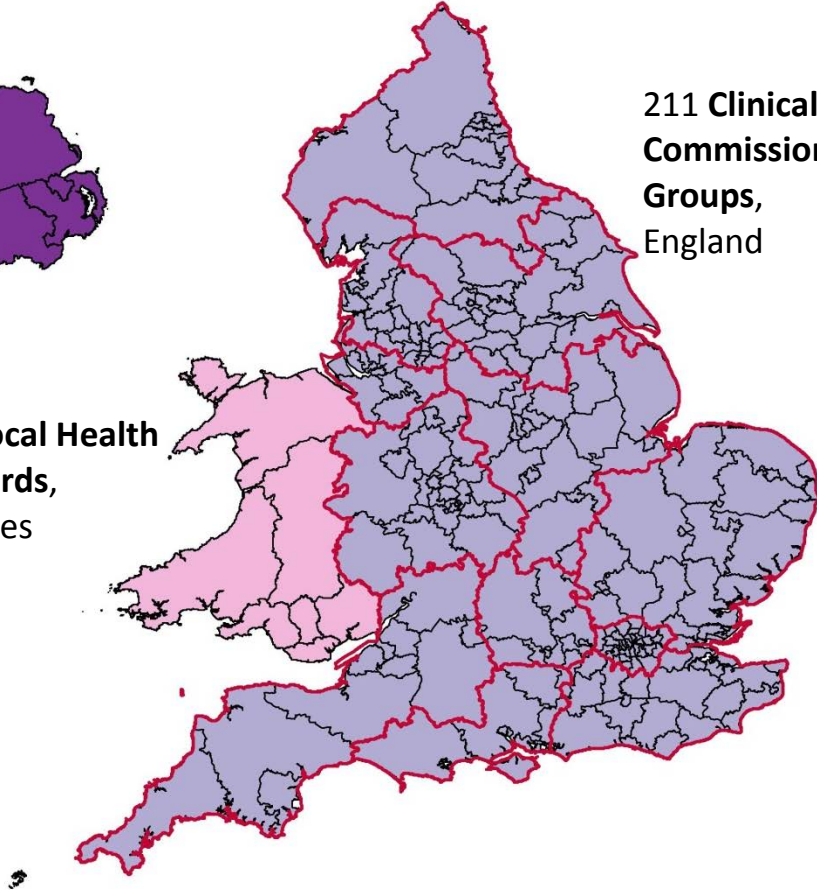
This map shows where each funding organisation in England, Wales and Northern Ireland is.

**5 Local
Commissioning
Groups, Northern
Ireland**



**211 Clinical
Commissioning
Groups,
England**

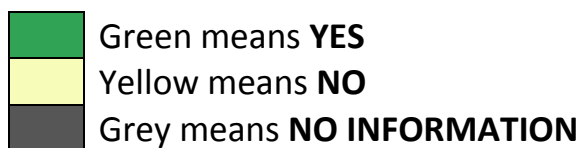
**7 Local Health
Boards,
Wales**



The **black lines** show the area each **funding organisation looks after** and the **red lines** show the **region** that organisation belongs to.

Other maps in this report show which funding organisations pay for certain longer term services.

Each map has a **little box next to it** which will show what each colour means:



National information

First we will tell you **about** the **funding organisations**.

Who are the funding organisations?

There are **223** organisations who **fund** longer term stroke services:

211 Clinical Commissioning Groups (CCGs) in England

7 Local Health Boards (LHBs) in Wales

5 Local Commissioning Groups (LCGs) in Northern Ireland.

Which funding organisations told us about their services?

222 (99%) of these organisations sent us information on what longer term stroke services they fund

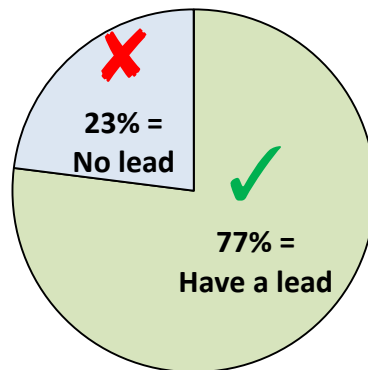
There was only **one Local Health Board in Wales** which **did not send us information** on what long term stroke services they fund.

Which funding organisations have a lead doctor?

Some funding organisations can have a lead doctor called a **Clinical Lead**.

This doctor **works with stroke patients** and can **help decide** what stroke services should be funded.

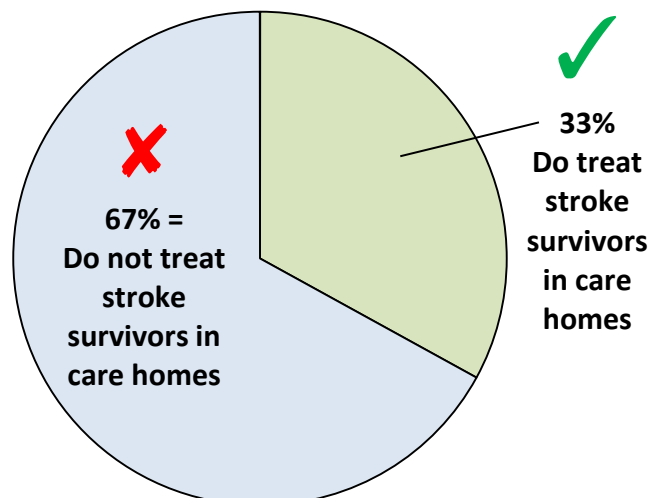
172 (77%) of the 222 funding organisations had a **Clinical Lead**.



Stroke survivors who live in care homes

We asked if organisations fund longer term stroke services to **go into care homes** to treat stroke survivors who **live there after their stroke**.

Only **33%** of long term services **went into care homes**.



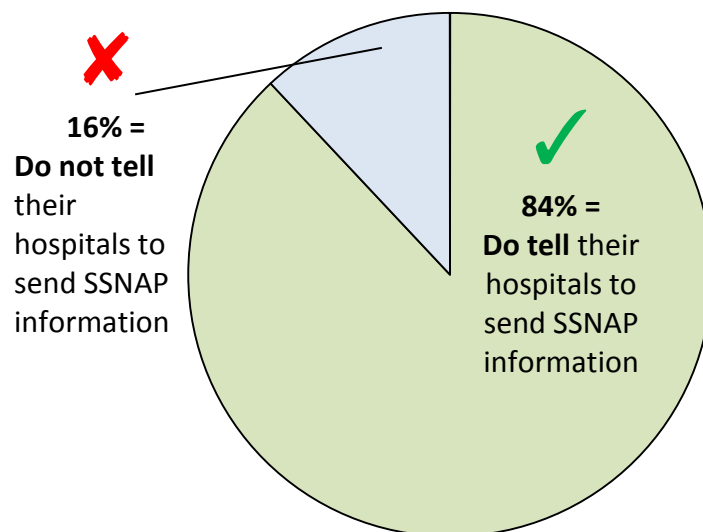
National information

Sending information to SSNAP

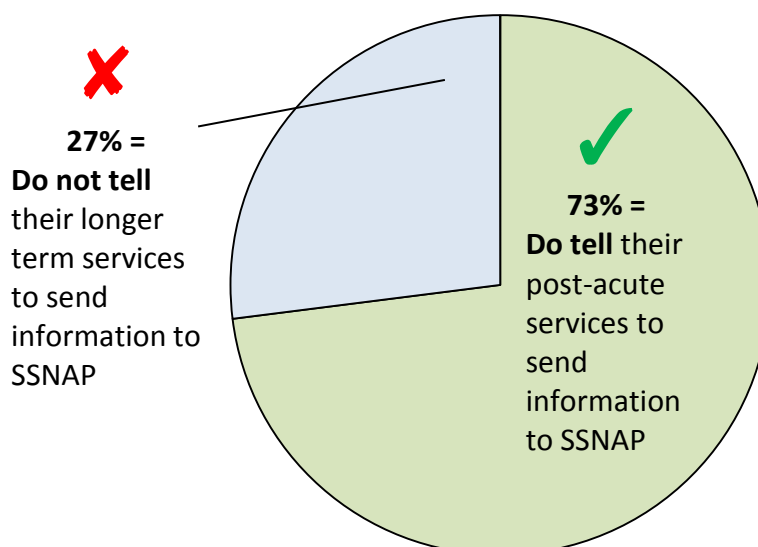
SSNAP collects information on the **care** of stroke patients. It helps **improve stroke services** and make sure they **match the guidelines**.

We asked if the funding organisations **tell their hospitals and long term stroke services** to send information to **SSNAP** on the **care their stroke patients receive**.

86 (73%) expected their hospitals to send **SSNAP** patient information.



162 (73%) expected their longer term services to send **SSNAP** patient information.



Types of longer term stroke services

There are **12 types** of longer term stroke service. These can be put into **6 groups**:

Hospital based

- In-patient rehabilitation
- Outpatient clinics

Teams that treat stroke survivors at home

- Early Supported Discharge (ESD)
- Community Rehabilitation Team (CRT)
- Home visits (Domiciliary) only

Teams that review stroke survivors' recovery

- Six month review teams

Teams that help stroke survivors go back to work or to volunteer

- Vocational rehabilitation teams

Single service teams

- Psychological support
- Physiotherapy
- Occupational therapy
- Speech and Language therapy

Teams that support stroke survivors and their family

- Family and Carer support

Next, we will **find out more** about each of the **12 types of longer term stroke services** and **which organisations fund them**.

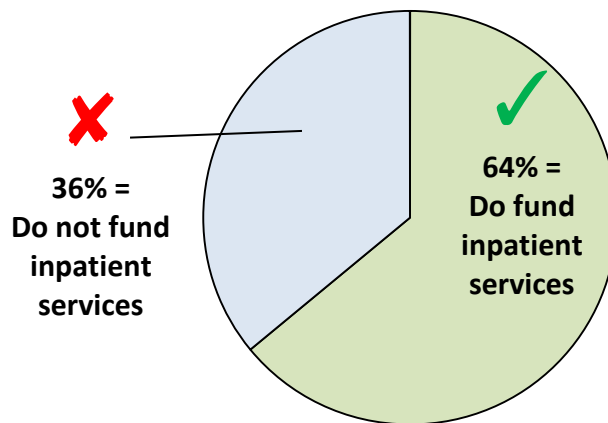
1. In-patient rehabilitation

What is this?

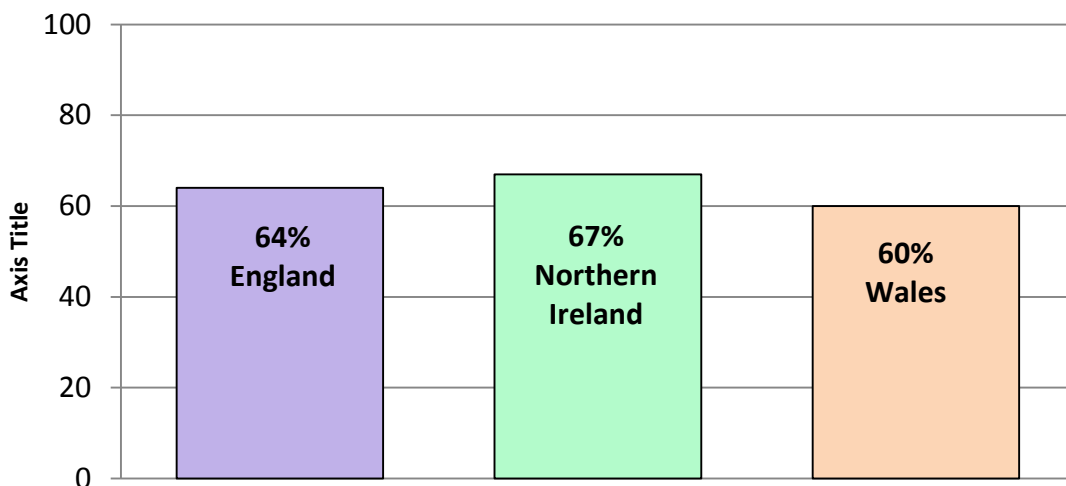
A service

- where **stroke survivors can stay if they still need extra help before they go home** but they do not need to be in an acute hospital
- that can be in **Community Hospitals** or **Care Homes**
- where stroke survivors can still see doctors.

We were told about **194** in-patient rehabilitation services. **64%** of funding organisations pay for one of these.

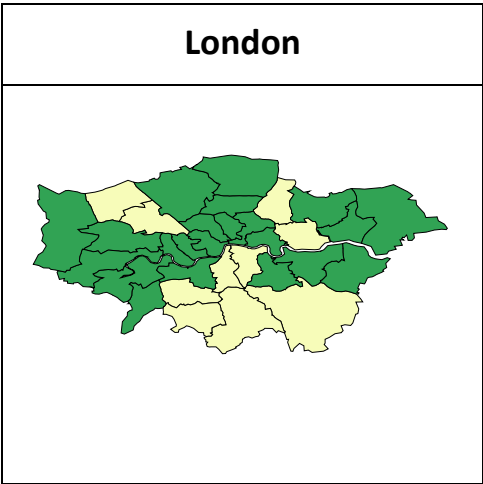
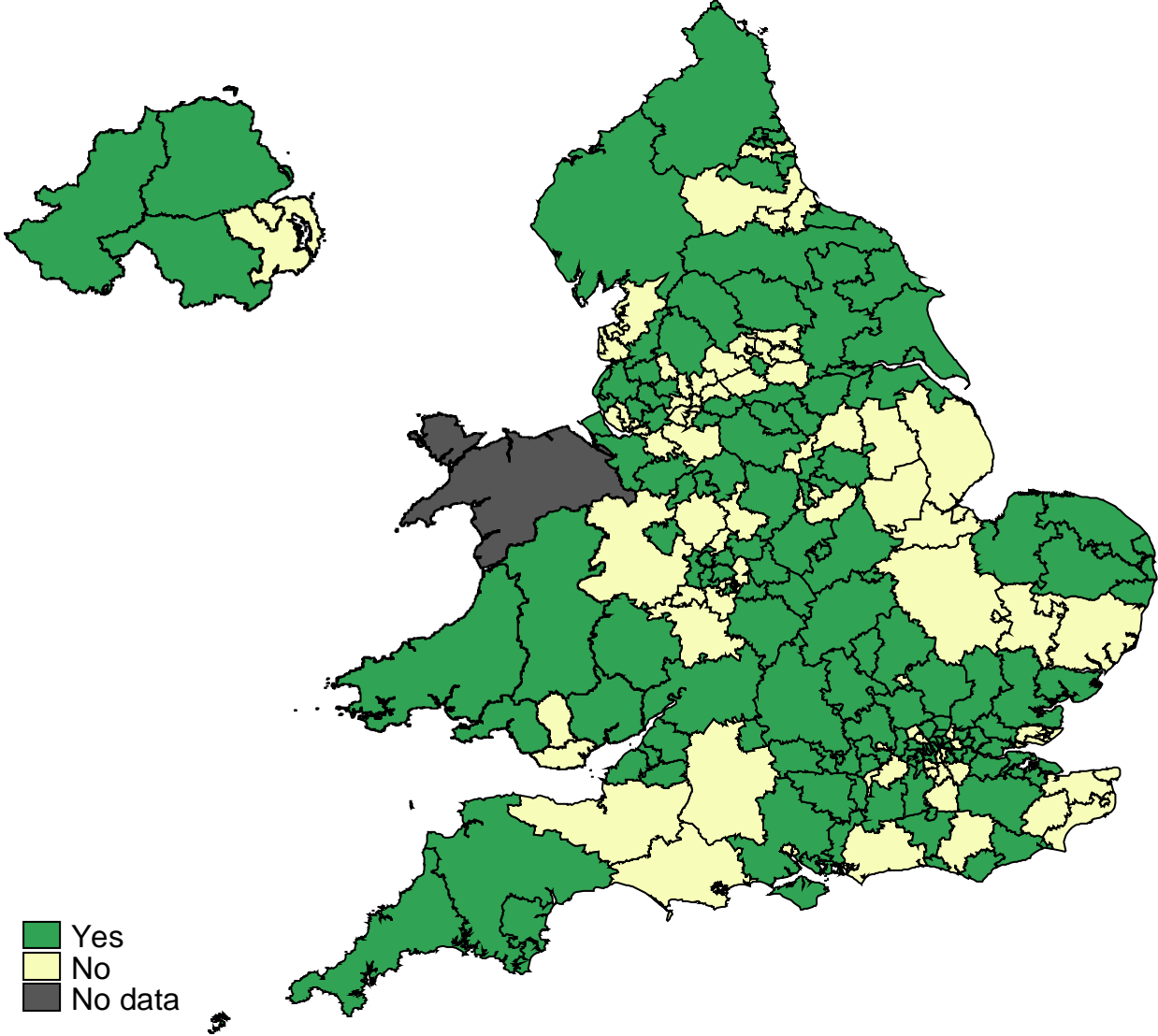


This picture compares the difference in funding of inpatient rehabilitation services by organisations in England, Wales and Northern Ireland.



