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**Review of services for people who have had a stroke and their carers**

SUPPORTING LIFE AFTER STROKE  
LOCAL ASSESSMENT REPORT

North Tyneside PCT area

## Introduction

This review looks at the care experienced by people who have had a stroke (or TIA– which is similar to a stroke, but the symptoms disappear within 24 hours) and their carers. It starts from the point people prepare to leave hospital, to the long-term care and support that people may need to cope with stroke-related disabilities. It looks at both health and adult social care, as well as links to other relevant services, such as local support groups and services to help people participate in community life.

As the Quality Markers (QMs) set out in the National Stroke Strategy are now well established, they form the basis of the ‘assessment framework’ for this review. We used the QMs to create a set of 15 scored indicators, which we combined to give an overall assessment for each local area, with four categories:

- ‘Best performing’ – on average these areas scored the top two marks across 8 or 9 of the 15 scored indicators and only scored low marks in 1 or 2.
- ‘Better performing’ – with more areas of strength than weakness.
- ‘Fair performing’ – with more areas of weakness than strength.
- ‘Least well performing’ – typically scored low marks in 8 or 9 of the 15 scored indicators and only scored high marks in 1 or 2.

For this review, the areas we used for our assessments were based on the boundaries of primary care trusts (PCTs). PCTs are the main organisations responsible for commissioning care for people who have had a stroke and their carers, although local councils, in particular adult social services departments, also have an important role in assessing people’s needs and commissioning a range of community-based support, care and advice services.

This detailed report is intended primarily for professionals involved in stroke care. We have also produced a summary report designed for people who have had a stroke and their carers. Both versions show how well the area performs in each of the scored indicators, and are available (from mid January 2011) on the review webpage [cqc.org.uk/stroke](http://cqc.org.uk/stroke). The webpage includes a link to the assessment framework, which includes the definitions of the review’s scored indicators and explains how they are combined to produce the scored assessment for each area.

## Understanding the results for an area

The table on page three sets out the list of scored indicators, along with the scores for this area. The following pages consider each scored indicator in turn, with charts showing the distribution of values or scores for the constituent parts for each indicator. In order to keep this report to a reasonable length only a selection of the available data is shown. The remaining data will be released as benchmarking data for the services that took part.

The position of this area within most charts (graphs) is shown by the asterisk below the horizontal axis and the vertical line. In charts showing the results of multiple-choice questions, the value for this area is shown as “(This site)” against the response that applies. Many of the question descriptors shown on charts are abbreviated versions of the full question wording. For the majority of charts higher values indicate better performance (any exceptions are noted in the text next to the relevant chart).

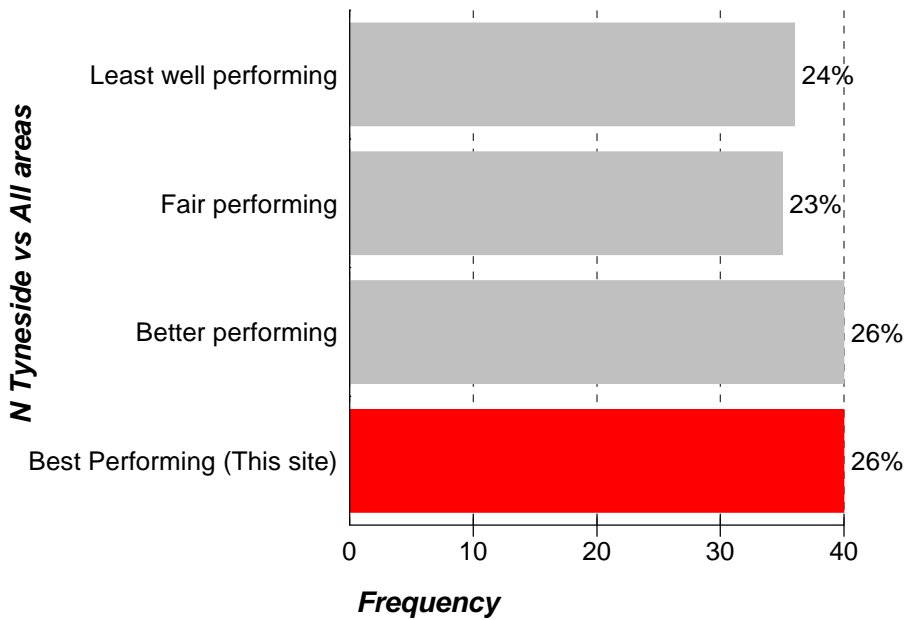
| Ref | Scored indicator                              | Score | Page  |
|-----|---|-------|-------|
| 12  | Management of transfer home                   | 5     | 5-6   |
| 10  | Early Supported Discharge                     | 5     | 7     |
| 13a | Community-based services                      | 3     | 8-9   |
| 13b | Services for carers                           | 4     | 10-11 |
| 13c | Secondary prevention                          | 3     | 12    |
| 13d | Meeting individuals' needs                    | 3     | 13-14 |
| 13e | Outcomes at 1 year                            | 3     | 15    |
| 15  | Support for participation in community life   | 2     | 16-17 |
| 6   | TIA care and support                          | 3     | 18    |
| 14  | Reviews and assessments after transfer home   | 4     | 19-20 |
| 3a  | Range of info provided                        | 3     | 21    |
| 3b  | Signposting, coordination and personalisation | 4     | 22-24 |
| 11  | End of life care                              | 4     | 25    |
| 4   | Involvement in planning and monitoring        | 3     | 26-27 |
| 17  | Working together                              | 2     | 28    |
|     | Average score                                 | 3.4   |       |

|                           |                        |
|---------------------------|------------------------|
| <b>Overall assessment</b> | <b>Best Performing</b> |
|---------------------------|------------------------|

Further details about this review can be found at <http://www.cqc.org.uk/stroke>

### Overall Result

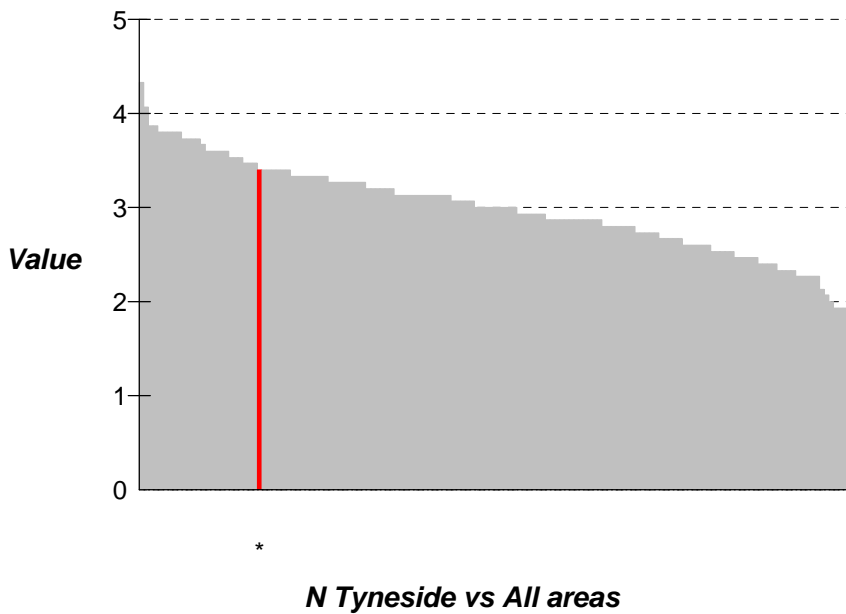
#### Overall assessment



This chart shows the percentage of areas given each scored assessment, with the score for this area highlighted and identified as "(This site)".

*Based on all Scored indicators*

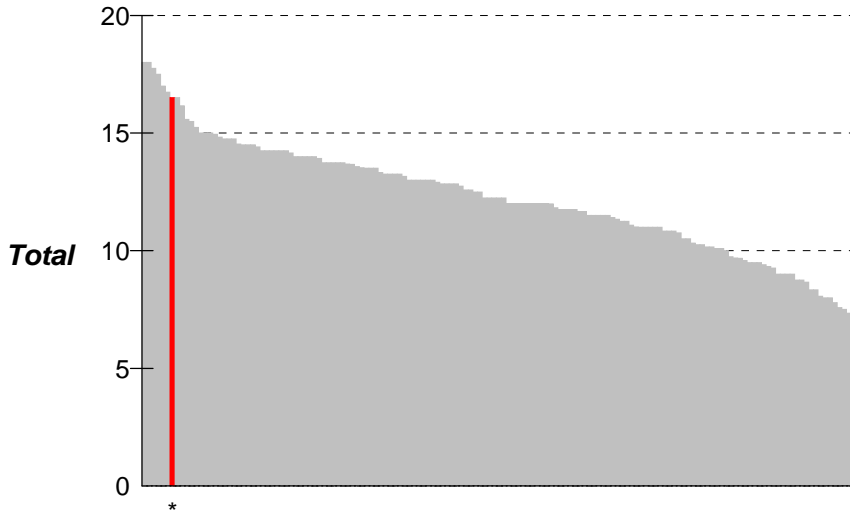
#### Average score



*Average of all Scored Indicators*

### Management of transfer home 1 (of 2)

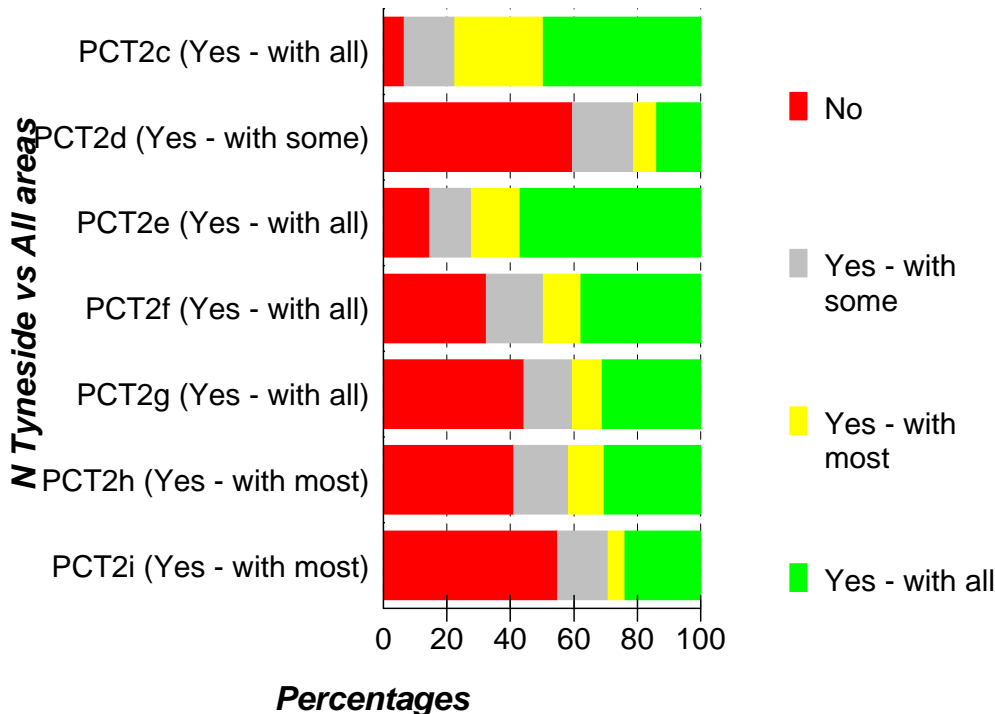
Total points for Transfer Home



*All inputs to Scored Indicator 12*

#### N Tyneside vs All areas

Transfer home (PCT Questions)



Answers for this area shown in brackets. Includes answers to Qs:

2c: Are there policies in place re transfer home of stroke patients?

2d: Are these polices stroke-specific?

Do they state that:

2e: Patients and carers should be involved in discharge planning?

2f: Patients should agree/write the goals in the discharge plan?

2g: Community stroke team should be involved?