The map below shows **which** funding organisations in England, Wales and Northern Ireland fund an in-patient rehabilitation service for their stroke survivors.

Post-acute inpatient care



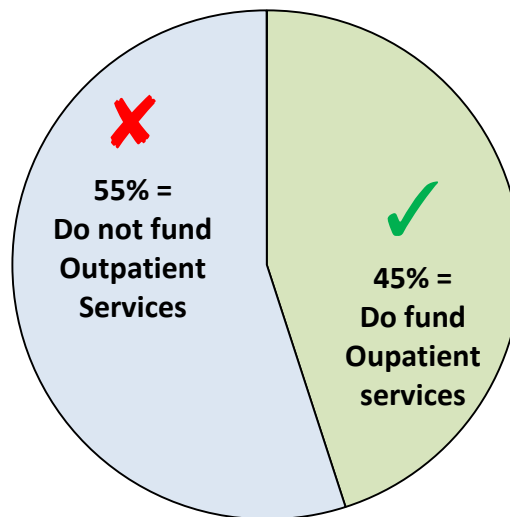
2. Outpatient clinics

What is this?

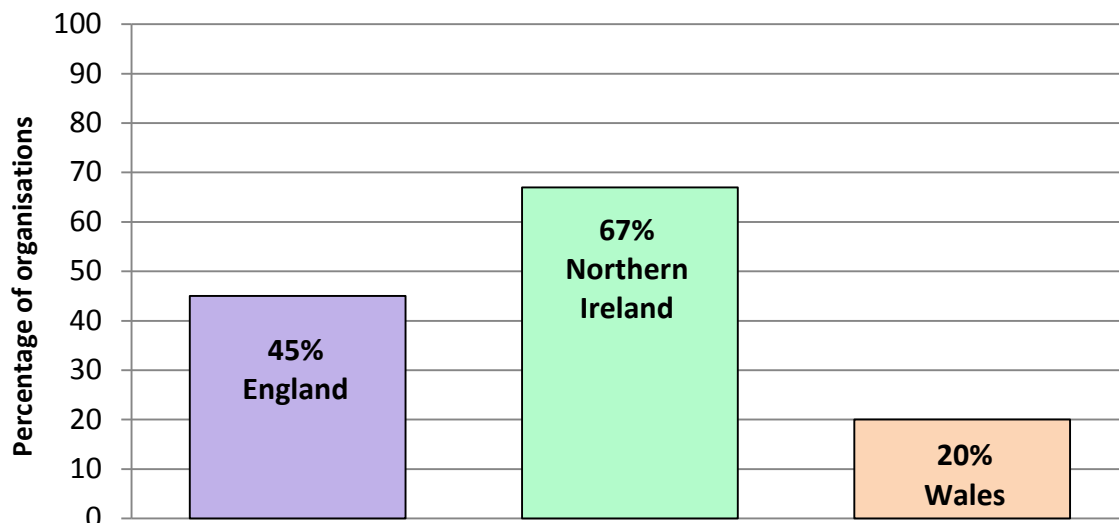
A service

- where stroke survivors go for care by **appointment**
- which is often held in hospital or GP **clinics**
- where stroke survivors can access **therapists, nurses and doctors.**

We were told about **154** outpatient services. **45%** of funding organisations paid for one of these.

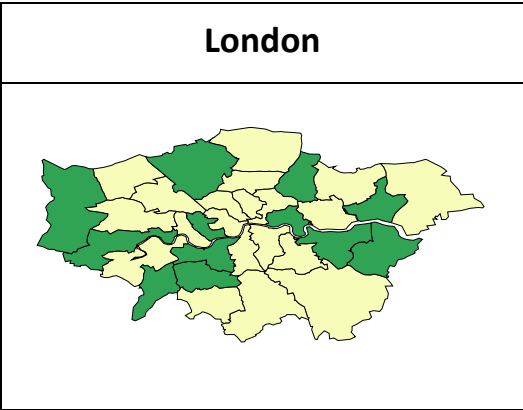
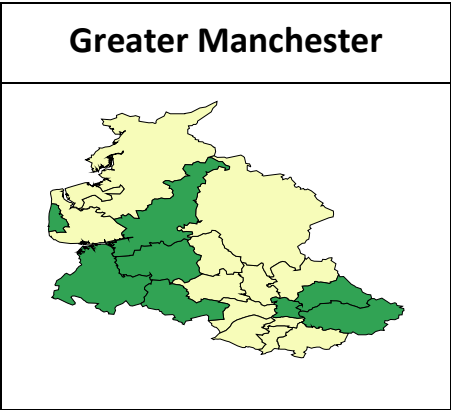
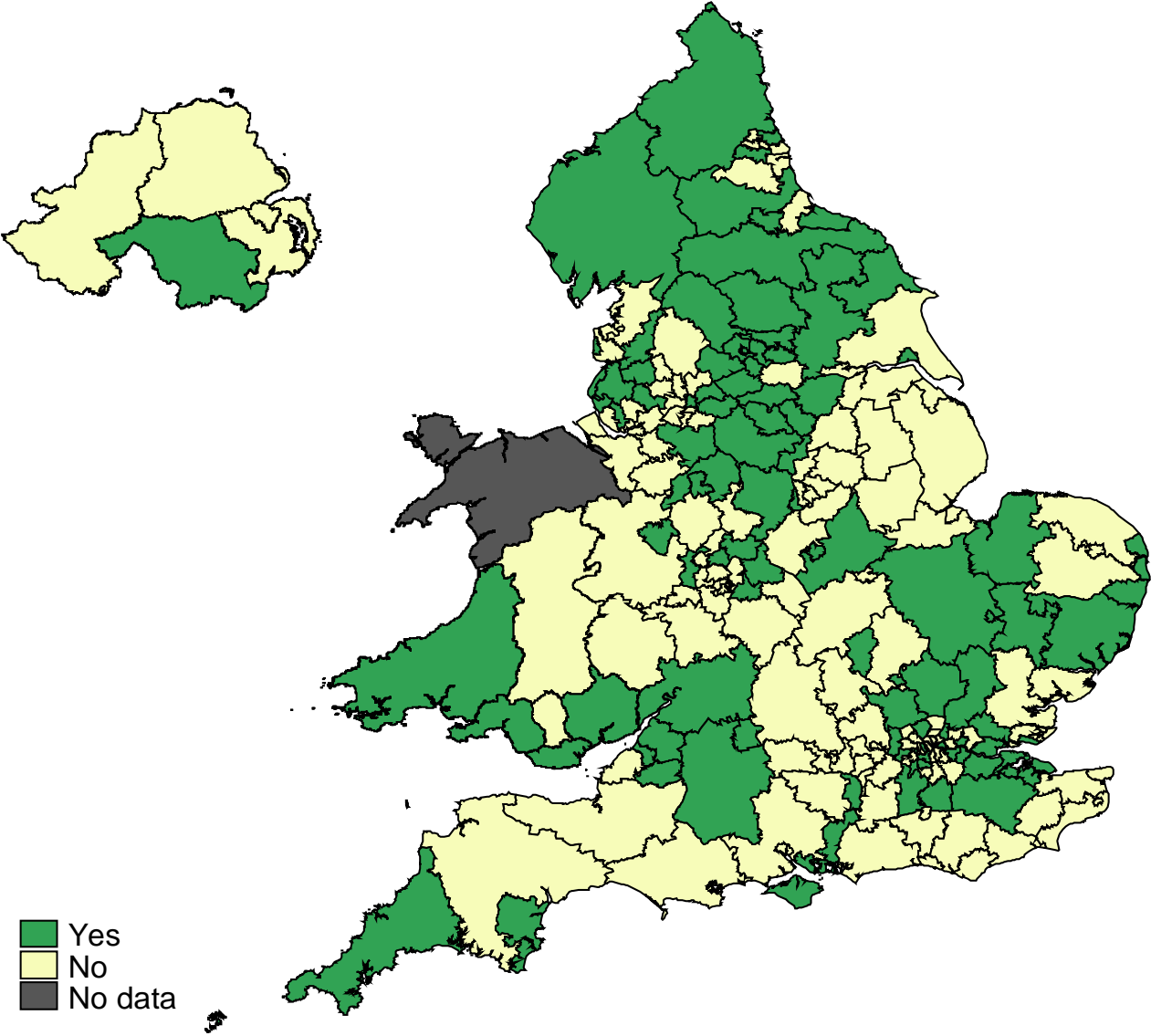


This picture compares the **difference in funding** outpatient services by organisations in England, Wales and Northern Ireland.



The map below shows **which** organisations in England, Wales and Northern Ireland funding outpatient clinics for their stroke survivors.

Outpatient clinics



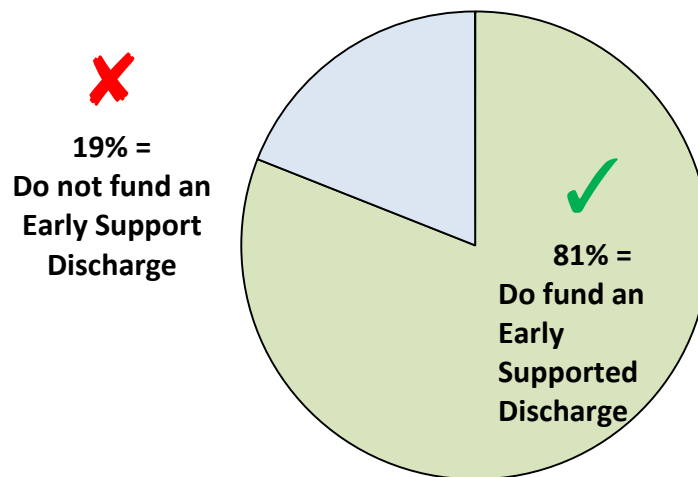
3. Early Supported Discharge (ESD)

What is this?

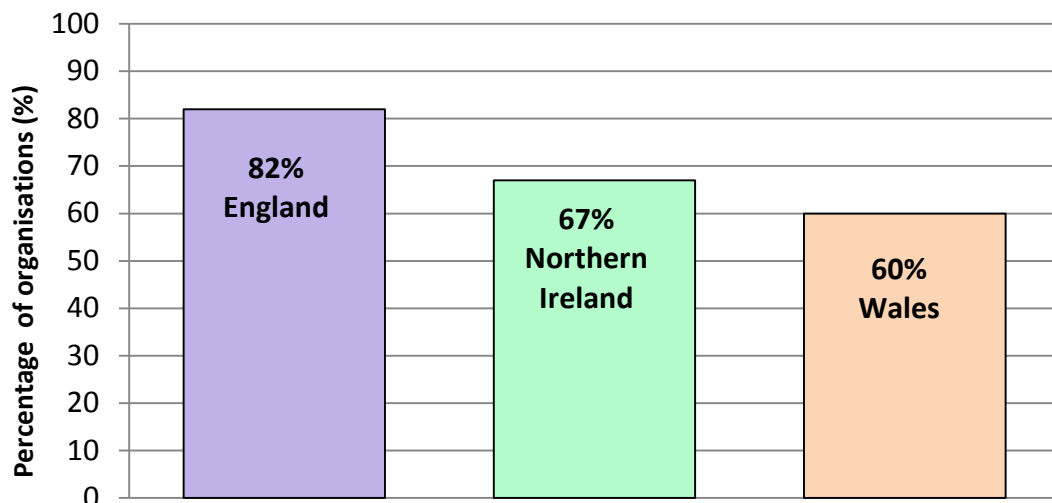
A service which

- treats stroke survivors **in their own home**
- provides the **same level of care** that you would receive in **hospital**
- is made up of **different healthcare professionals**.

We were told about **207** Early Supported Discharge services. **81%** of funding organisations paid for one at least.