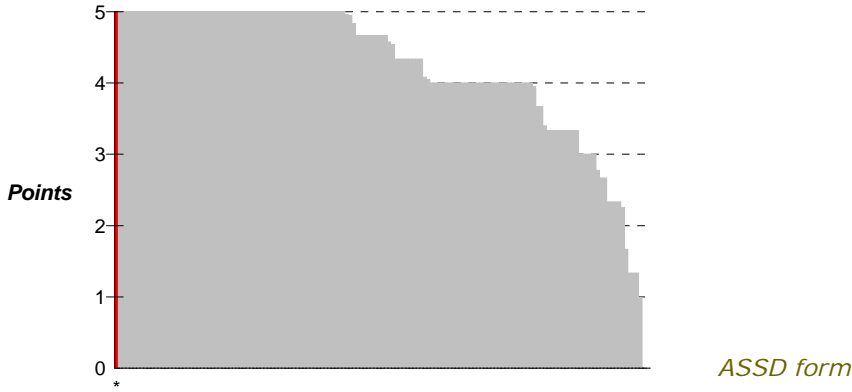
2h: Patients should be given a copy of the discharge summary?

2i: Patients should be followed up in 72 hrs by stroke rehab services?

*PCT2c - PCT2i*

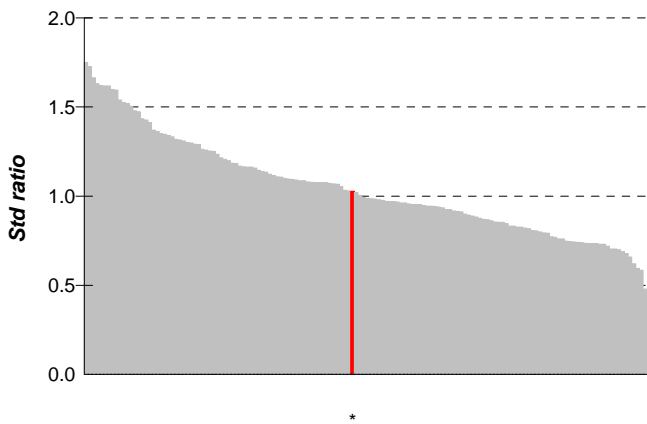
## Management of transfer home 2 (of 2)

Transfer Home - points from Adult Social Services Department (ASSD) form



*N Tyneside vs All areas*

HES 30 day emergency readmissions

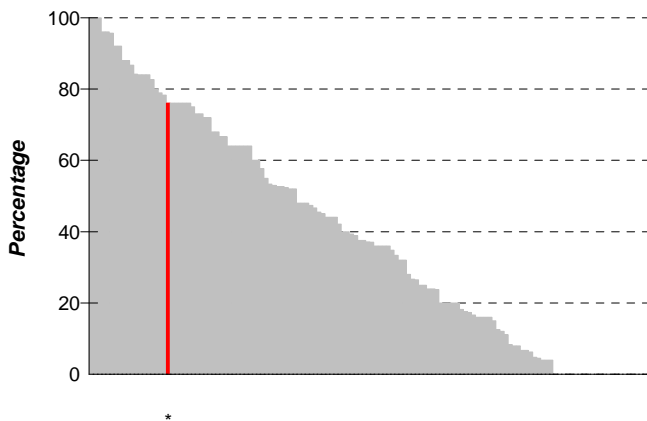


Standardised readmission ratio (values above 1 shows more emergency readmissions than expected, values below 1 show fewer emergency readmissions than expected)

*Hospital Episode Statistics*

*N Tyneside vs All areas*

Percentage of people contacted within 2 days of transferring home (CFT)

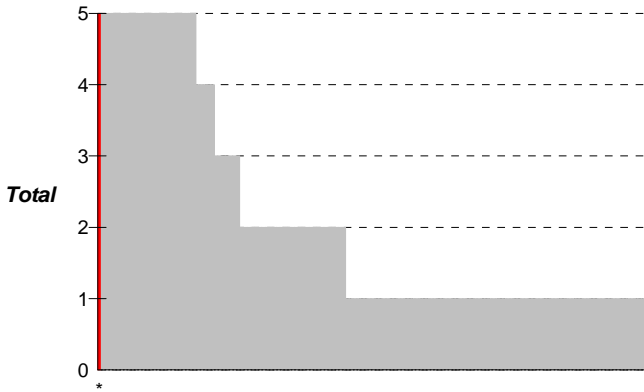


*Case file tracking tool (Q2)*

*N Tyneside vs All areas*

### Early Supported Discharge (ESD)

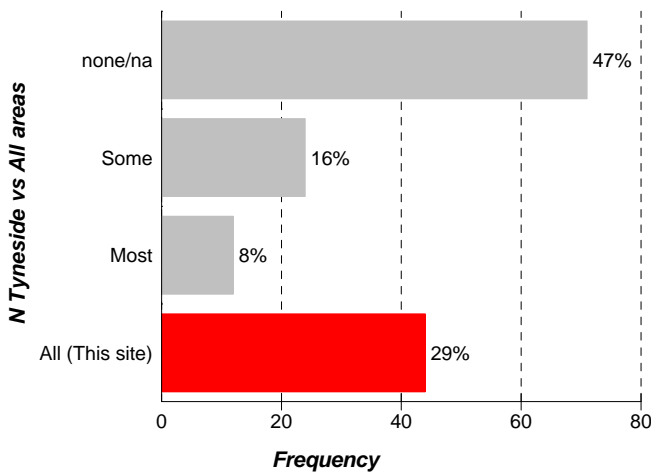
Total points for ESD



*N Tyneside vs All areas*

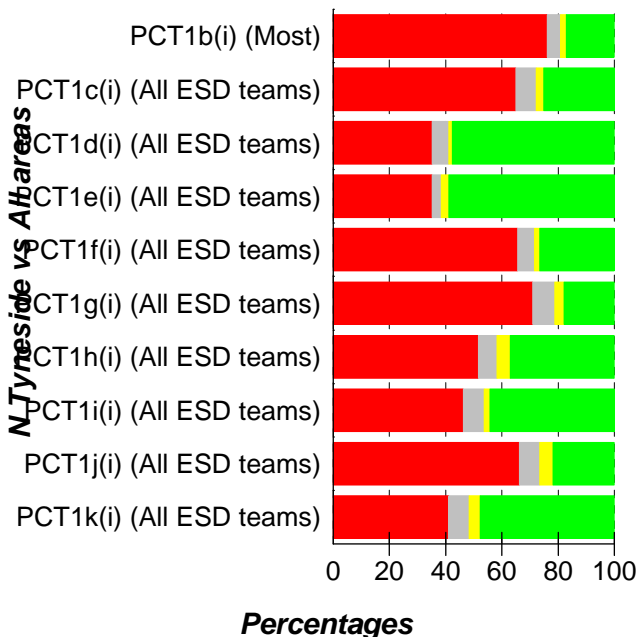
*All inputs to Scored Indicator 10*

Proportion PCT area with specialist ESD



*PCT 1a(column i)*

ESD - available roles

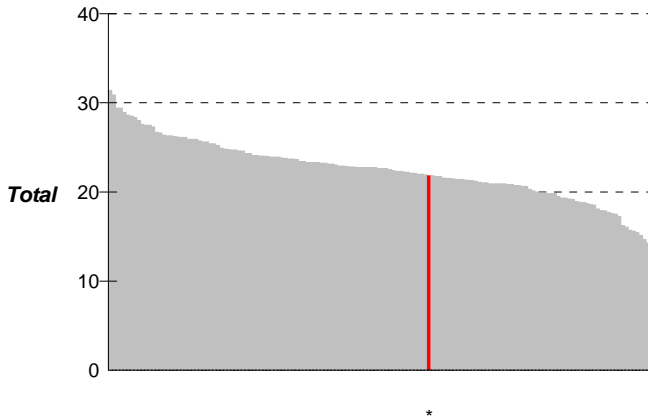


- 1b: a clinical psych./neuropsychologists
- 1c: a dietician
- 1d: an occupational therapist
- 1e: physiotherapists
- 1f: a social worker
- 1g: a doctor
- 1h: a nurse
- 1i: a SALT
- 1j: staff trained re counselling/psych supt
- 1k: a rehab assistant

*PCT1b(i) - PCT1k(i)*

### Community-based services 1 (of 2)

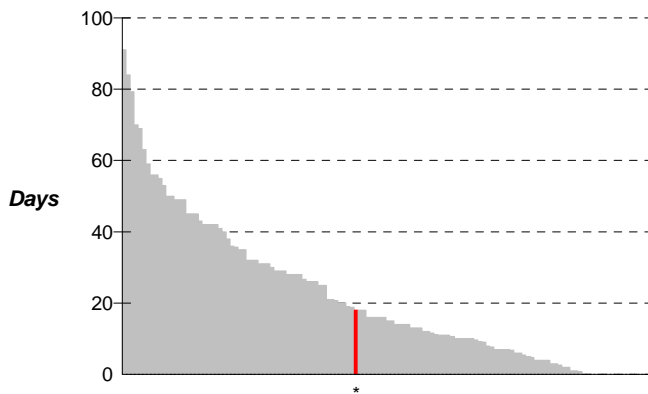
Total points for Community services



All inputs to Scored Indicator 13a

*N Tyneside vs All areas*

Community Speech and Language Therapy - average wait (8c(i))

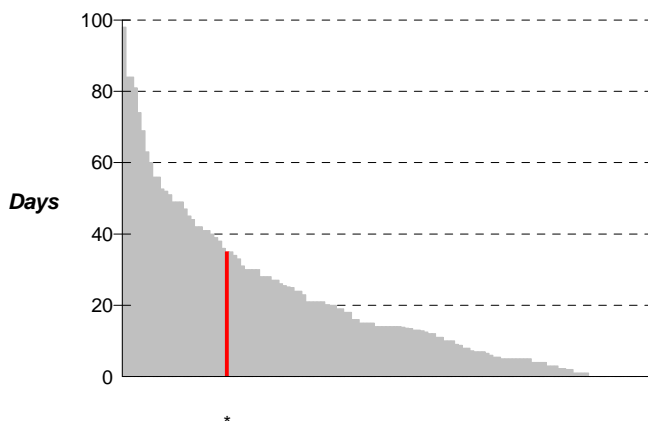


Higher values show longer average waits (and hence poorer performance)

PCT 8c(i)

*N Tyneside vs All areas*

Community Physiotherapy - average wait (8c(ii))



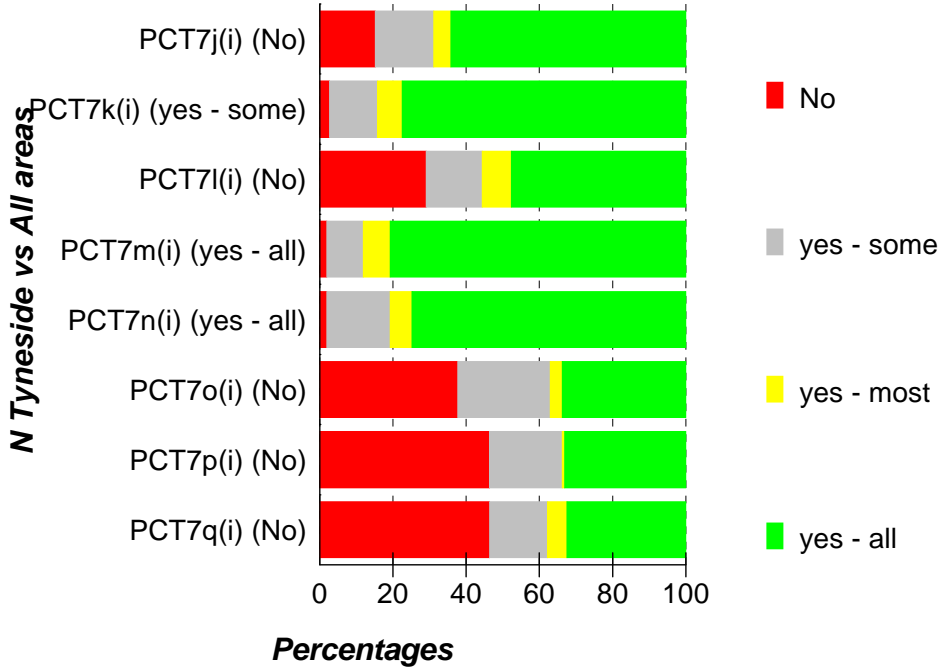
Higher values show longer average waits (and hence poorer performance)

PCT 8c(ii)