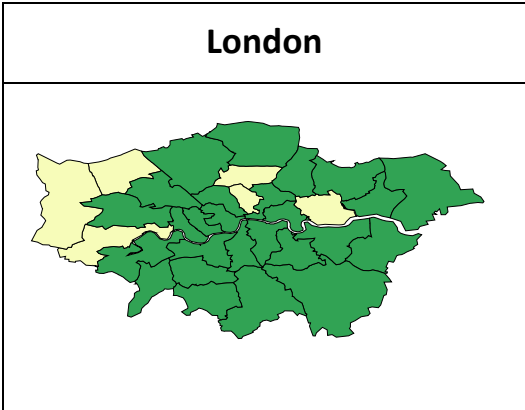
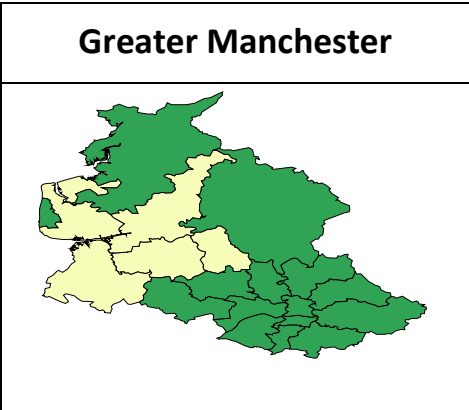
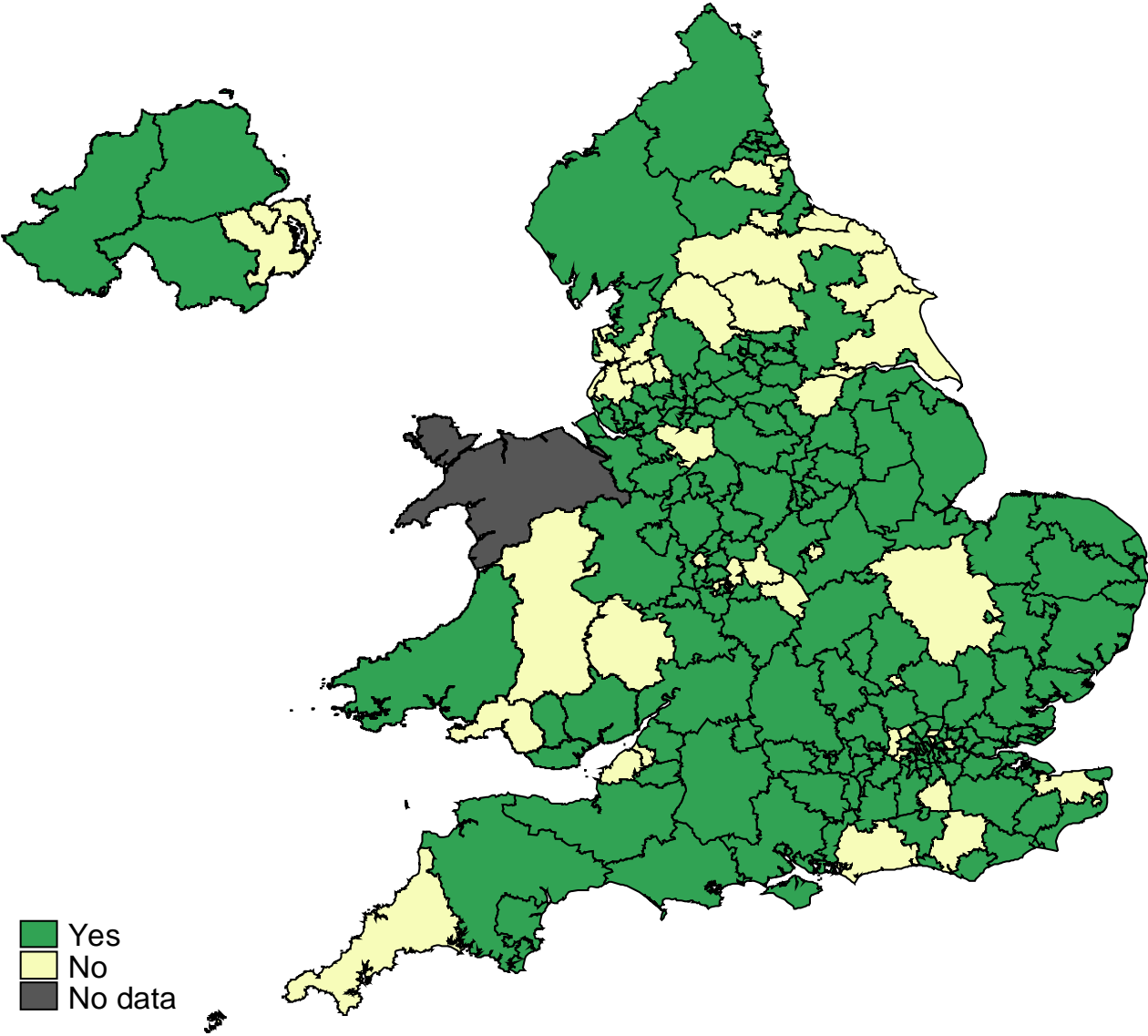


This picture compares the **difference in funding** of Early Supported Discharge services by organisations in England, Wales and Northern Ireland.



The map below shows **which** organisations in England, Wales and Northern Ireland funded an Early Supported Discharge (ESD) service for their stroke survivors.

Early Supported Discharge



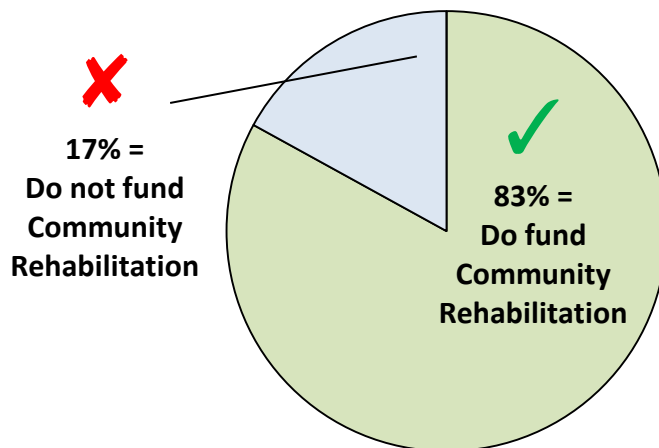
4. Community Rehabilitation Team (CRT)

What is this?

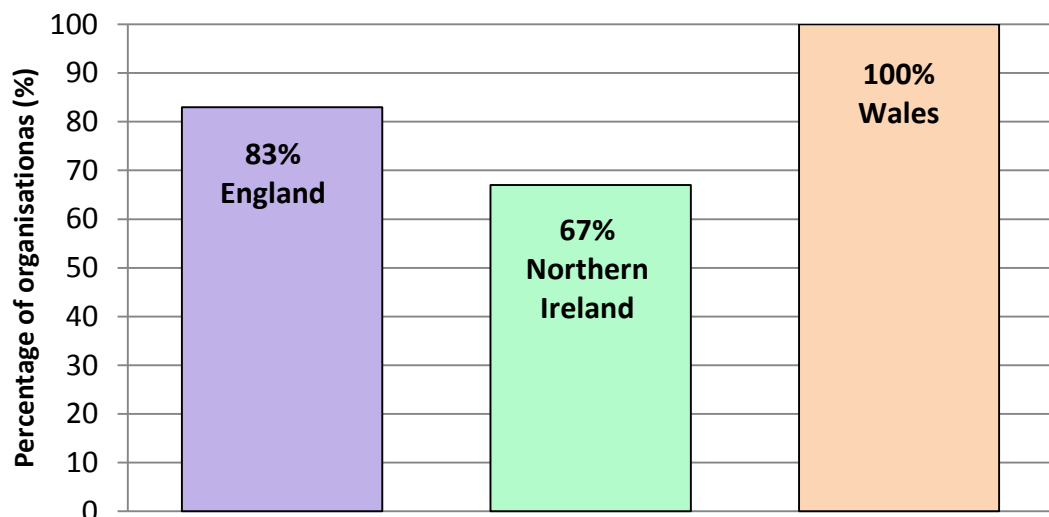
A service which

- treats stroke survivors **in their own homes**
- provides **long term rehabilitation**
- is made up of **different healthcare professionals.**

We were told about **255** Community Rehabilitation Teams. **83%** of funding organisations paid for one of these.

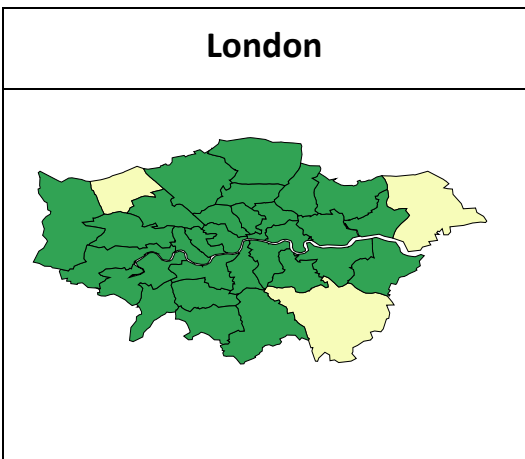
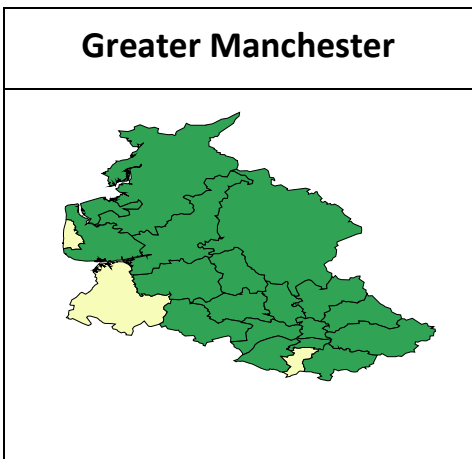
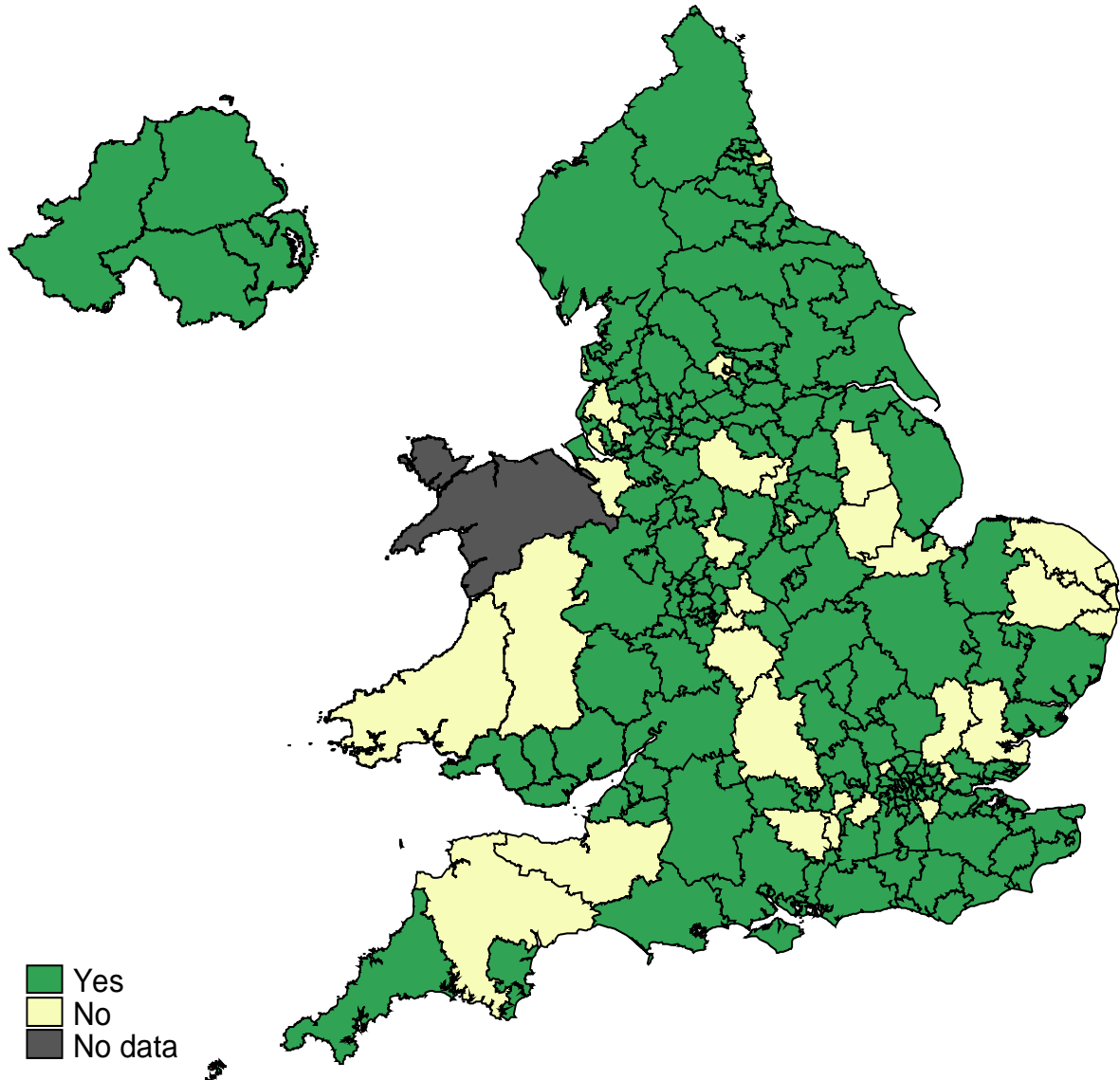


This picture compares the **difference in funding** of Community Rehabilitation services by organisations in England, Wales and Northern Ireland.



The map below shows **which** organisations in England, Wales and Northern Ireland funded a Community Rehabilitation Teams (CRT) service for their stroke survivors.

Community Rehabilitation Teams



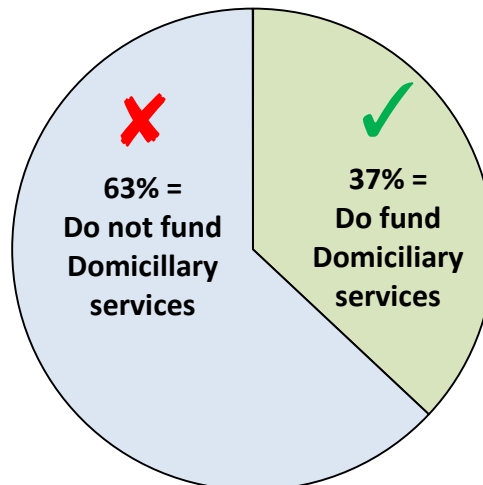
5. Home visits (Domiciliary) only

What is this?

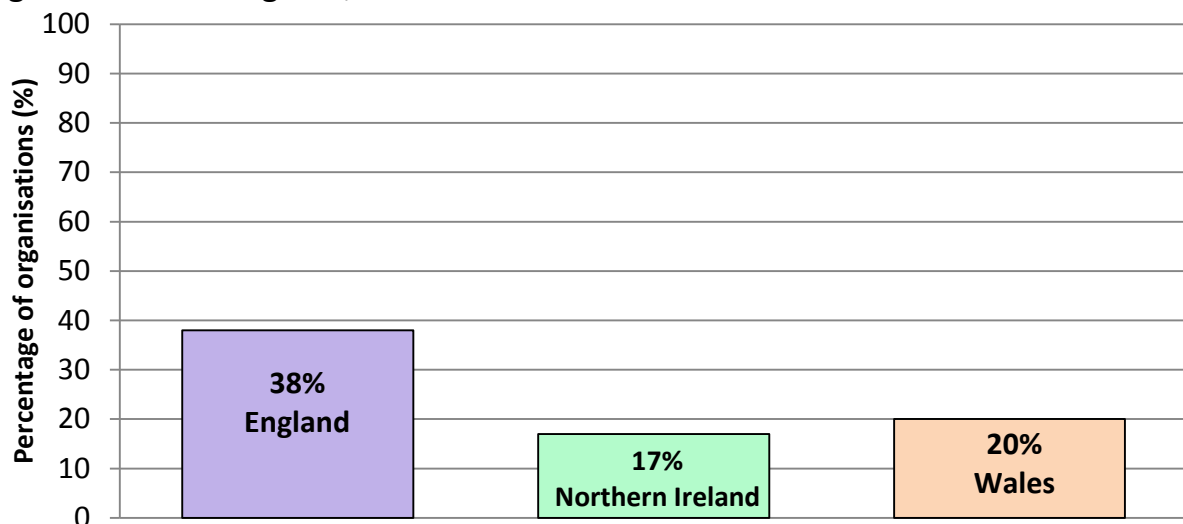
A service which

- is often called '**Intermediate care**' or '**Reablement**' teams
- treats stroke survivors **in their own homes** but **are not** Early Supported Discharge (ESD) or Community Rehabilitation (CRT)

We were told about **110** services which carry out home visits only. **37%** of funding organisations paid for one of these.

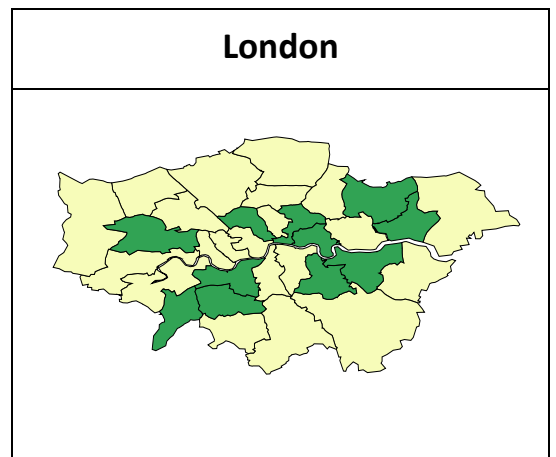
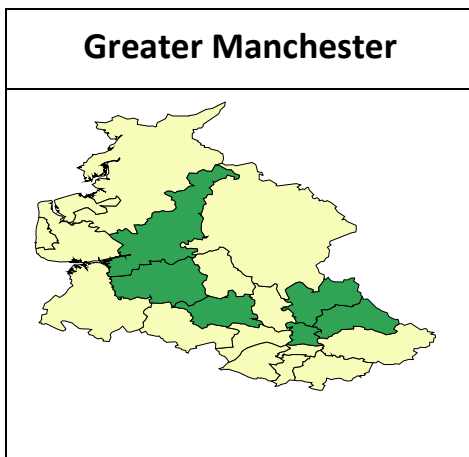
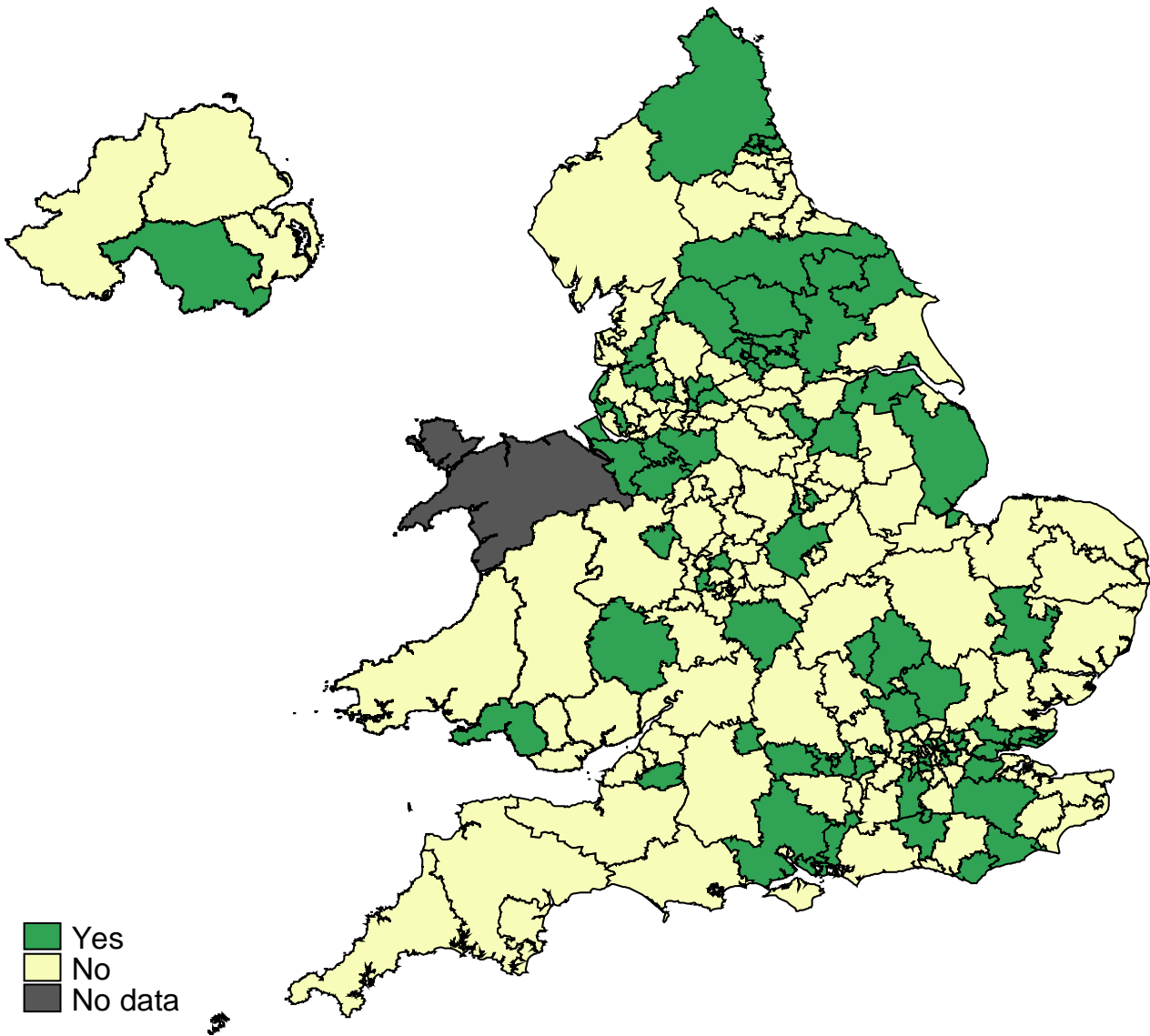


This picture compares the **difference in funding** of Domiciliary services by organisations in England, Wales and Northern Ireland.



The map below shows **which** organisations in England, Wales and Northern Ireland funded a home visit only service for their stroke survivors.

Home visits (Domiciliary) only

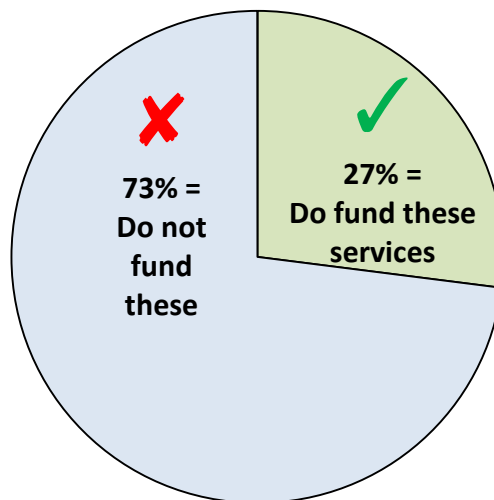


6. Teams that help stroke survivors back to work and to volunteer

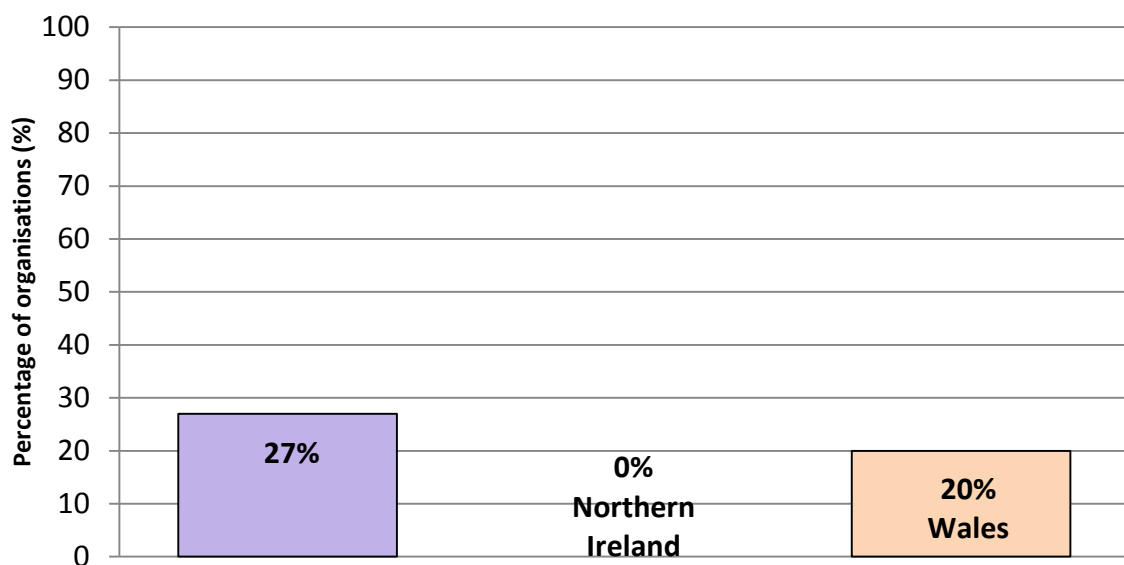
What is this?

- A service which helps stroke survivors to **go back to work and to volunteer**

We were told about **70** services which help stroke survivors back to work. **27%** of funding organisations paid for one of these.



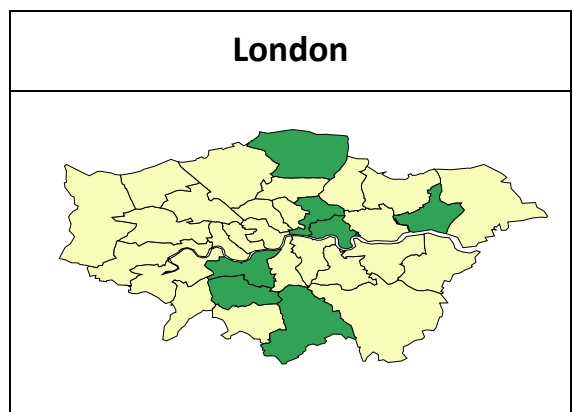
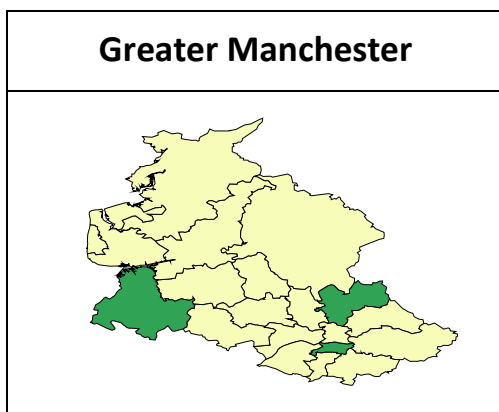
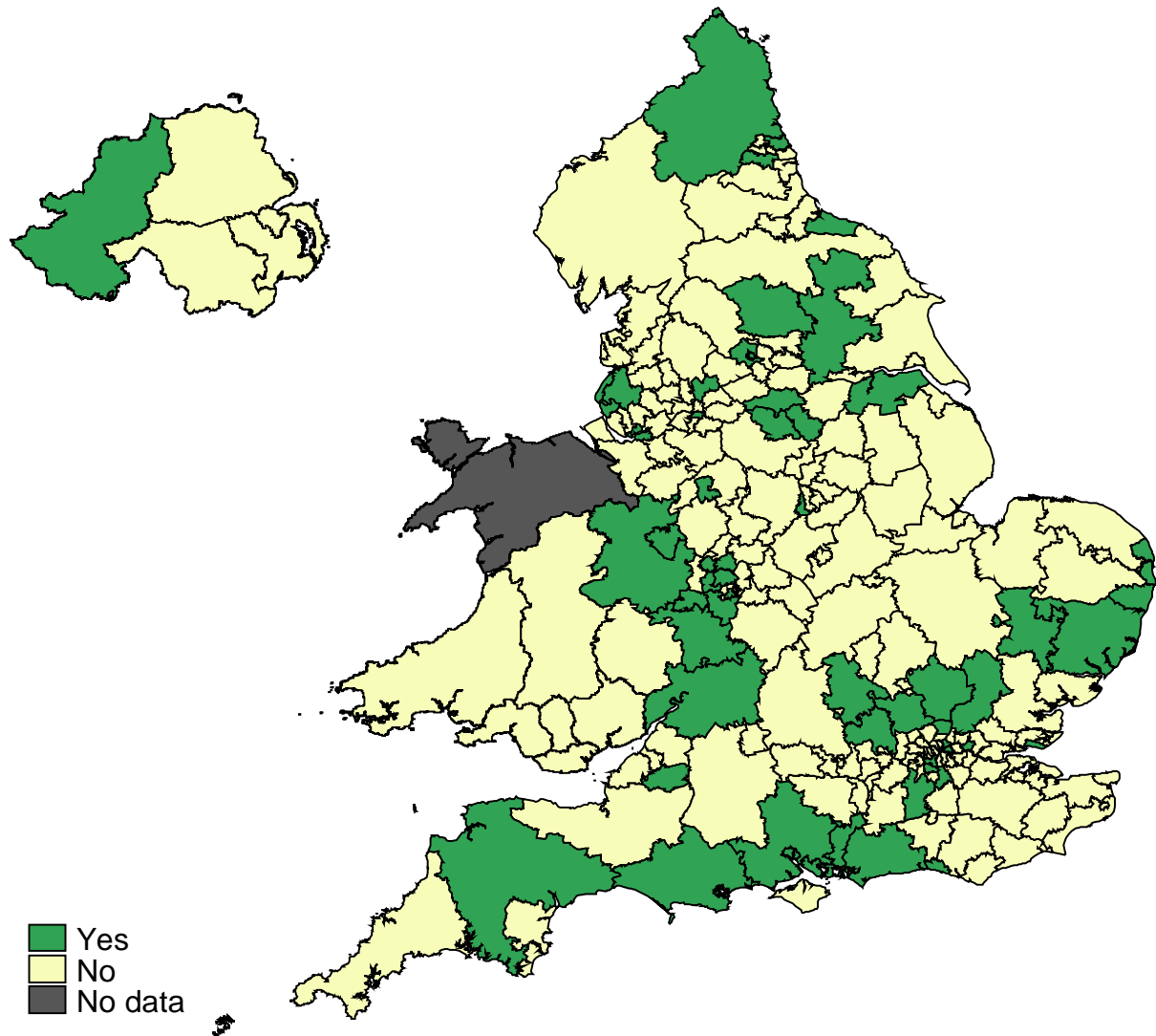
This picture compares the **difference in funding** by organisations in England, Wales and Northern Ireland.



The map below shows **which** organisations in England, Wales and Northern Ireland funded a team which helps stroke survivors back to work.

(This service was only available in the Northern locality of Northern, Eastern and Western Devon CCG)

Teams which help stroke survivors back to work and to volunteering



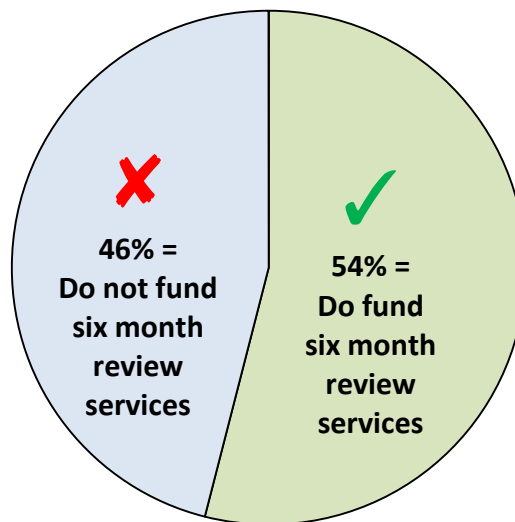
7. Six month review teams

What is this?