*N Tyneside vs All areas*

**Community-based services 2 (of 2)**

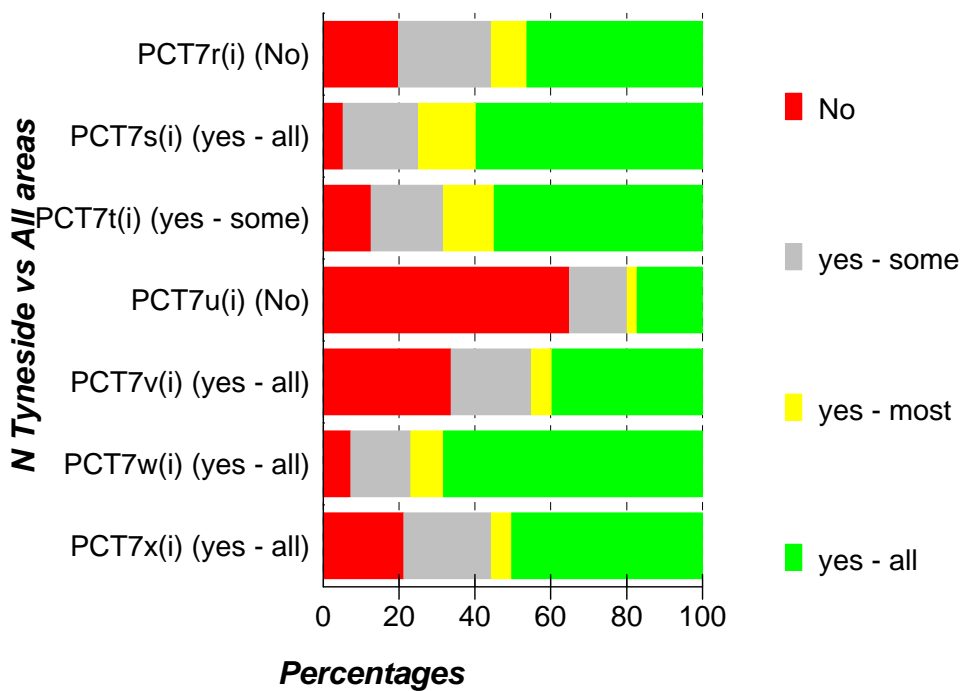
Specialist rehab services available



- 7j: Orthoptics
- 7k: Orthotics
- 7l: Spasticity clinics
- 7m: Support for home enteral feeding/PEG
- 7n: Dietetics
- 7o: Specific vocational rehabilitation
- 7p: Specific rehabilitation re driving
- 7q: Stroke nurses

*PCT7j(i) - PCT7q(i)*

Peer support etc available

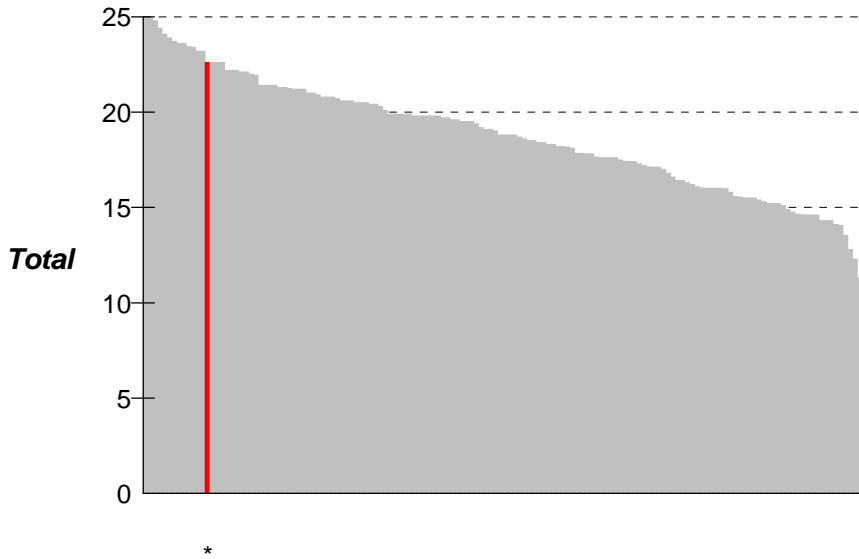


- 7r: 1-1 befriending service
- 7s: Peer support groups
- 7t: Dysphasia/aphasia support groups
- 7u: Conversation partners in care homes
- 7v: Stroke support groups for adults of working age
- 7w: Help with ad hoc information needs
- 7x: Other peer support

*PCT7r(i) - PCT7x(i)*

**Services for carers 1 (of 2)**

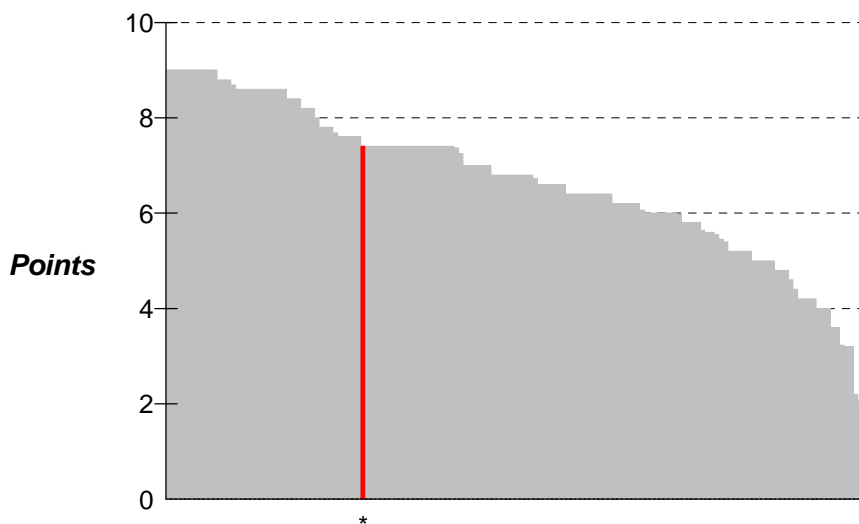
Total points for Services for carers



*All inputs to Scored Indicator 13b*

***N Tyneside vs All areas***

Services for carers - points from ASSD form

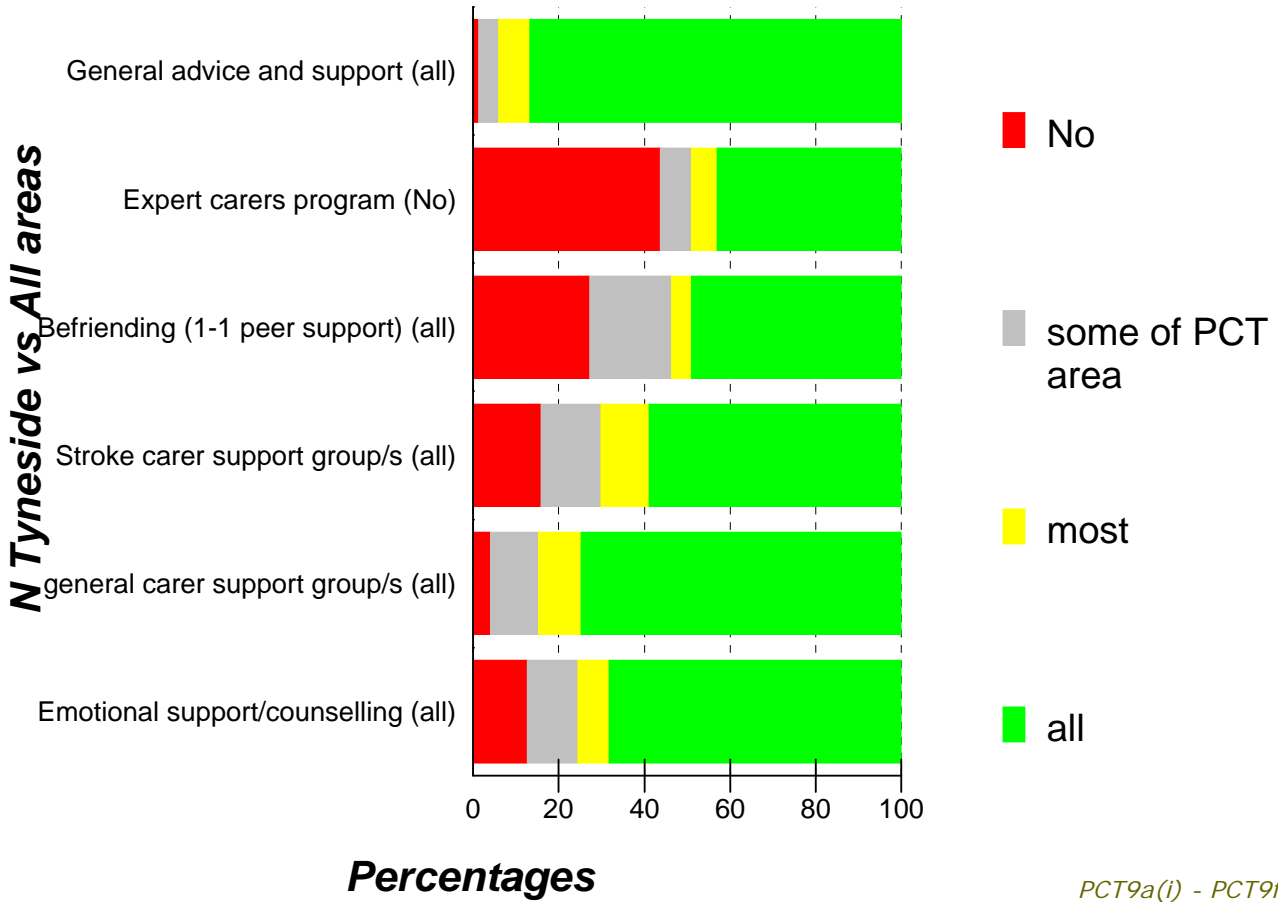


*ASSD form*

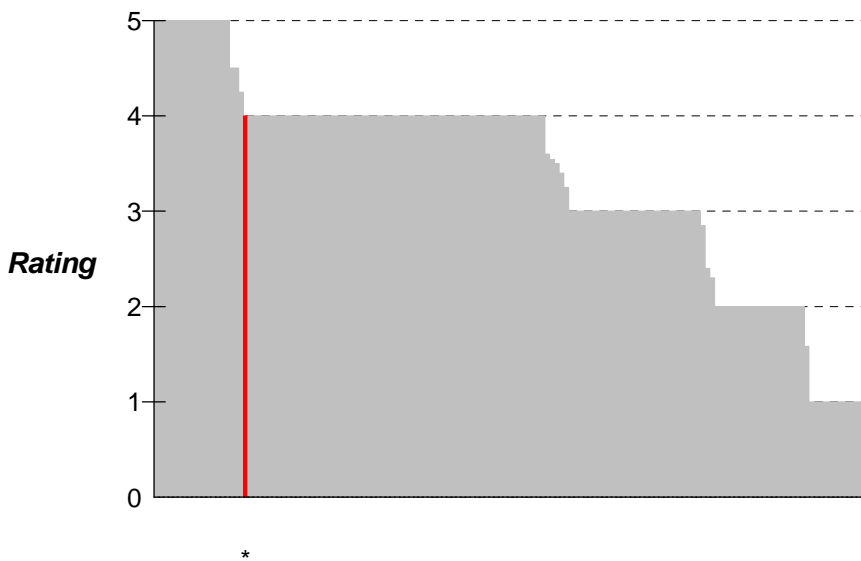
***N Tyneside vs All areas***

**Services for carers 2 (of 2)**

Services for carers



THIA(L) Q3 *Was info clear and helpful for carers?*

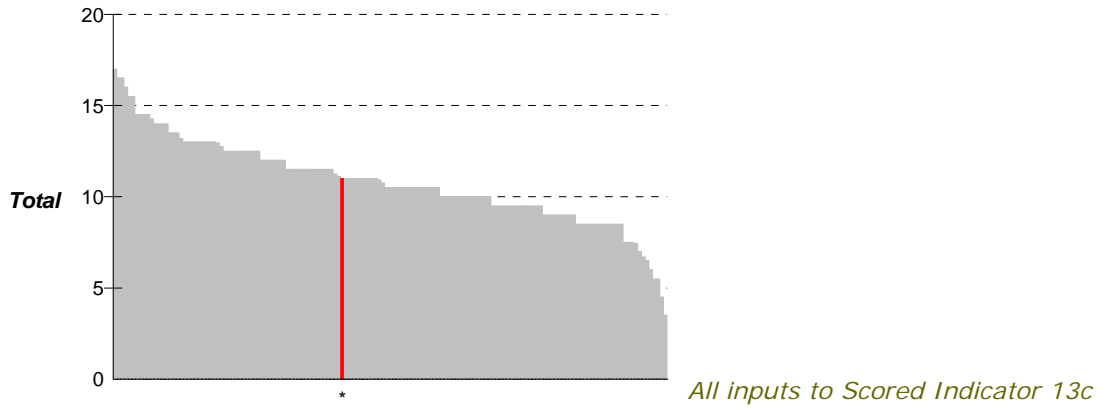


Based on results of local discussion group for Transfer Home Information Analysis (THIA (L)) – scored 5 (very good) to 1 (very poor)