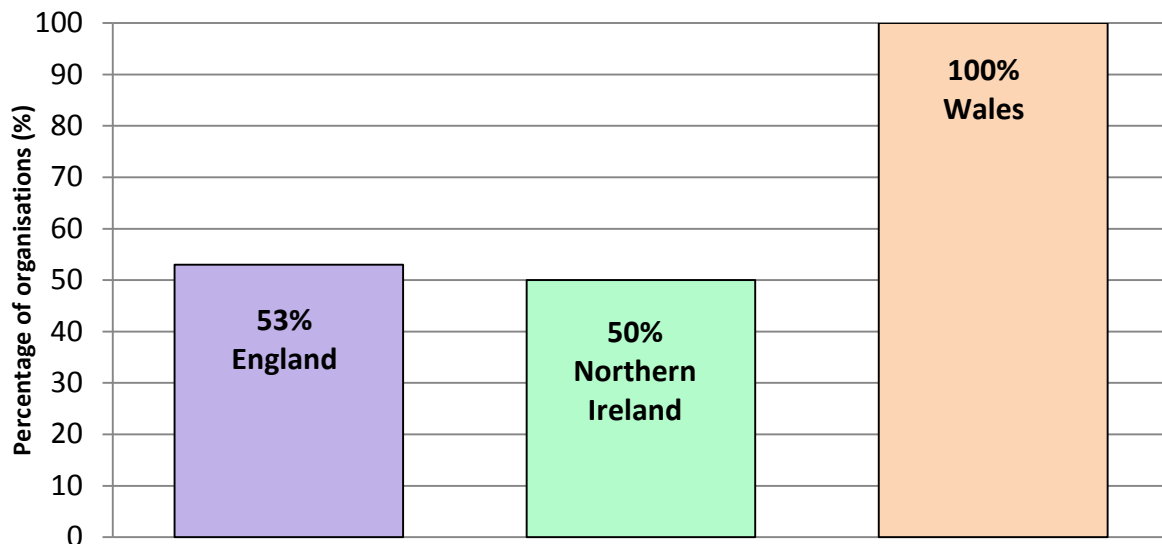
A service which

- carries out a review of stroke survivor's **recovery at six months** after their stroke
- will make sure you get **more help if you need it.**

We were told about **139** six month review teams. **54%** of funding organisations paid for one of these.

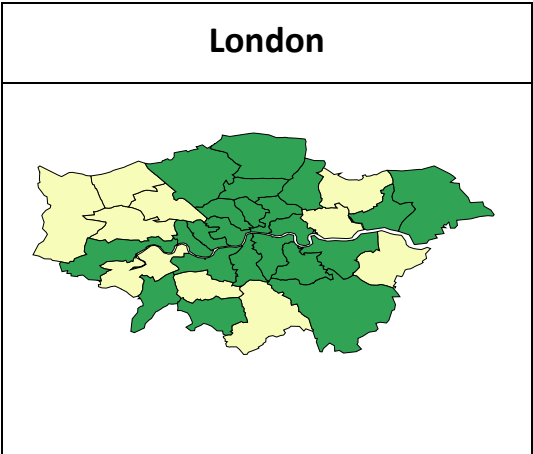
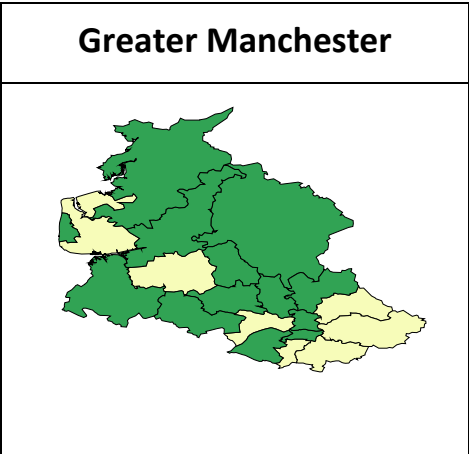
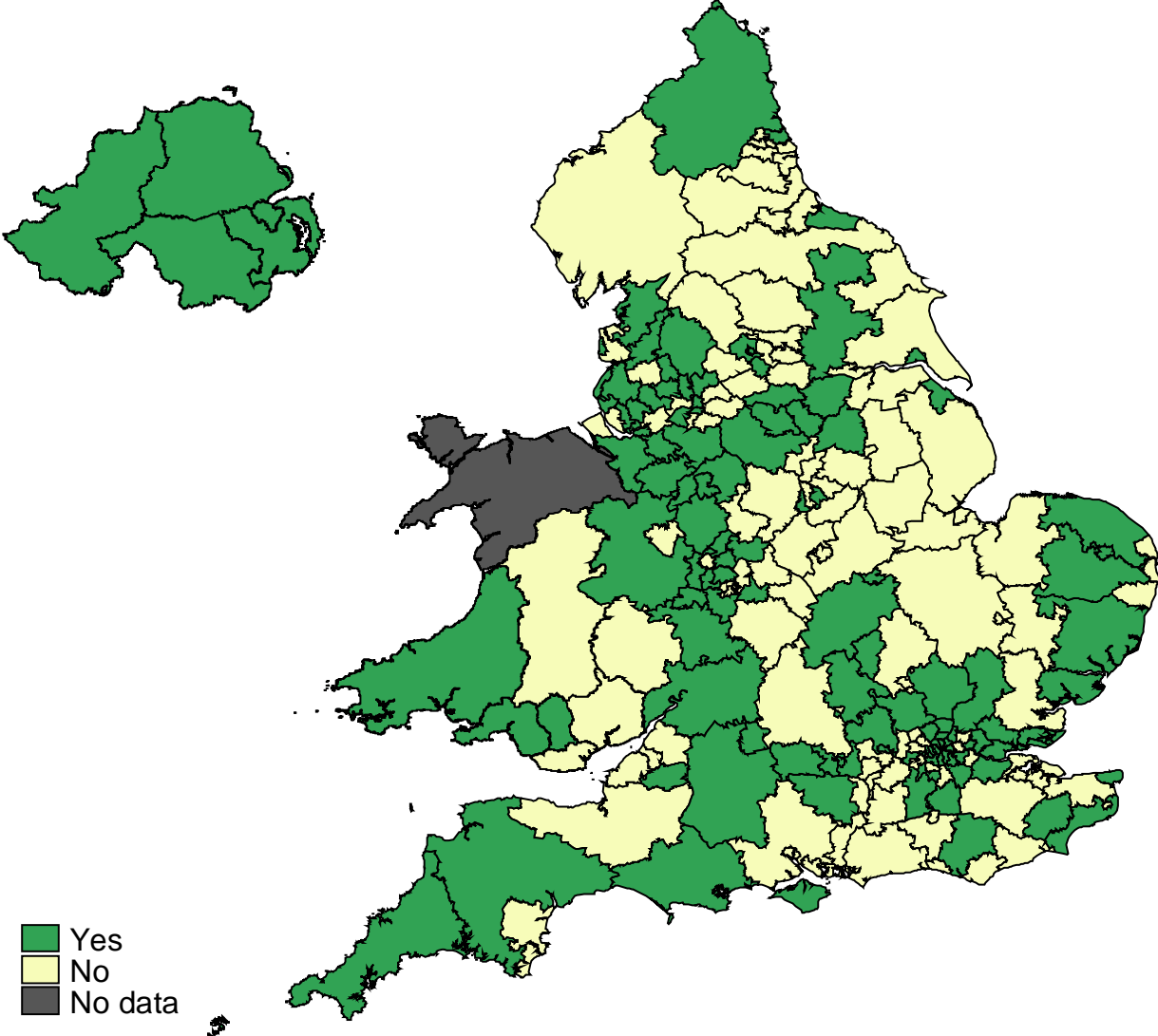


This picture compares the **difference in funding** of six month review teams by organisations in England, Wales and Northern Ireland.



The map below shows **which** funding organisations in England, Wales and Northern Ireland funded a six month review team for their stroke survivors.

Six month review teams



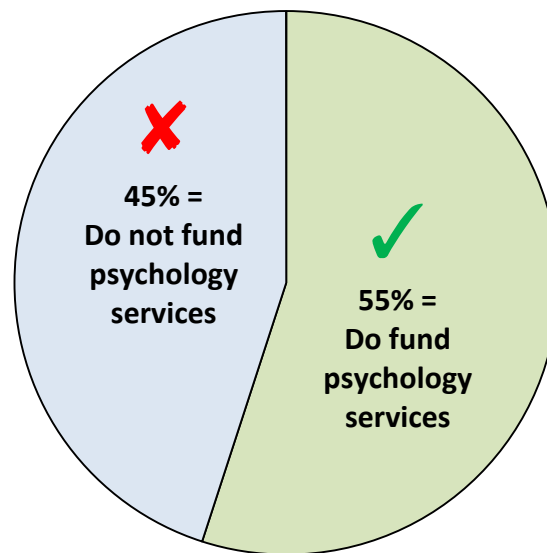
8. Psychological support (single service)

What is this?

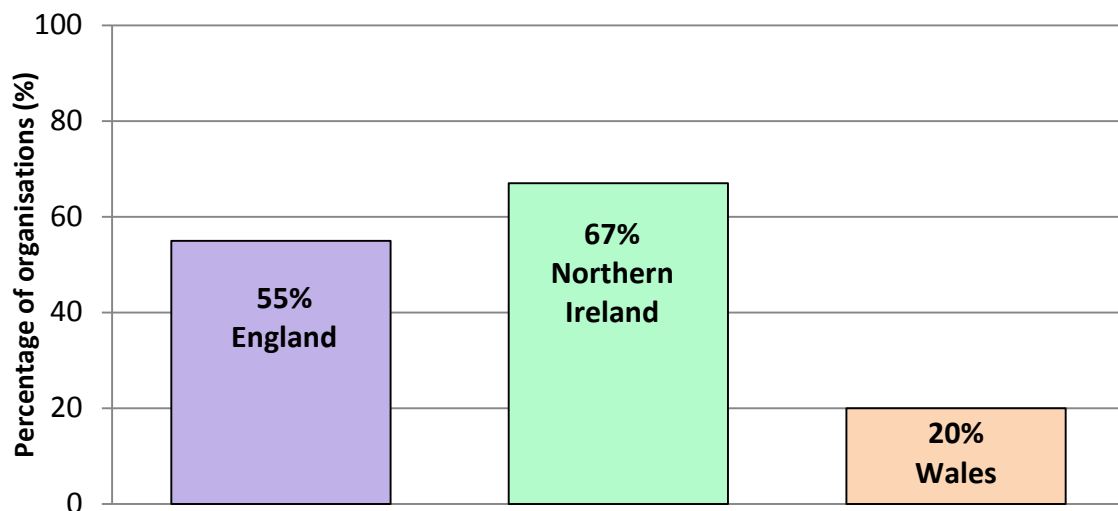
A service which helps stroke survivors

- with **how they feel** after having a stroke
- who have **difficulty understanding**.

We were told about **169** psychological support services. **55%** of funding organisations paid for one of these.



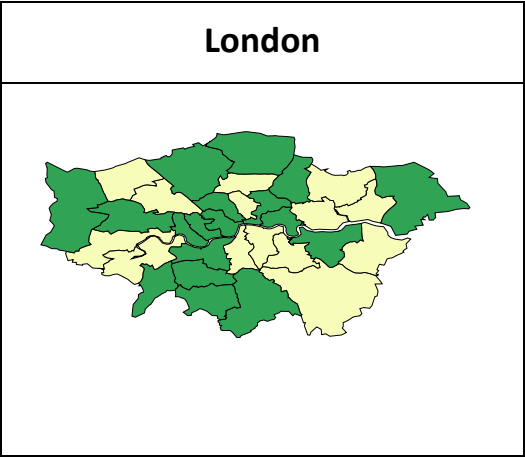
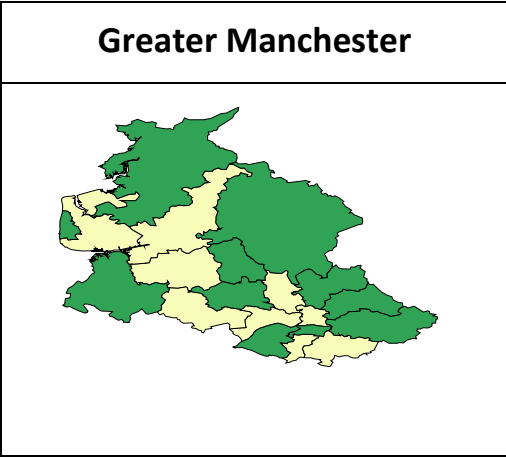
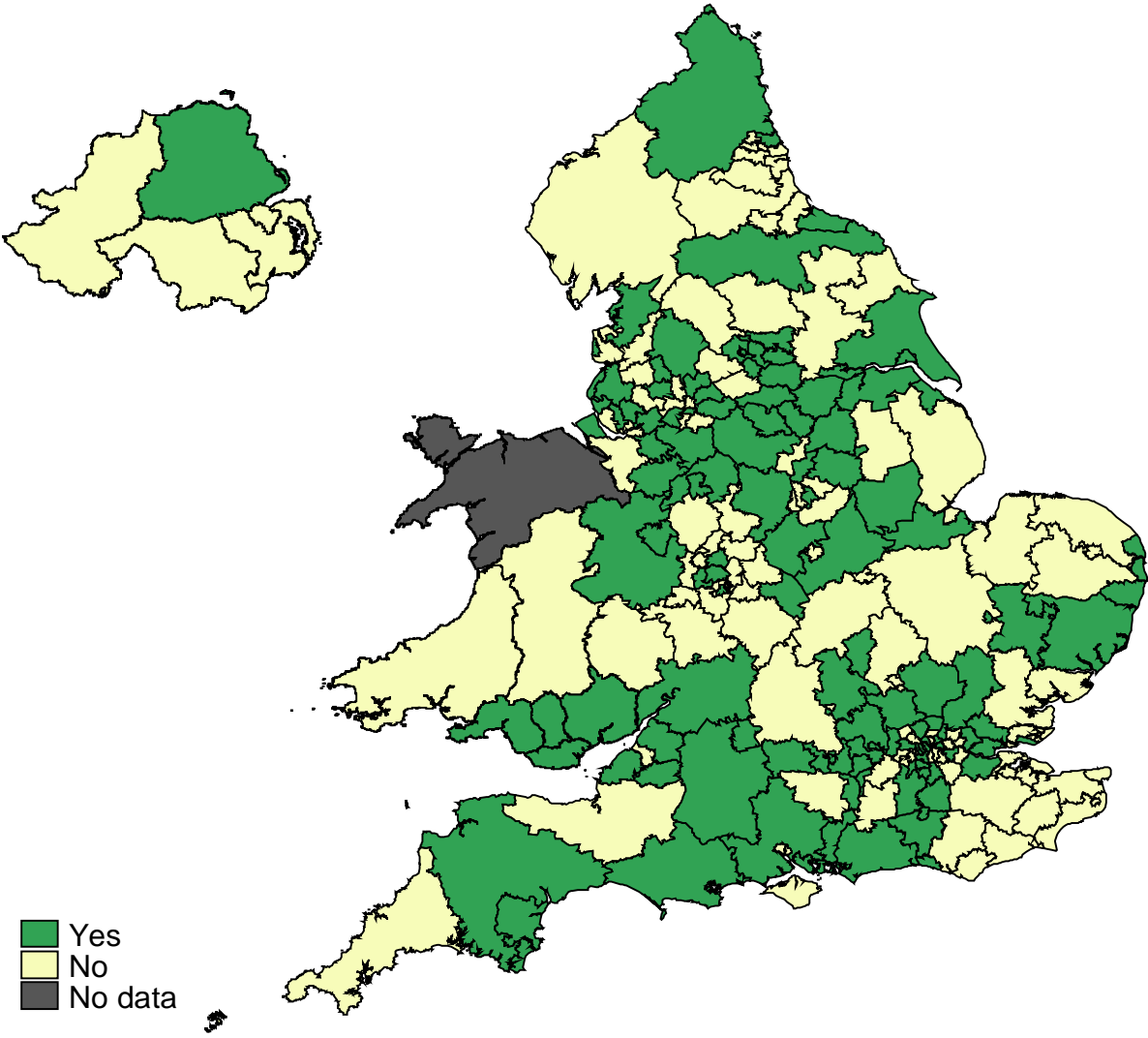
This picture compares the **difference in funding** of Psychology services by organisations in England, Wales and Northern Ireland.