*THIA\_L Q3*

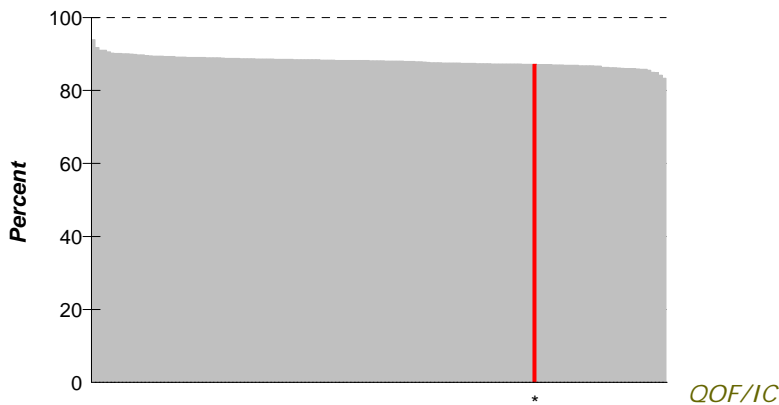
## Secondary prevention

13c) Total points for Secondary Prevention



***N Tyneside vs All areas***

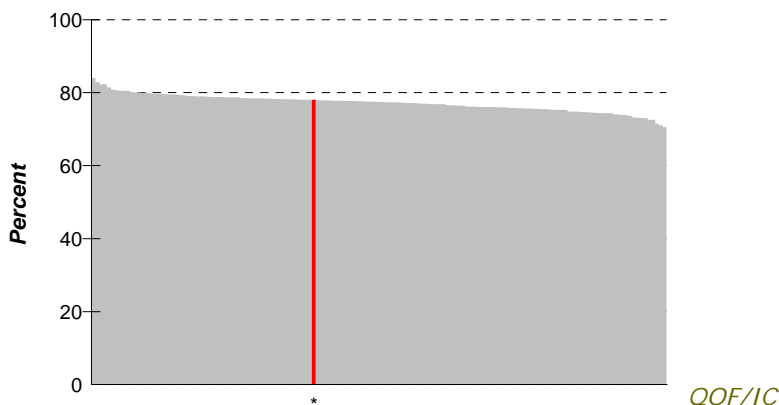
QOF STROKE 06 Percentage stroke or TIA patients with blood pressure in range



The percentage of patients with a history of TIA or stroke in whom the last blood pressure reading (measured in the previous 15 months) is 150/90 or less.

***N Tyneside vs All areas***

QOF STROKE 08 stroke or TIA patients with Cholesterol in range

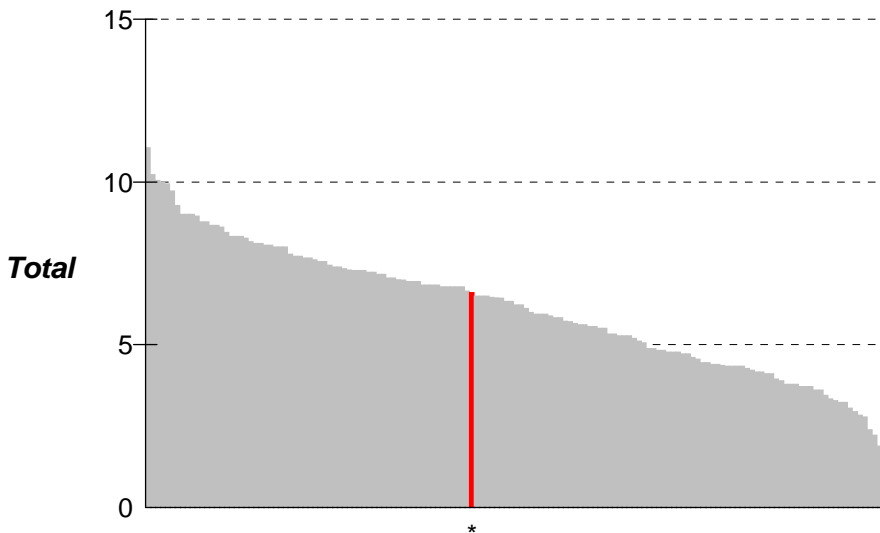


The percentage of patients with TIA or stroke whose last measured total cholesterol (measured in the previous 15 months) is 5mmol/l or less.

***N Tyneside vs All areas***

### Meeting individuals' needs 1 (of 2)

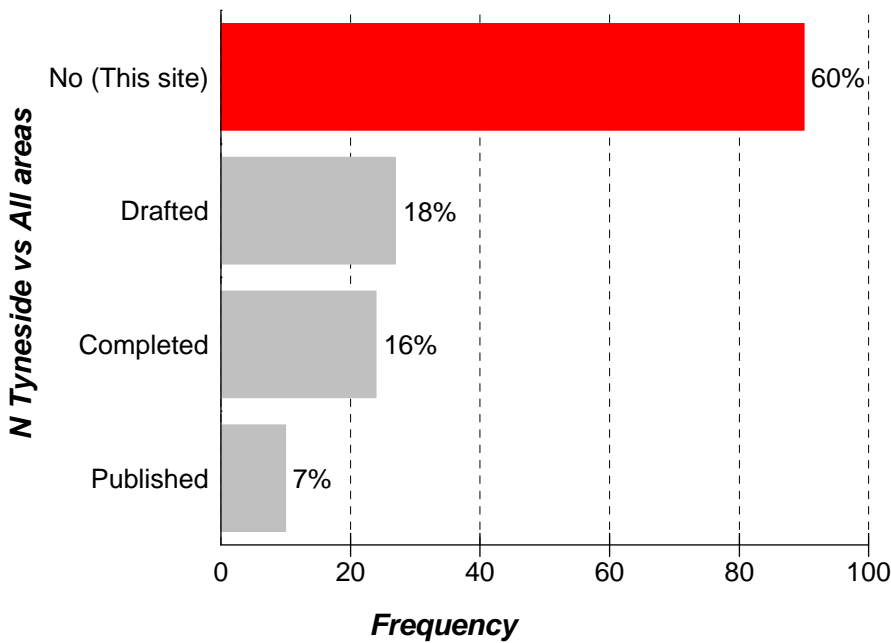
Total points for Individual needs



**N Tyneside vs All areas**

*All inputs to Scored Indicator 13d*

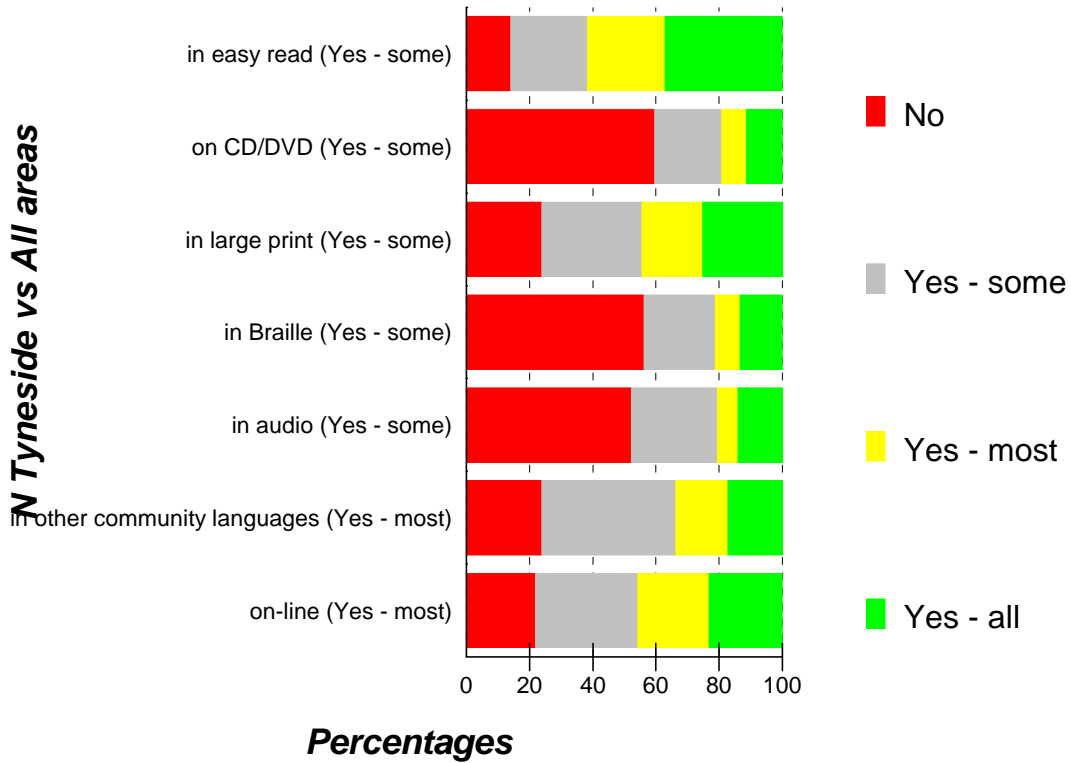
Equality Impact Assessment for implementation National Stroke Strategy



*PCT 17r*

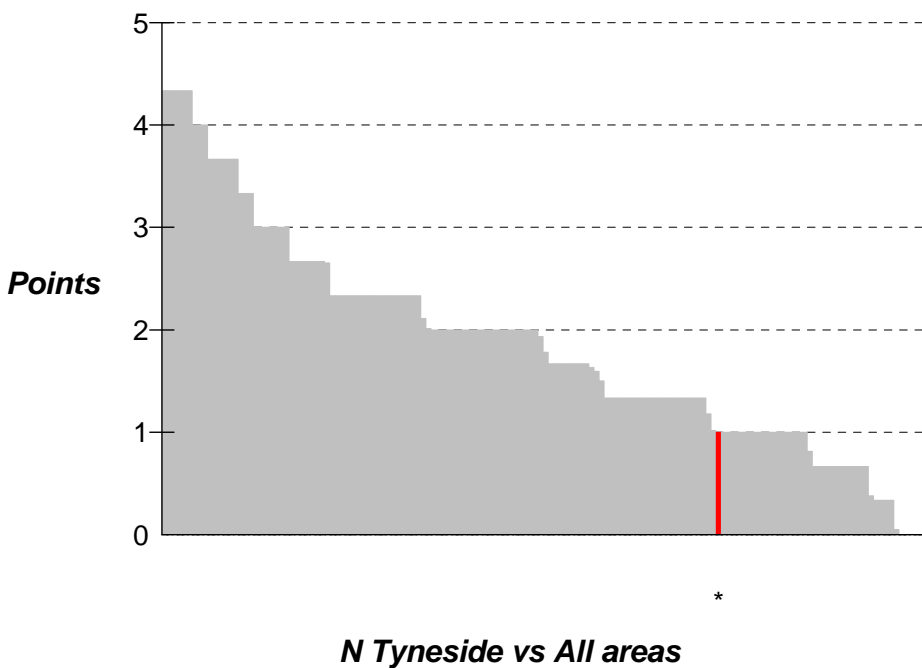
### Meeting individuals' needs 2 (of 2)

Information on transfer home - formats



PCT4i - PCT4o

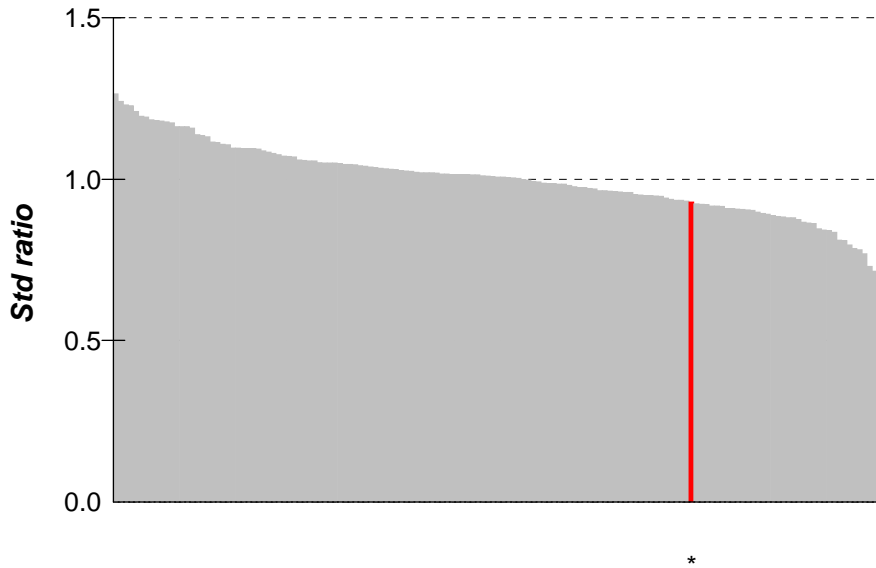
Individual needs points from ASSD form



ASSD form

**Outcomes at 1 year**

HES 1 year mortality

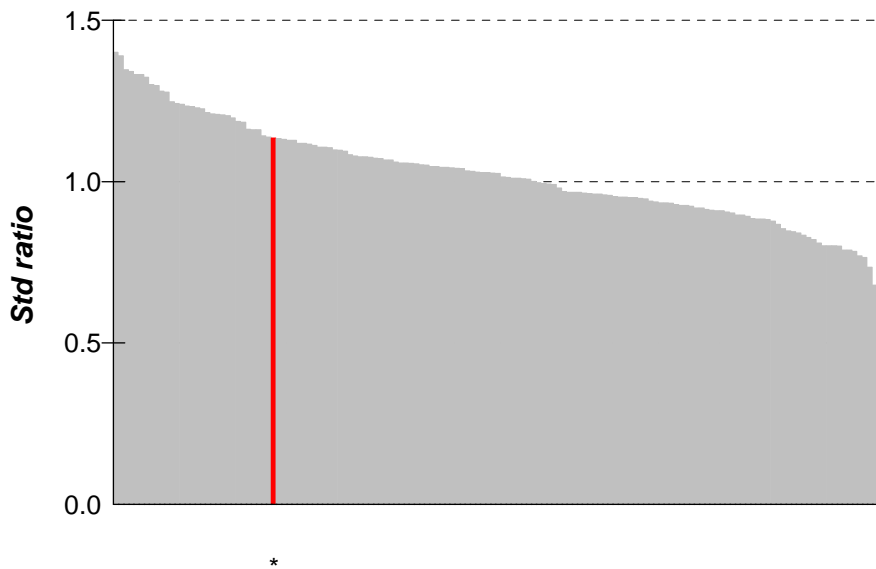


Standardised mortality ratio (values above 1 shows higher mortality than expected, values below 1 show lower mortality than expected)

*N Tyneside vs All areas*

*HES/ONS*

HES 1 year emergency readmissions



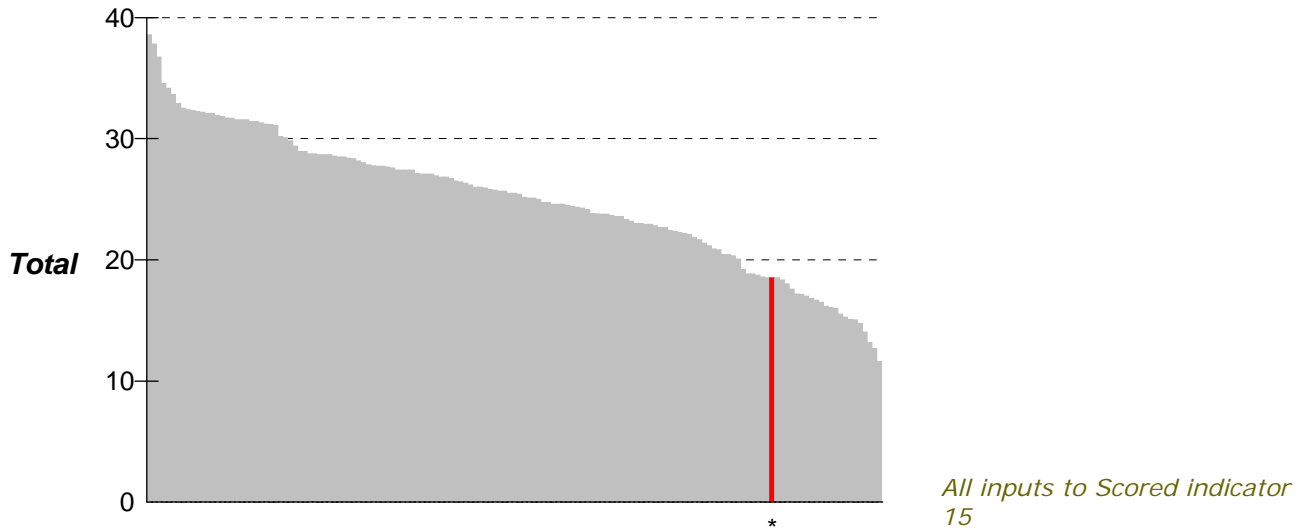
Standardised readmission ratio (values above 1 shows more emergency readmissions than expected, values below 1 show fewer emergency readmissions than expected)

*N Tyneside vs All areas*

*HES*

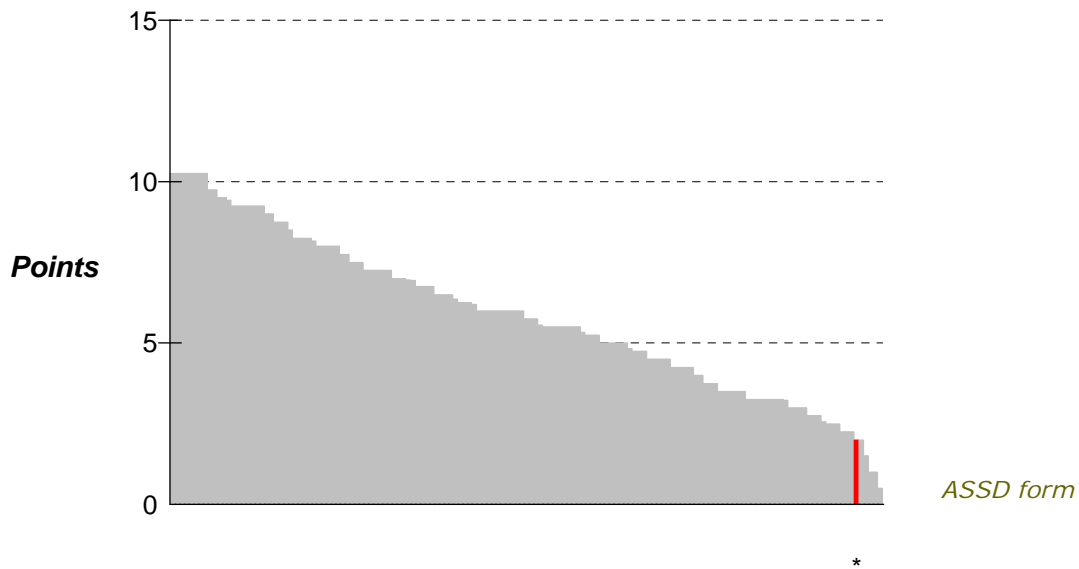
### Support for participation in community life 1 (of 2)

Total points for Community life



***N Tyneside vs All areas***

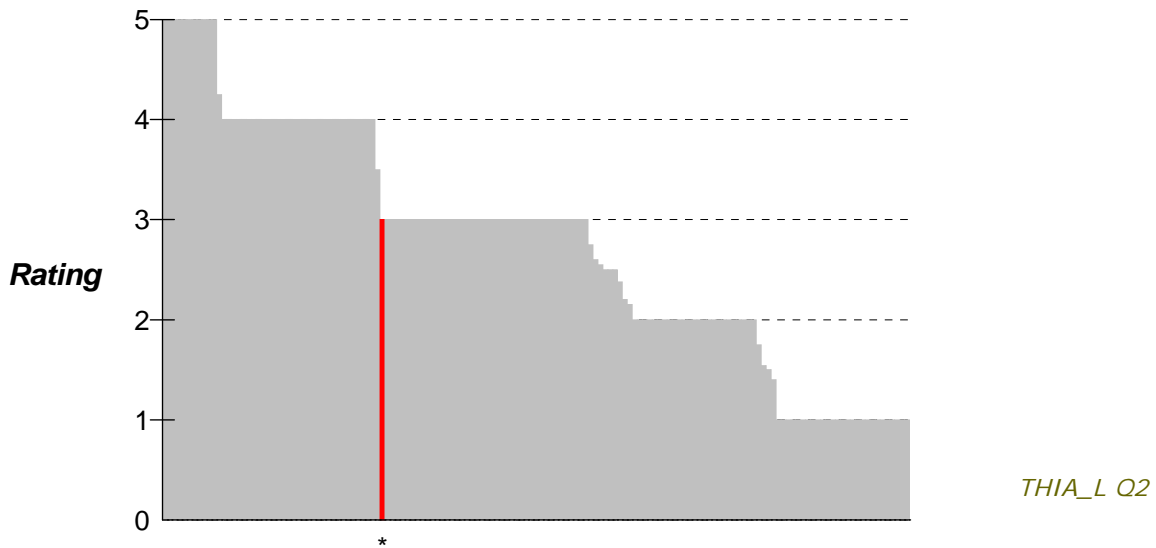
Community life - points from ASSD form



***N Tyneside vs All areas***

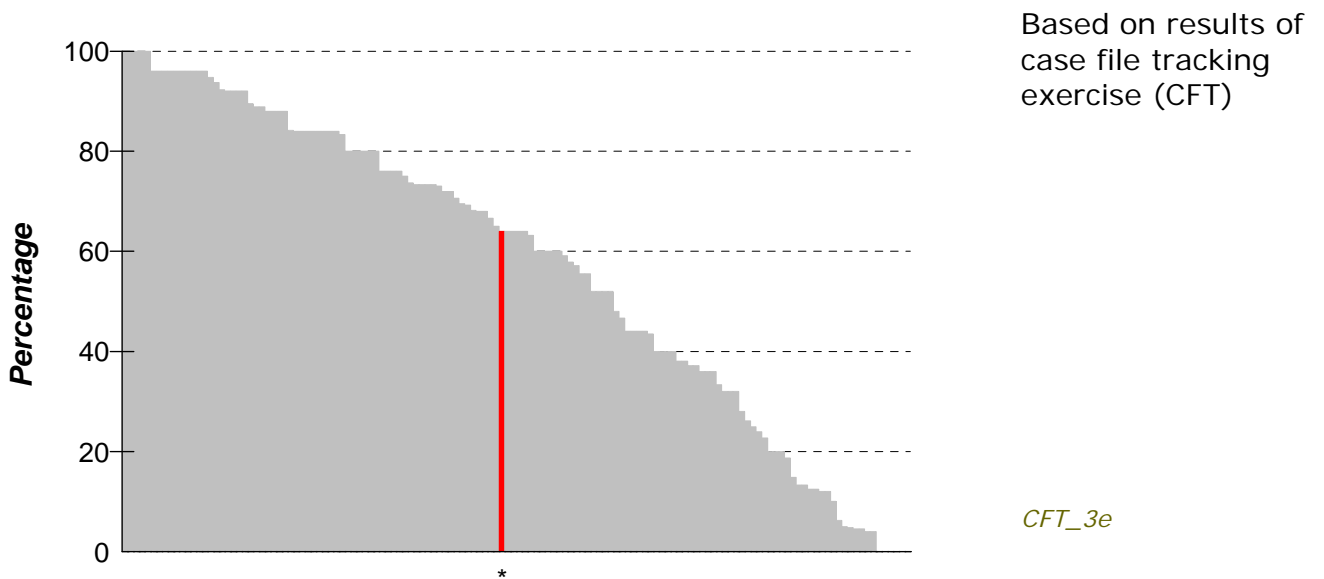
**Support for participation in community life 2 (of 2)**