The map below shows **which** organisations in England, Wales and Northern Ireland funded a Psychological support service for their stroke survivors.

(This service was only available in the Northern and Western localities of Northern, Eastern and Western Devon CCG)

Psychological Support



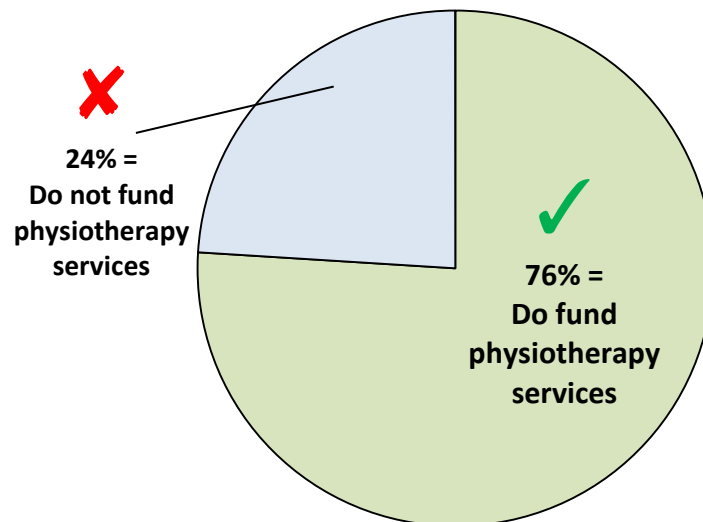
9. Physiotherapy (single service)

What is this?

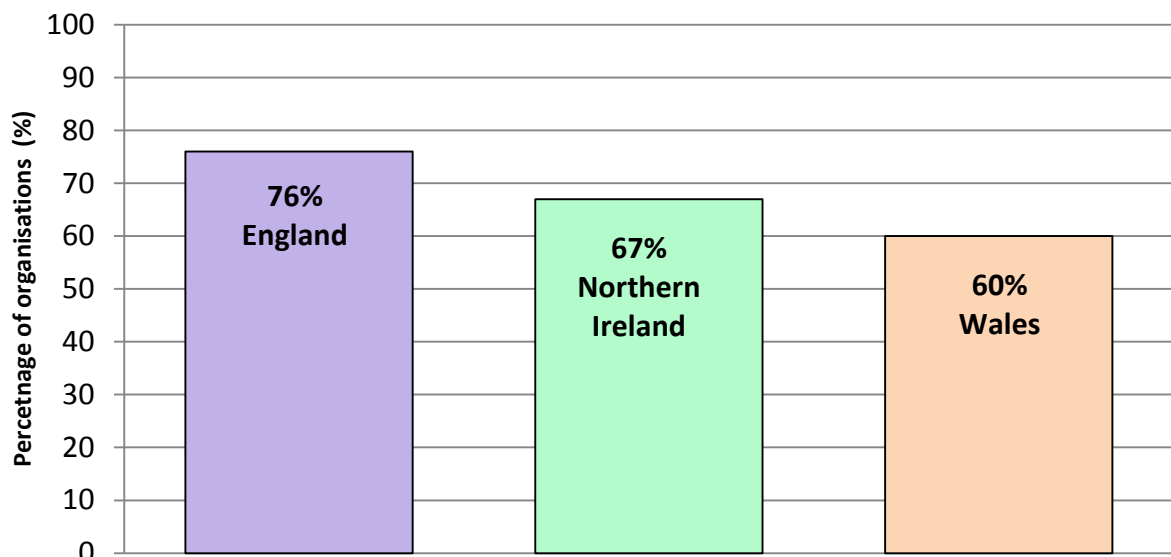
A service which

- carries out **physiotherapy only**
- helps stroke survivors recover from **weakness to one side of the body**, which stroke can cause.

We were told about **276** physiotherapy services. **76%** of funding organisations paid for one of these.

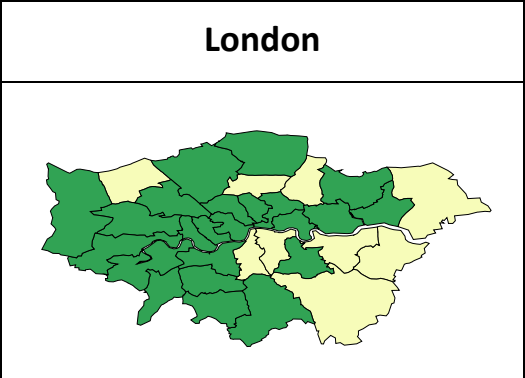
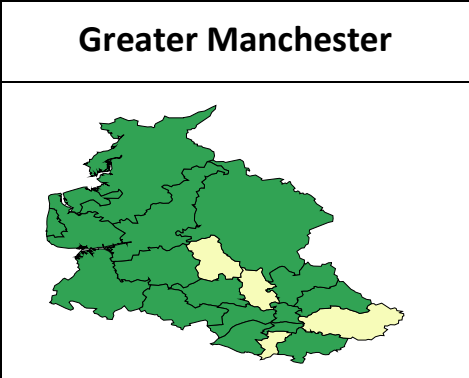
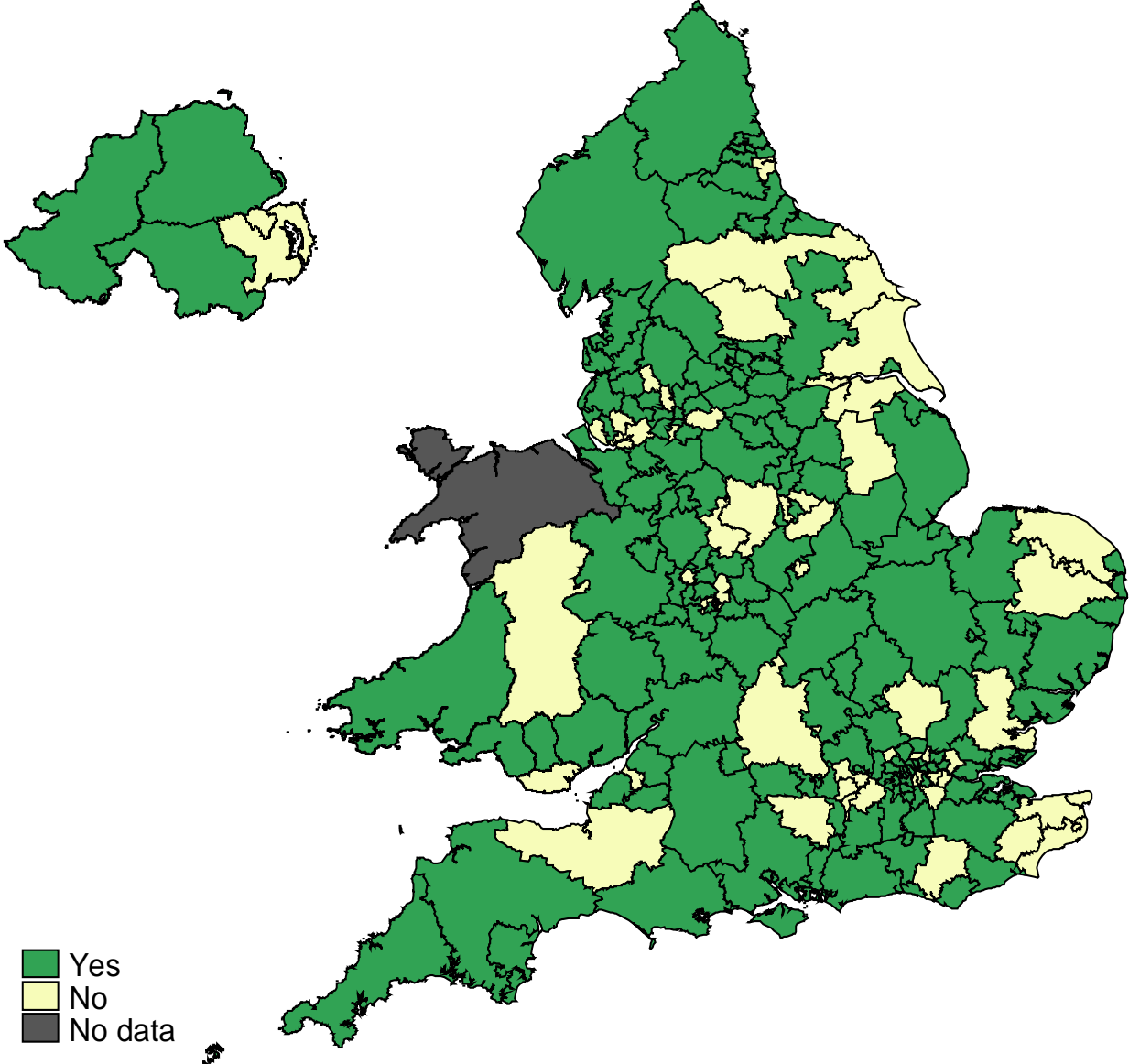


This picture compares the **difference in funding** of physiotherapy services by organisations in England, Wales and Northern Ireland.



The map below shows **which** funding organisations in England, Wales and Northern Ireland funded a physiotherapy service for their stroke survivors.

Physiotherapy (single service)



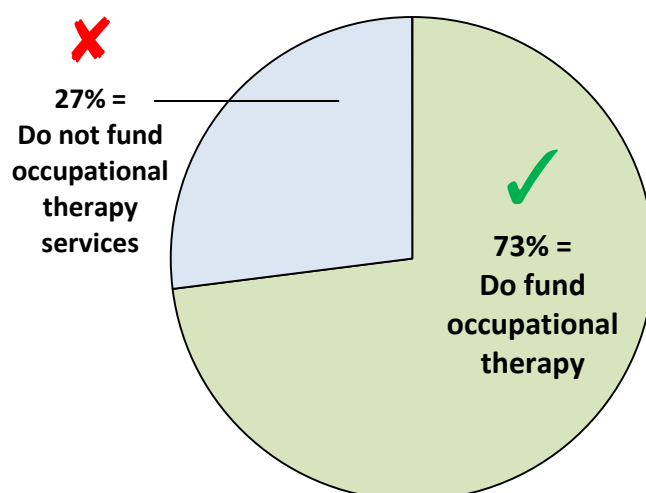
10. Occupational therapy (single service)

What is this?

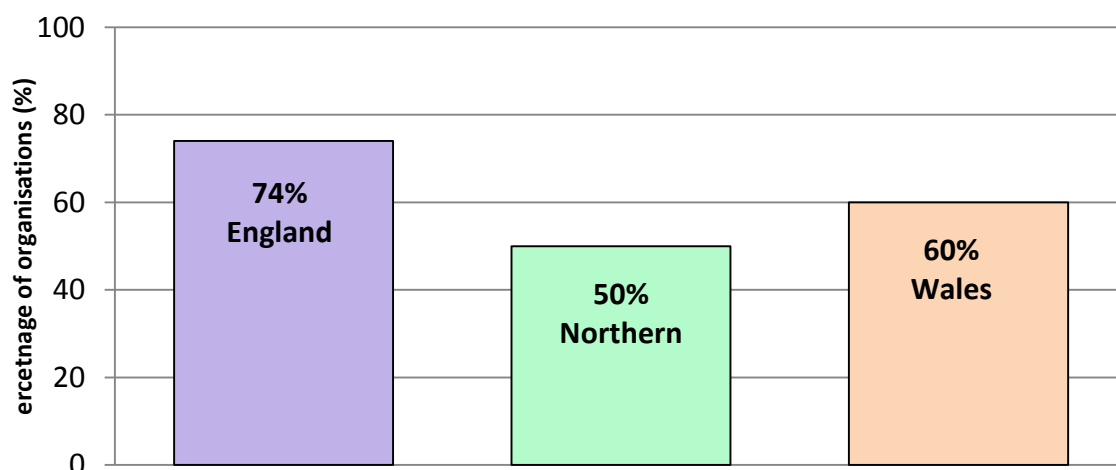
A service which

- carries out **Occupational Therapy only**
- helps people **re-learn every day activities and skills.**

We were told about **254** Occupational Therapy Services. **73%** of funding organisations paid for one of these.