THIA(L) Q2 Was info clear and helpful re money and benefits



**N Tyneside vs All areas**

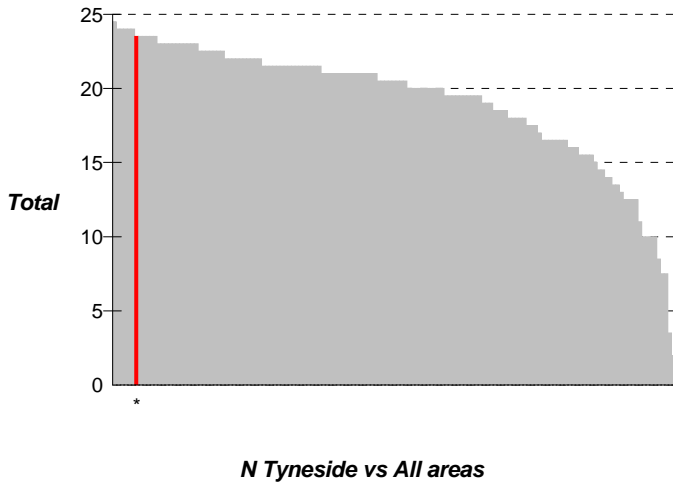
Percentage of people with care plans with outcome-focussed goals (CFT)



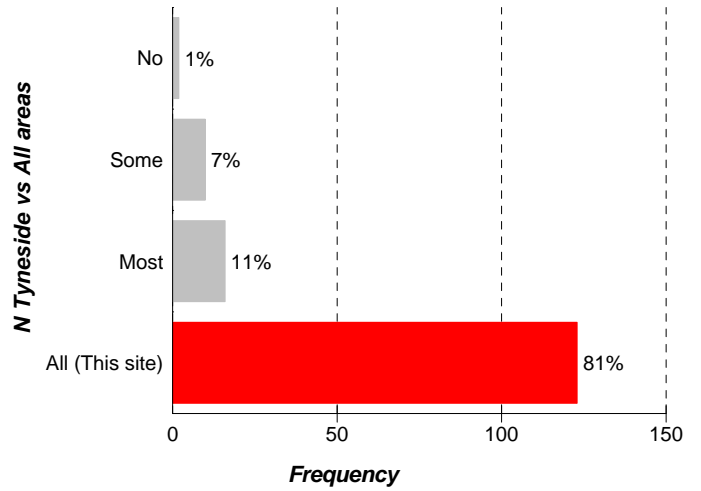
**N Tyneside vs All areas**

### TIA care and support

Total points for TIA

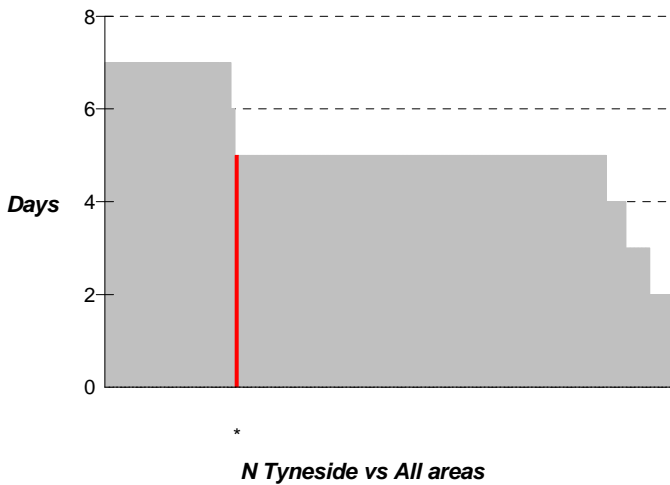


TIA pathway been agreed/implemented



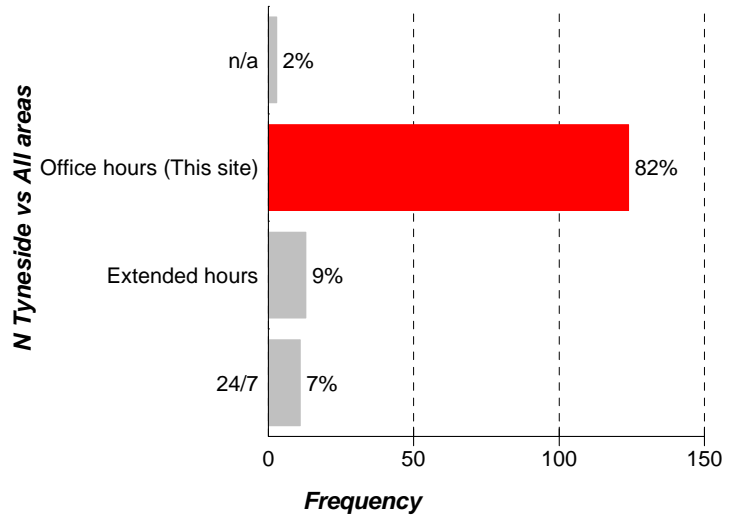
All inputs to Scored Indicator 6

TIA assessment clinics on how many days



PCT 15a

What are their opening hours?

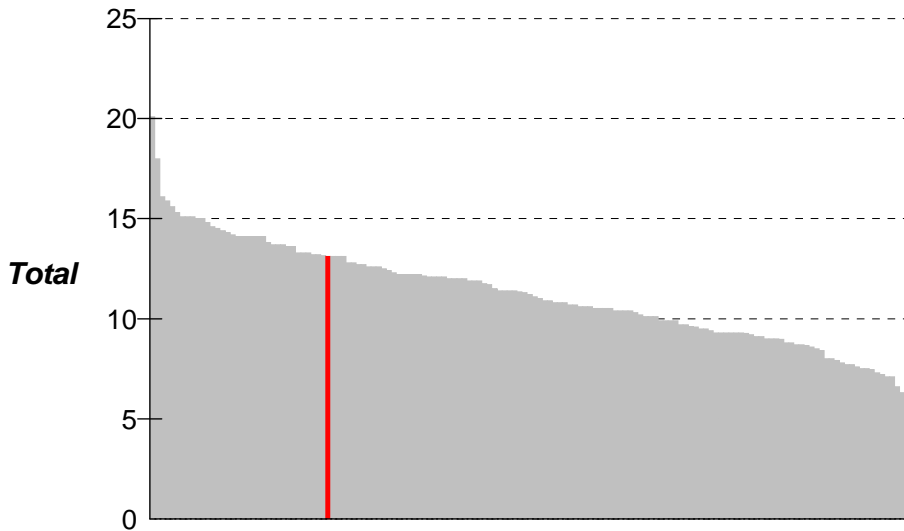


PCT 15l

PCT 15m

Reviews and assessments after transfer home 1 (of 2)

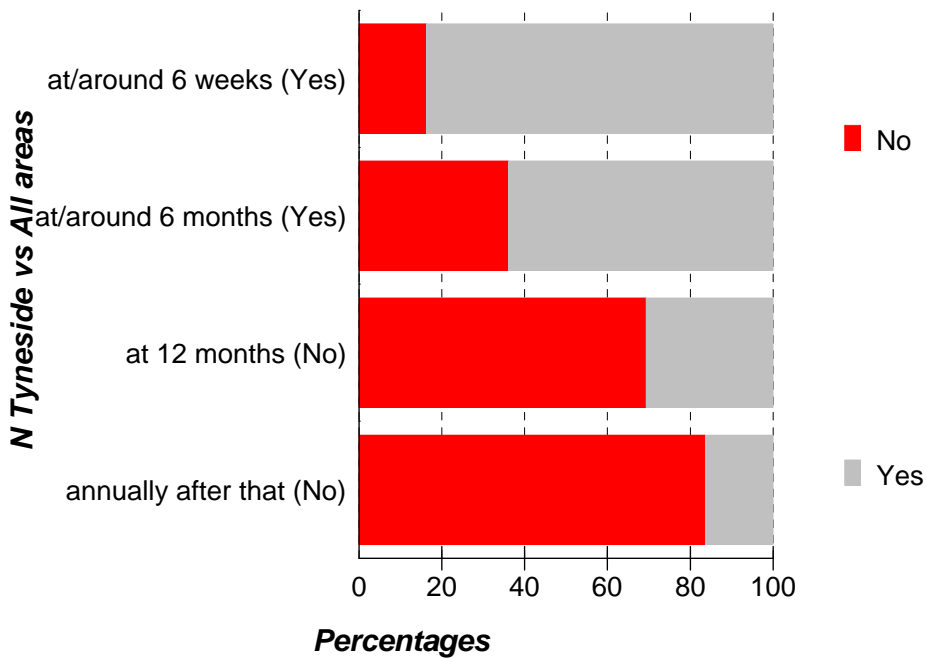
Total points for Reviews



\*  
**N Tyneside vs All areas**

*All inputs to Scored Indicator 14*

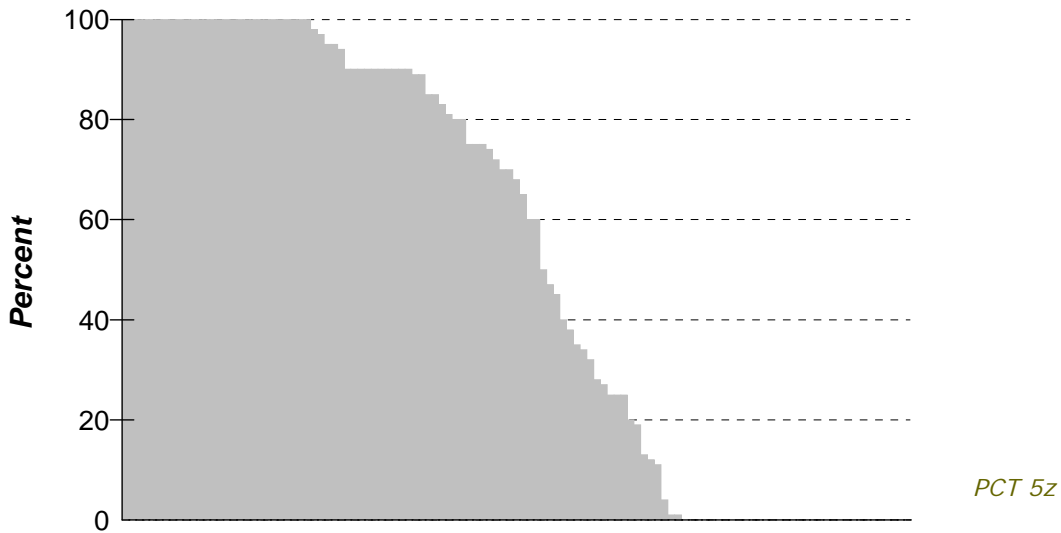
Systems in place for reviews after transfer home



*PCT5a(i) - PCT5a(iv)*

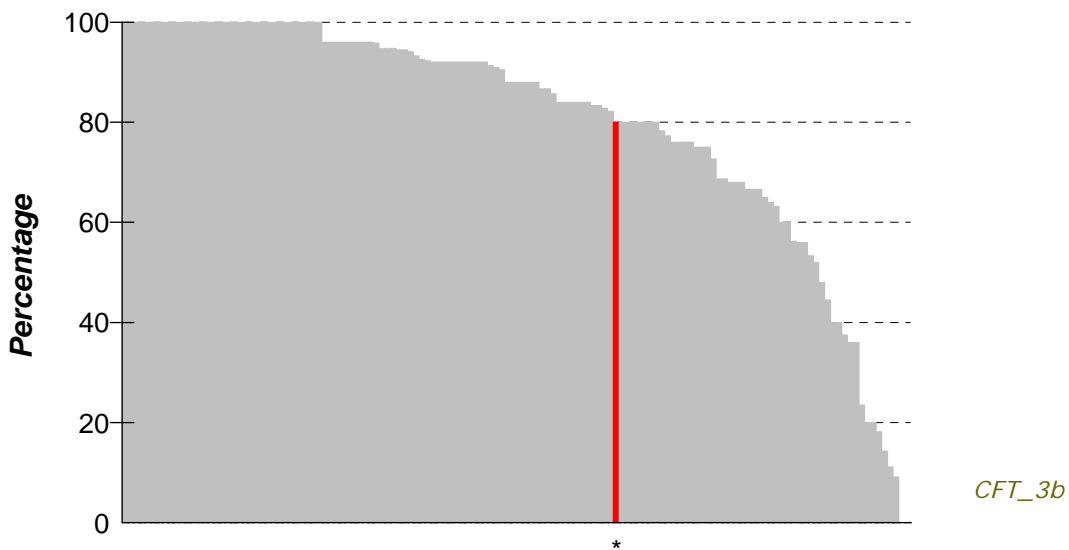
## Reviews and assessments after transfer home 2 (of 2)