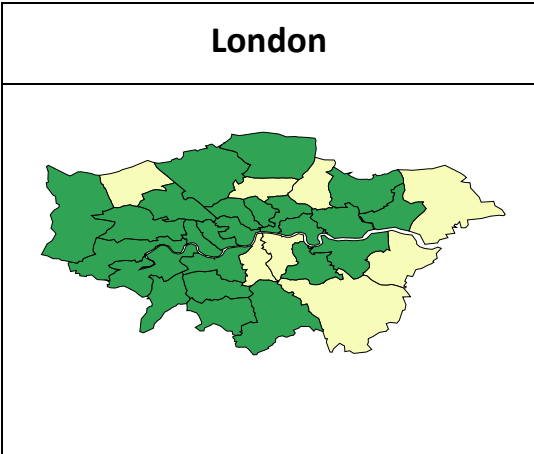
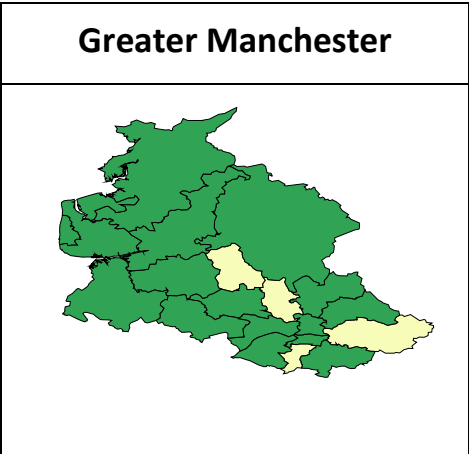
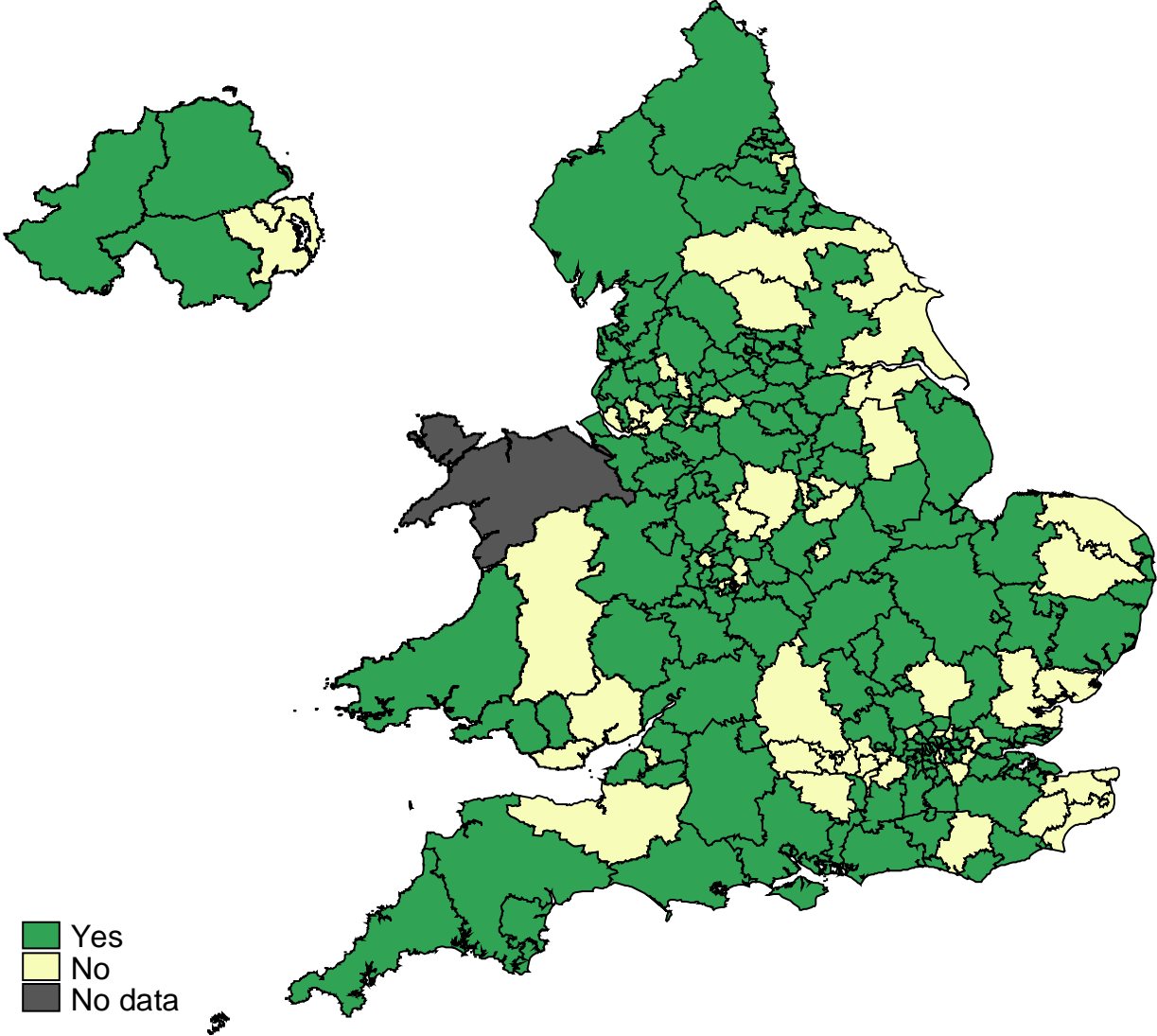


This picture compares the **difference in funding** of occupational therapy services by funding organisations in England, Wales and Northern Ireland.



The map below shows **which** funding organisations in England, Wales and Northern Ireland funded an occupational therapy service for their stroke survivors.

Occupational therapy (single service)



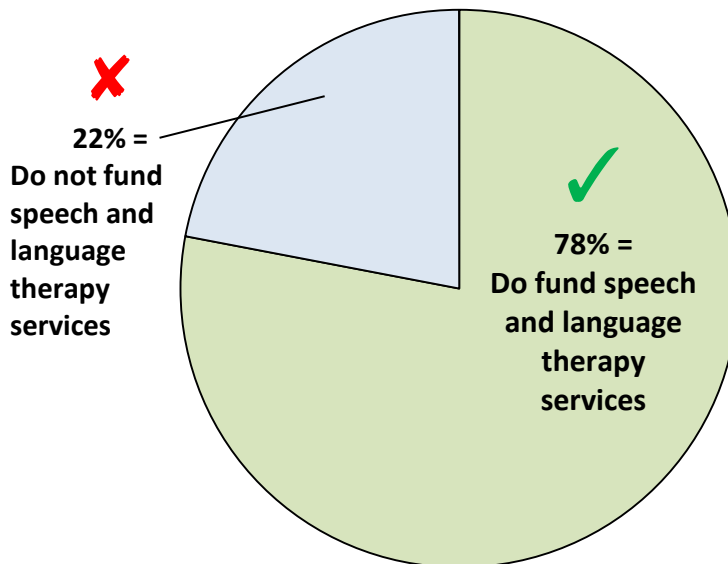
11. Speech and Language Therapy (single service)

What is this?

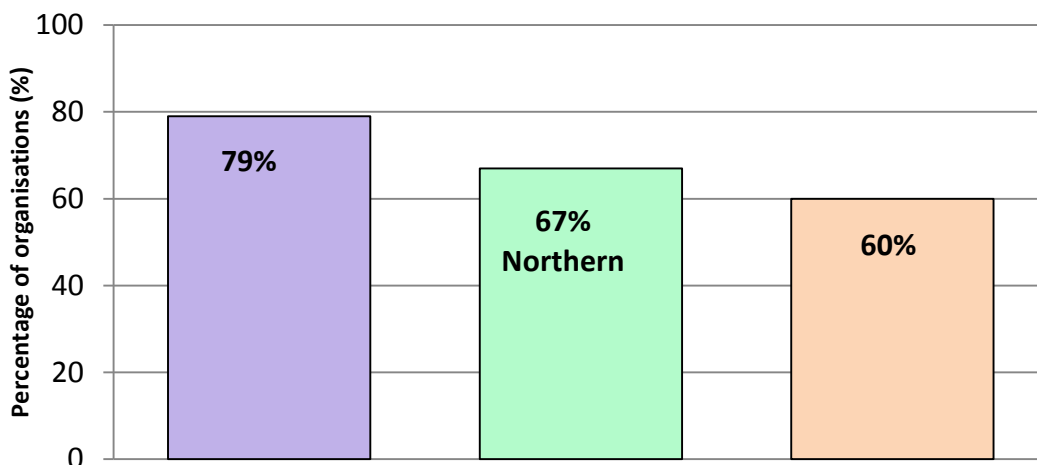
A service which

- carries out **Speech and Language Therapy only**
- can help with **Aphasia and other communication difficulties.**

We were told about **270** Speech and Language Therapy services. **78%** of funding organisations paid for one of these.

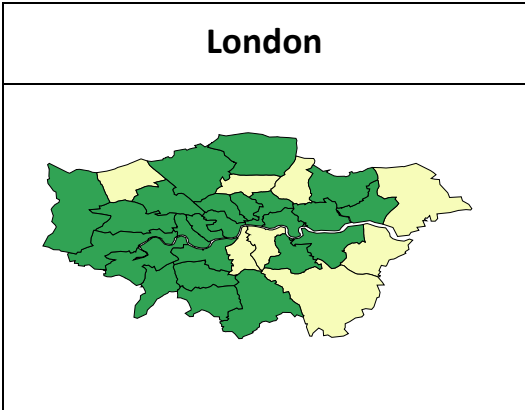
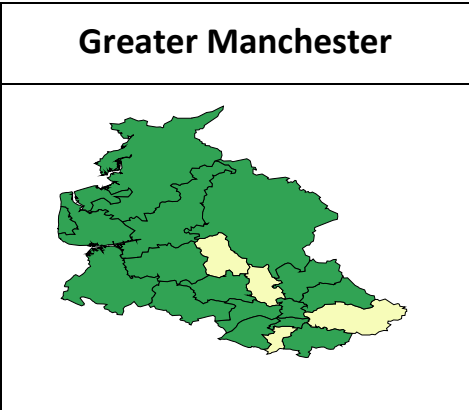
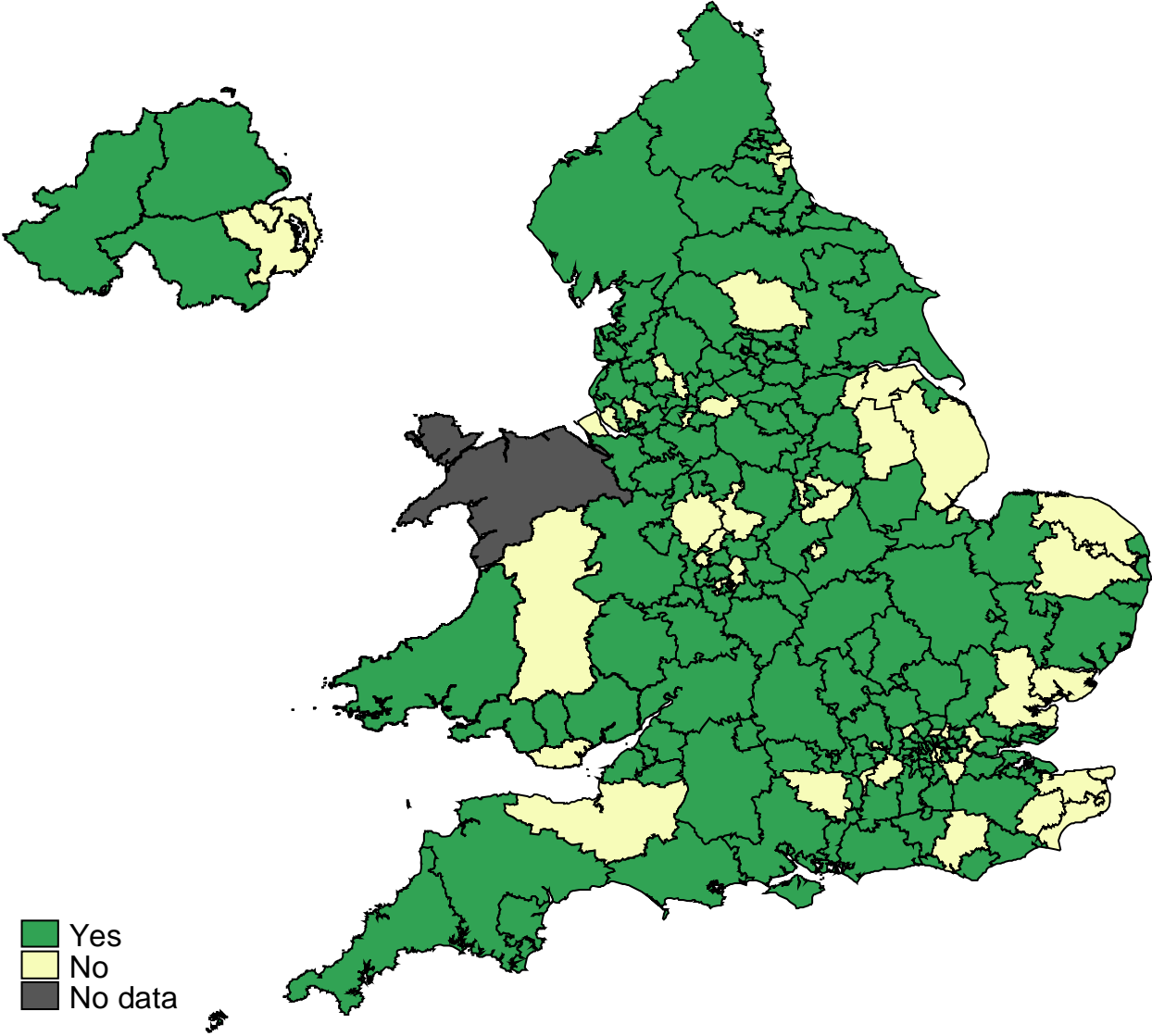


This picture compares the **difference in funding** of speech and language therapy services by organisations in England, Wales and Northern Ireland.



The map below shows **which** funding organisations in England, Wales and Northern Ireland pay for a Speech and Language Therapy service for their stroke survivors.

Speech and Language Therapy (single service)



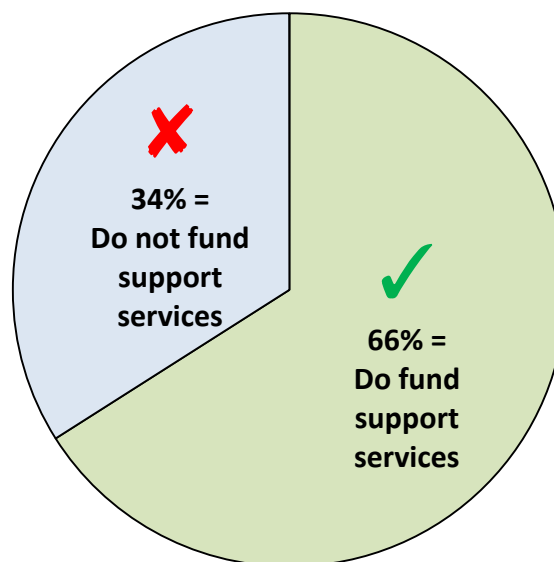
12. Teams that support stroke survivors and their families

What is this?

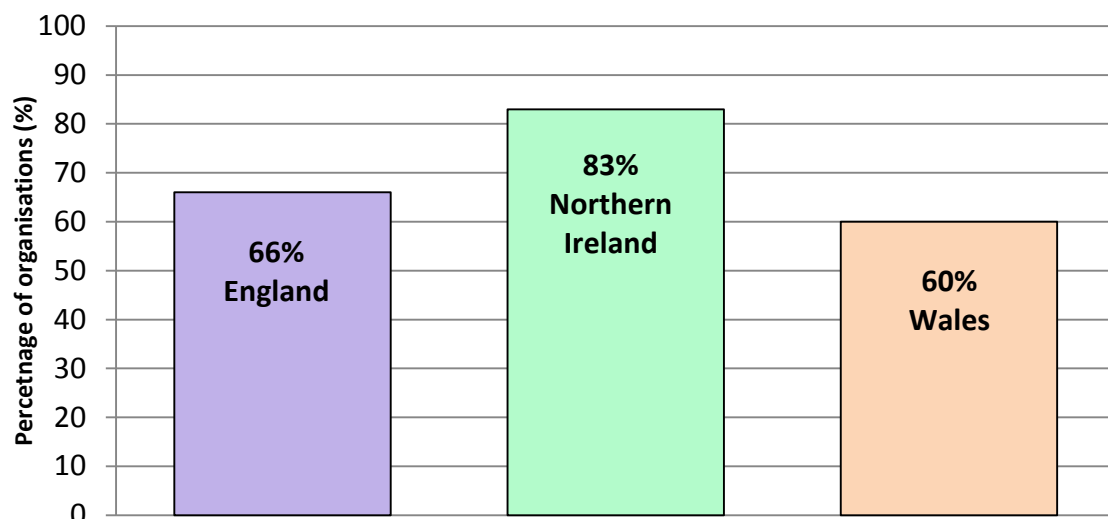
A service which

- **supports** stroke survivors and their family and carers
- includes **charities** and **locally funded groups**.