Percentage for whom a review is carried out at 6 weeks (from local systems)



***N Tyneside vs All areas***

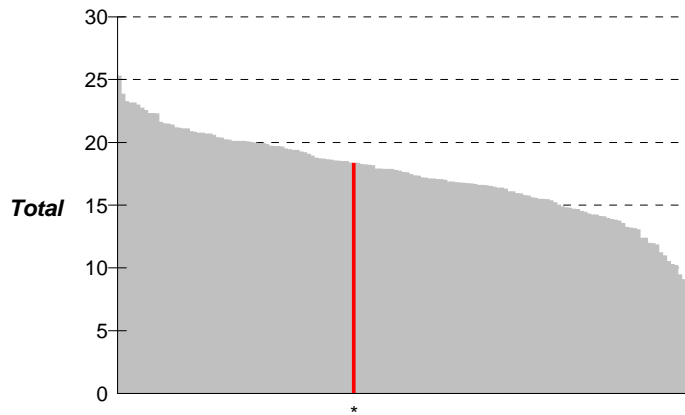
Percentage of people with care plan now in place (CFT)



***N Tyneside vs All areas***

### Range of information provided

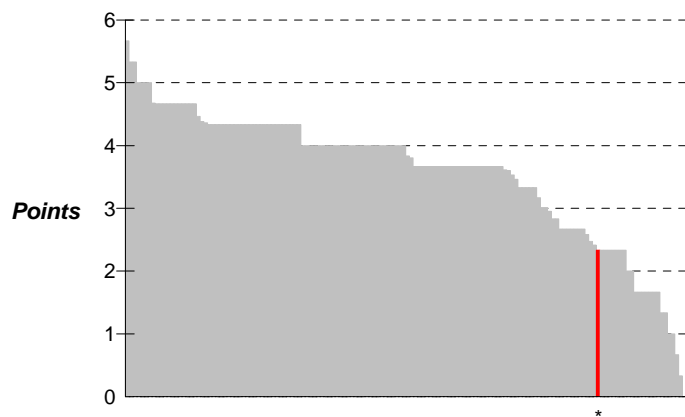
Total points for Range of Info



*All inputs to Scored indicator 3a*

***N Tyneside vs All areas***

Range of Information points from THIA central analysis

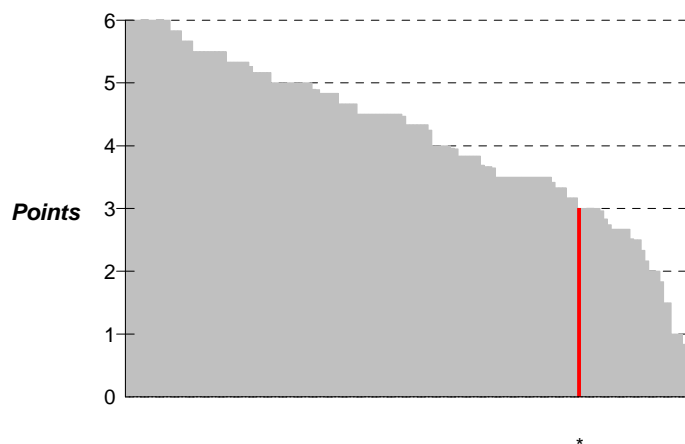


Total points for range of information, based on analysis of Transfer Home Information Analysis tool undertaken centrally by CQC (THIA (C))

*THIA(C)*

***N Tyneside vs All areas***

Range of Information - points from ASSD form

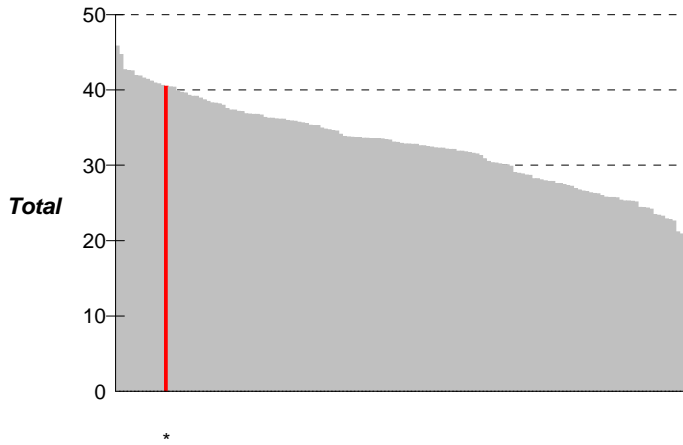


*ASSD form*

***N Tyneside vs All areas***

### Signposting, coordination and personalisation 1 (of 3)

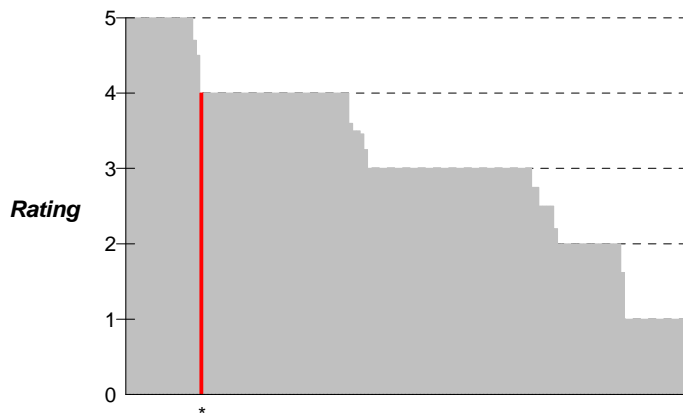
Total points for Signposting



All inputs to Scored Indicator 3b

**N Tyneside vs All areas**

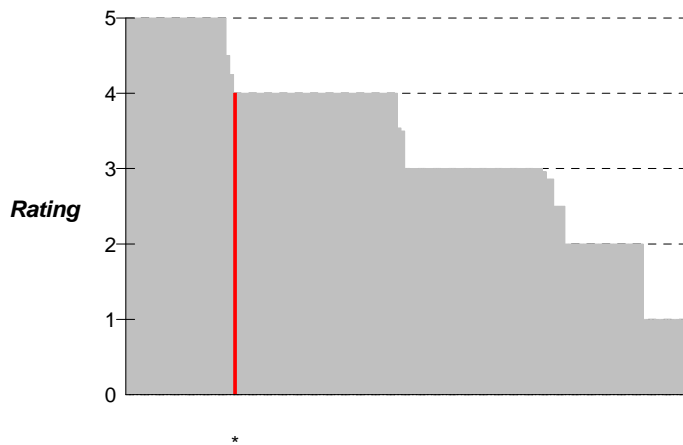
THIA(L) Q6 Was it easy to find things in the THIA pack of information?



THIA\_L Q6

**N Tyneside vs All areas**

THIA(L) Q7 Was the information in the THIA pack easy to understand?

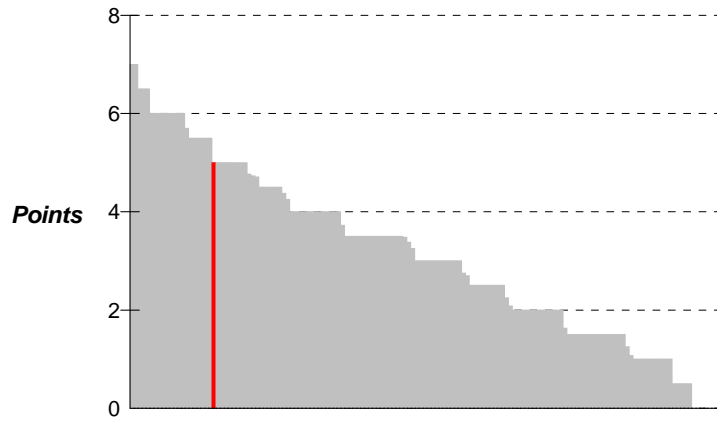


THIA\_L Q7

**N Tyneside vs All areas**

### Signposting, coordination and personalisation 2 (of 3)

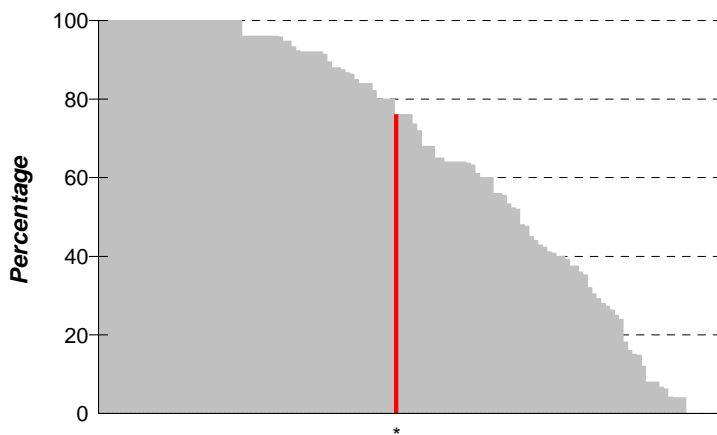
Signposting points from THIA(C)



THIA(C)

**N Tyneside vs All areas**

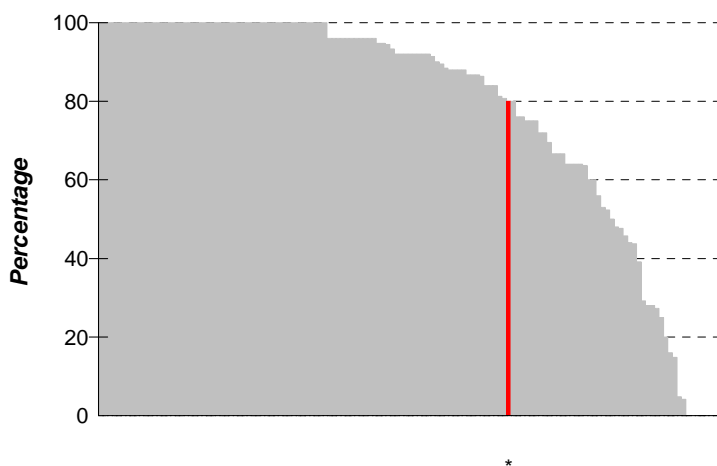
Percentage of people with named support worker (CFT)



CFT\_2c

**N Tyneside vs All areas**

Percentage of people given helpline number (CFT)