We were told about **220** stroke survivor and family and carer support teams. **66%** of funding organisations paid for one of these.

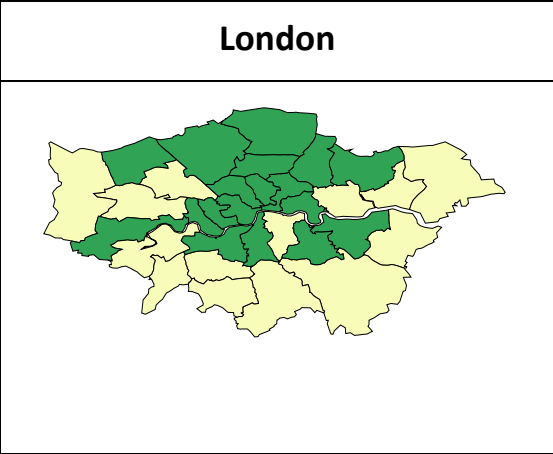
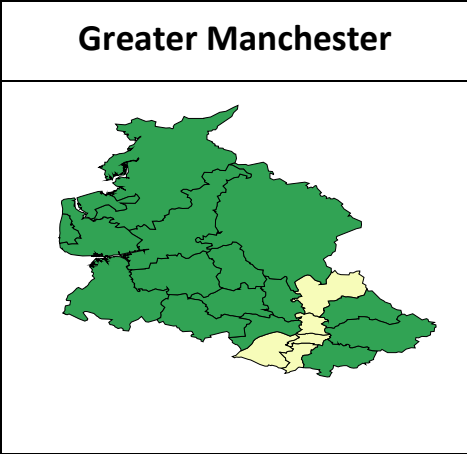
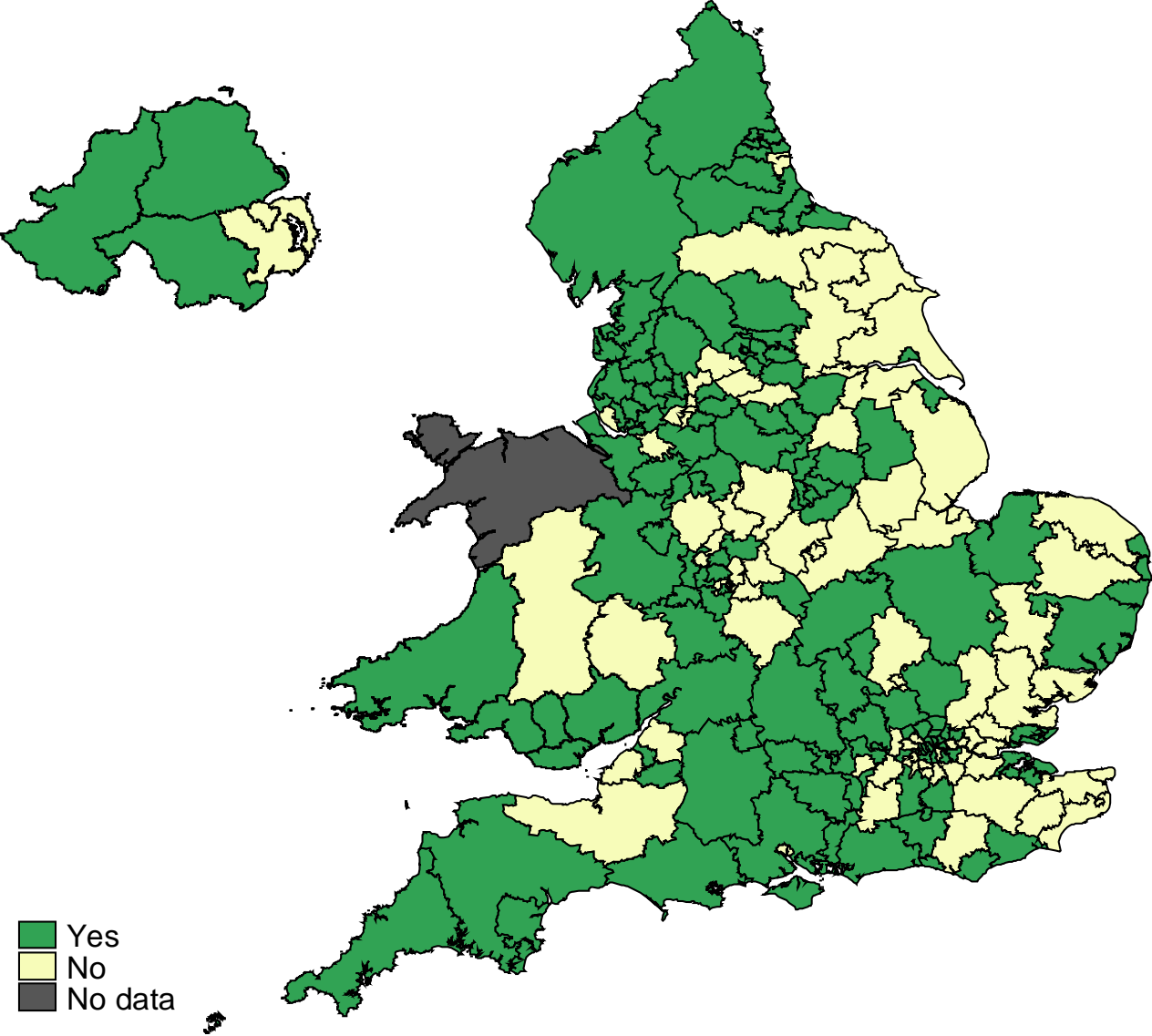


This picture compares the **difference in funding** of support services by organisations in England, Wales and Northern Ireland.



The map below shows **which** funding organisations in England, Wales and Northern Ireland funding a Family and Carer Support service for their stroke survivors.

Stroke survivor and family and carer support teams



Recommendations

This section tells you what post-acute services should do to improve stroke services.

Key words	What happens now	Recommendation
Care Home Residents	33% of the 716 post-acute services we were told about can help stroke survivors living in care homes.	Stroke survivors who live in care homes should get the same care as other stroke survivors.
Early Supported Discharge (ESD)	81% of organisations fund an Early Supported Discharge (ESD) team for patients in their area. Of the 207 services that we were told about 92% treat stroke patients only.	All organisations should fund an Early Supported Discharge Teams which treats stroke patients only.
Joint Health and Social Care working	37% of organisations work with Health and Social Care.	All organisations should work with Health and Social Care to make sure stroke survivors are helped to get back to work and that emotional and psychological needs are met.
Service planning and sending patient information to SSNAP	84% of organisations tell their hospitals to send SSNAP information and 73% of organisations tell their post-acute services to send SSNAP information.	All organisations should have a plan for what each of their services should look like and this is the same for each service type. They should make sure all services are sending patient information to SSNAP.
Six Month Reviews	54% of organisations are	All organisations should

	currently funding at least one six month assessment service.	support six month reviews taking place in their area.
SSNAP	84% of organisations tell their hospitals to send SSNAP information and 73% of organisations tell their post-acute services to send SSNAP information.	All organisations should use SSNAP data and talk about this with their services in order to improve the services received by stroke survivors.

Useful words

Acute care	Care which is given immediately after a stroke.
Aphasia	Problems with speech and language.
Audit	A process to compare and improve services. This audit does this by comparing how stroke care is organised against national guidelines in England, Wales and Northern Ireland.
Carer	Someone who is not paid but provides support and personal care at home, includes relatives and friends.
Commissioner/ Commission	Commissioners are the organisations which fund services within a local area. To commission a service, commissioners look at what types of services are seen to be needed for the people within the local area and fund them to be there.
Community Rehabilitation Team (CRT)	Services which offer longer term rehabilitation at a patient's home. They often follow Early Supported Discharge.
Domiciliary	To treat patients in their own home.
Domiciliary only	Services which treat patients in their own home but are not considered Early Supported Discharge or Community Rehabilitation Team.
Early Supported Discharge (ESD)	Services which treat stroke patients at their home, giving the same level of therapy as hospital.
Family and Carer Support Services	Organisations, often charities, which help and support stroke survivors and their carers.
National Clinical Guideline	A National set of guidelines for stroke care published

for Stroke (2012)	by the Working Party for Stroke (4th edition 2012).
National Stroke Strategy (2007)	The Department of Health's plan for improving services for people who have had a stroke.
Occupational Therapy	Helps stroke survivors re-learn every day activities and skills.
Outpatient services	Often held in hospital or GP clinics, they offer a service where stroke survivors can go for therapy or access to nurses and doctors by appointment.
Physiotherapy	Can help stroke survivors recover from weakness in the body, often experienced on one side of the body.
In-patient rehabilitation	Bed-based services where stroke patients can stay if they need extra help before going home but they no longer need acute care.
Psychological Support	Services which support stroke survivors with conditions such as depression and cognitive impairment.
Service Function	A type of care that a service carries out for stroke survivors. A service may carry out only one type of service function or it could carry many types of service functions.
Six Month Reviews	These are meetings stroke survivors have six months after their stroke. They are used to find out if you need more treatment or help and make sure you see the right people if you do.
Speech and Language Therapy	Helps with aphasia and other communication difficulties.

**SSNAP (Sentinel Stroke
National Audit
Programme)**

A clinical audit project to measure patient care and the organisation of care against guidelines on how to deliver the best care.

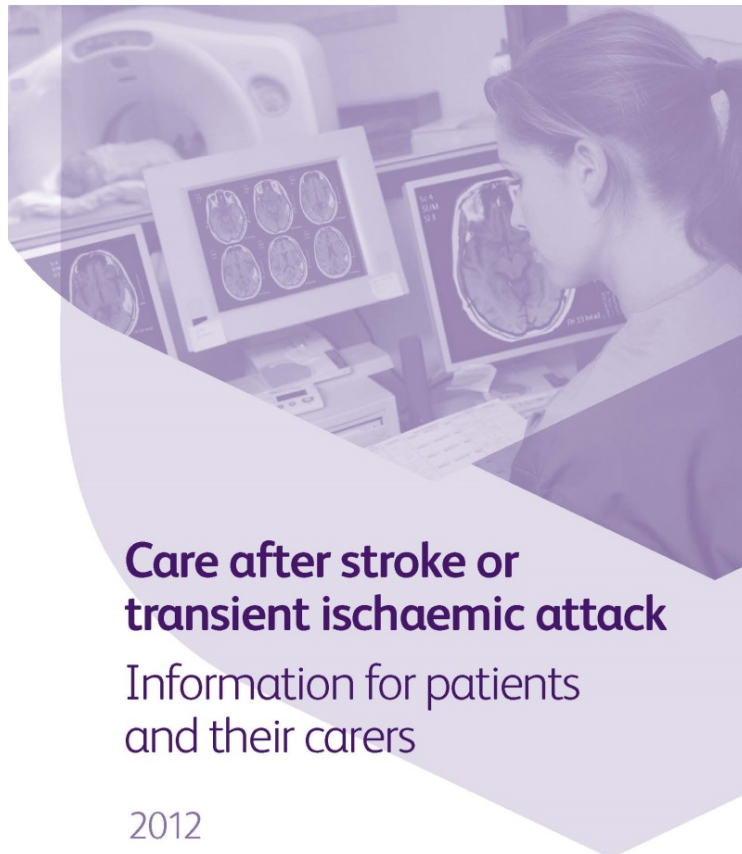
**Vocational
Rehabilitation**

This is teaching patients the skills they need to return to work.

Useful Contacts and Websites

<p>Disability Living Allowance Helpline (to get information on financial help or if you are seeking to start a claim)</p> <p>Telephone: 08457 712 3456</p> <p>Textphone: 08457 722 4433</p>	<p>Relatives and Residents Association (provides information, advice and support for residents of care homes and their relatives)</p> <p>Advice Line: 020 7359 8136</p> <p>Website: www.relres.org</p>
<p>Carers UK (useful advice and information for carers)</p> <p>Carers Line: 0808 808 7777</p> <p>Website: www.carersuk.org</p>	<p>Shaw Trust (a charity which specialises in helping disabled people to return to work)</p> <p>Tel: 01225 716300</p> <p>Website: www.shaw-trust.org.uk</p>
<p>Connect – the communication disability network (works with people living with stroke and aphasia)</p> <p>Telephone: 020 7367 0840</p> <p>Website: www.ukconnect.org</p>	<p>Different Strokes (is run by and for younger people who have had strokes)</p> <p>Tel: 0845 130 7172 or 01908 317618</p> <p>Website: www.differentstrokes.co.uk</p>
<p>NHS 111/ NHS Choices</p> <p>Telephone (for non-emergency medical advice): 111</p> <p>Website: www.nhs.uk</p>	<p>Speakability</p> <p>Speakability supports people living with aphasia and their carers</p> <p>Helpline: 0808 808 9572</p> <p>Website: www.speakability.org.uk</p>
<p>The Stroke Association (provides practical support, including telephone helplines, publications and welfare grants, to people who have had strokes, their families and carers)</p> <p>Helpline: 0303 303 3100</p> <p>Website: www.stroke.org.uk</p>	<p>Aphasia Alliance (A coalition of key organisations from all over the UK that work in the field of aphasia. They can help people identify which organisations might be most appropriate)</p> <p>Telephone: 01525 290 002</p> <p>Website: www.aphasiaalliance.org</p>

Further information on stroke for patients and carers



Care after stroke or transient ischaemic attack

Information for patients and their carers

2012

- This booklet is a **shorter version** of the 'National Clinical **Guideline** for Stroke'.
- It is written for **stroke survivors and their carers** but is also useful for anyone who has an interest in stroke care and management.
- It gives **information and advice** on the **care and treatment** of adults **after a stroke** or TIA (mini stroke).
- It also has listings of **organisations and support groups** who can help stroke patients and their families or carers.

Please go to <http://bookshop.rcplondon.ac.uk> if you would like to order this patient version of the 'Guideline'. You can also download the booklet from here:

<https://www.rcplondon.ac.uk/resources/stroke-guidelines>



If you would like more copies of this **Easy Access Version**, please contact the Stroke Programme at the Royal College of Physicians

Tel: 020 3075 1383

Email: ssnap@rcplondon.ac.uk

This booklet is a shorter version of the full-length report.

To see the full **SSNAP Post-acute Organisational Audit Report**, please go to www.strokeaudit.org/results

If you would like to see the Easy Access Version of the **National Stroke Strategy**, please go to: www.dh.gov.uk/stroke

You can find all other audit results including the SSNAP Clinical Audit on the SSNAP Results Portal, please go www.strokeaudit.org/results.

We want to know.....

What do you think of this report? Have you found it useful?

Please email ssnap@rcplondon.ac.uk and let us know.