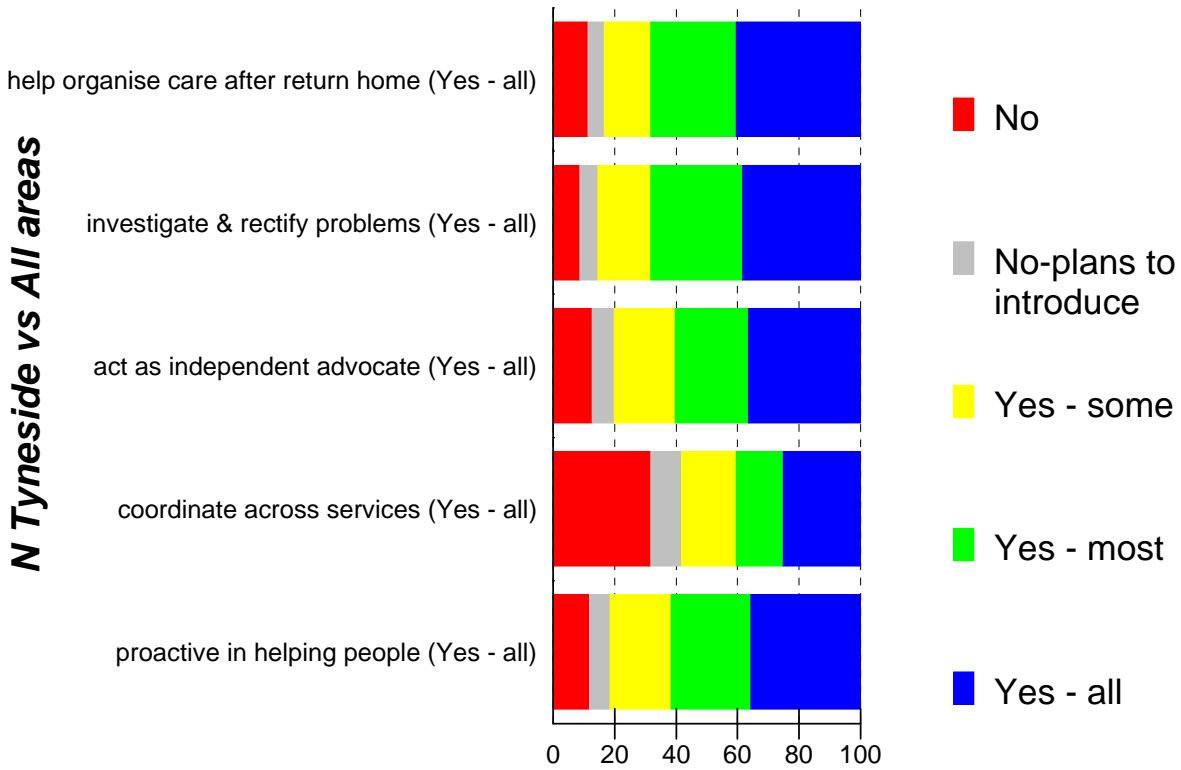


CFT\_2d

**N Tyneside vs All areas**

**Sianpostina. coordination and personalisation 3 (of 3)**

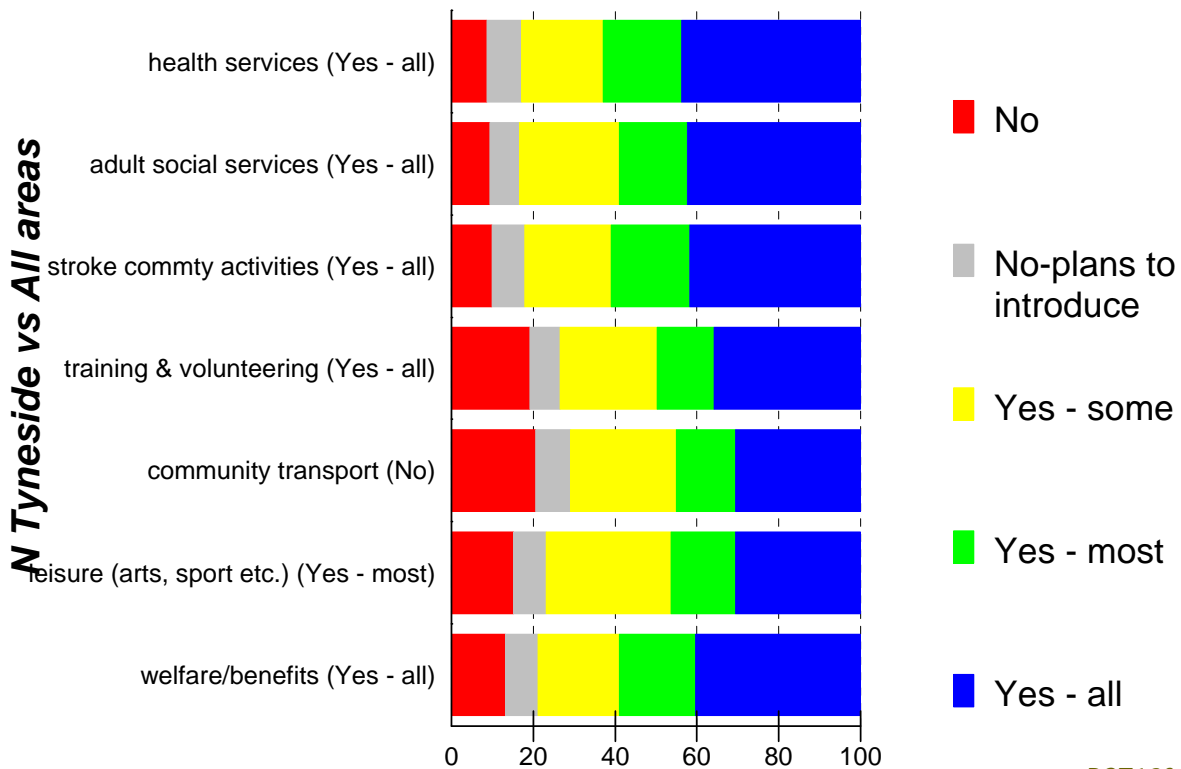
Single point of contact (SPOC) role



PCT12a - PCT12e

**Percentages**

Single point of contact covers...

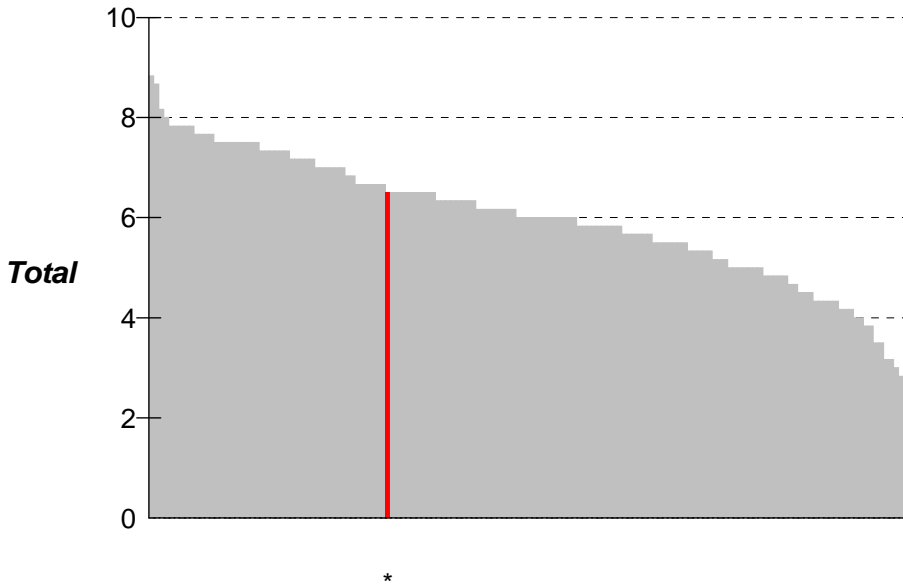


PCT12f - PCT12i

**Percentages**

### End of life care

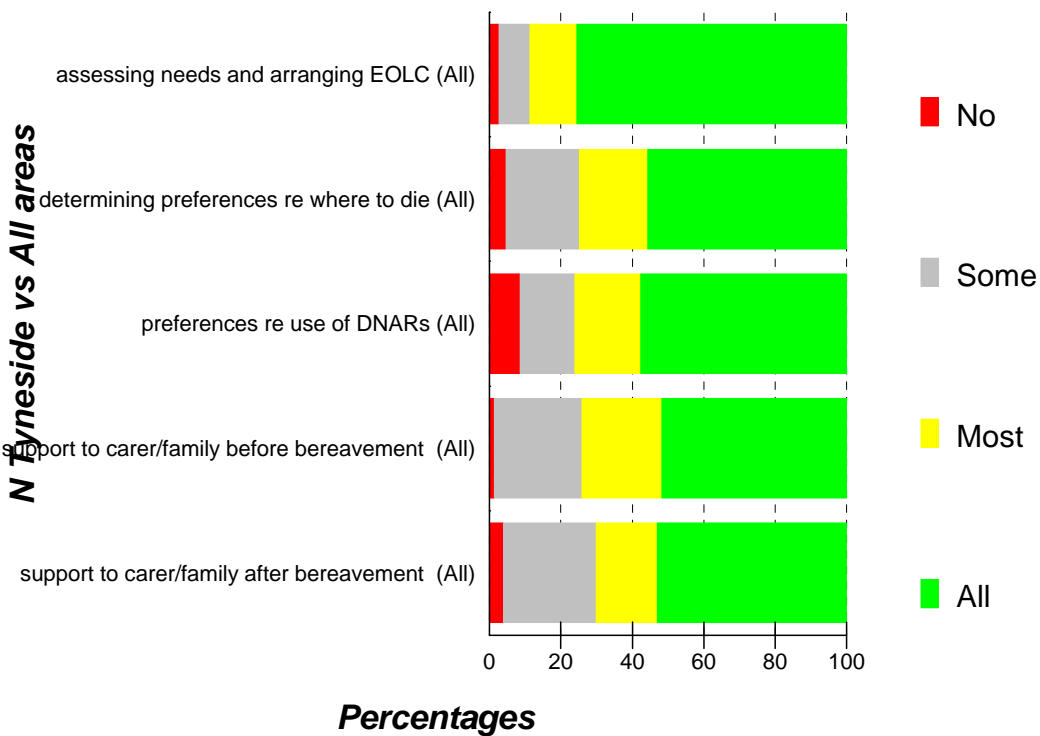
Total points for End of life care



All inputs to Scored indicator 11

**N Tyneside vs All areas**

EOLC pathway (PCT questions)



PCT14a - PCT14e

### Involvement in planning and monitoring 1 (of 2)

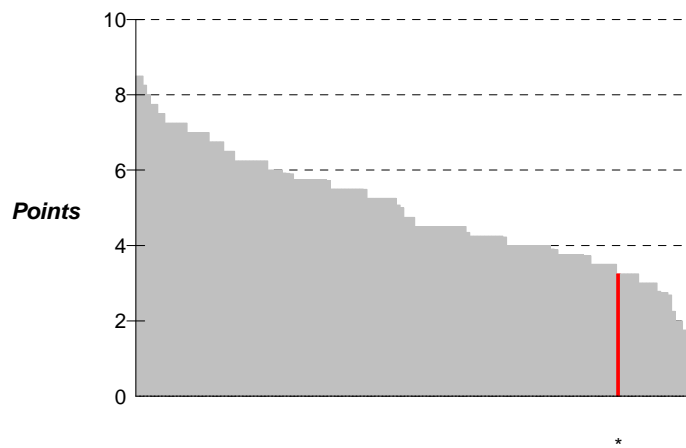
Total points for Involvement



All inputs to Scored Indicator 4

**N Tyneside vs All areas**

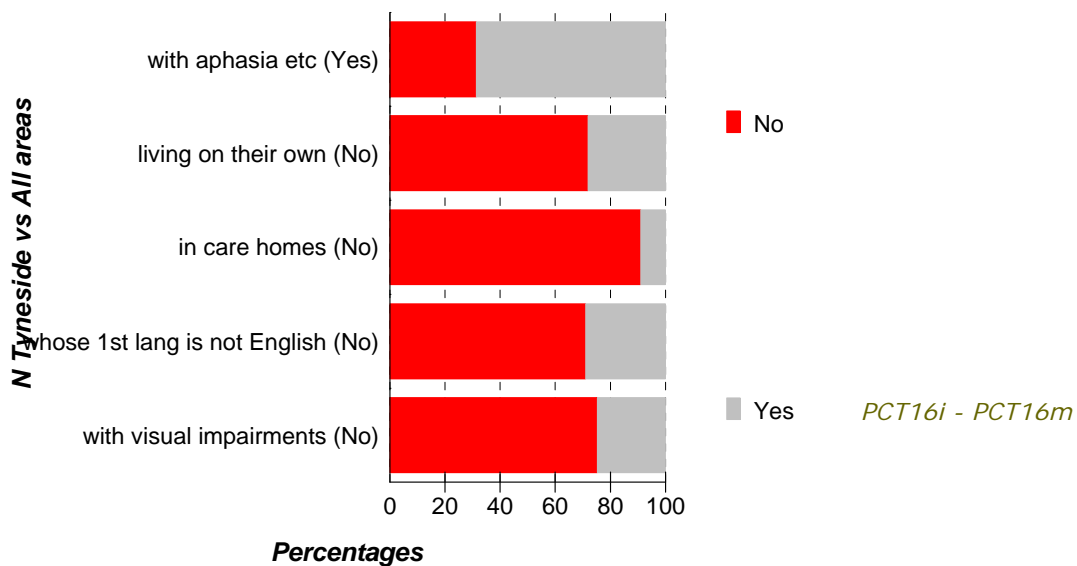
Involvement points - from ASSD form



ASSD form

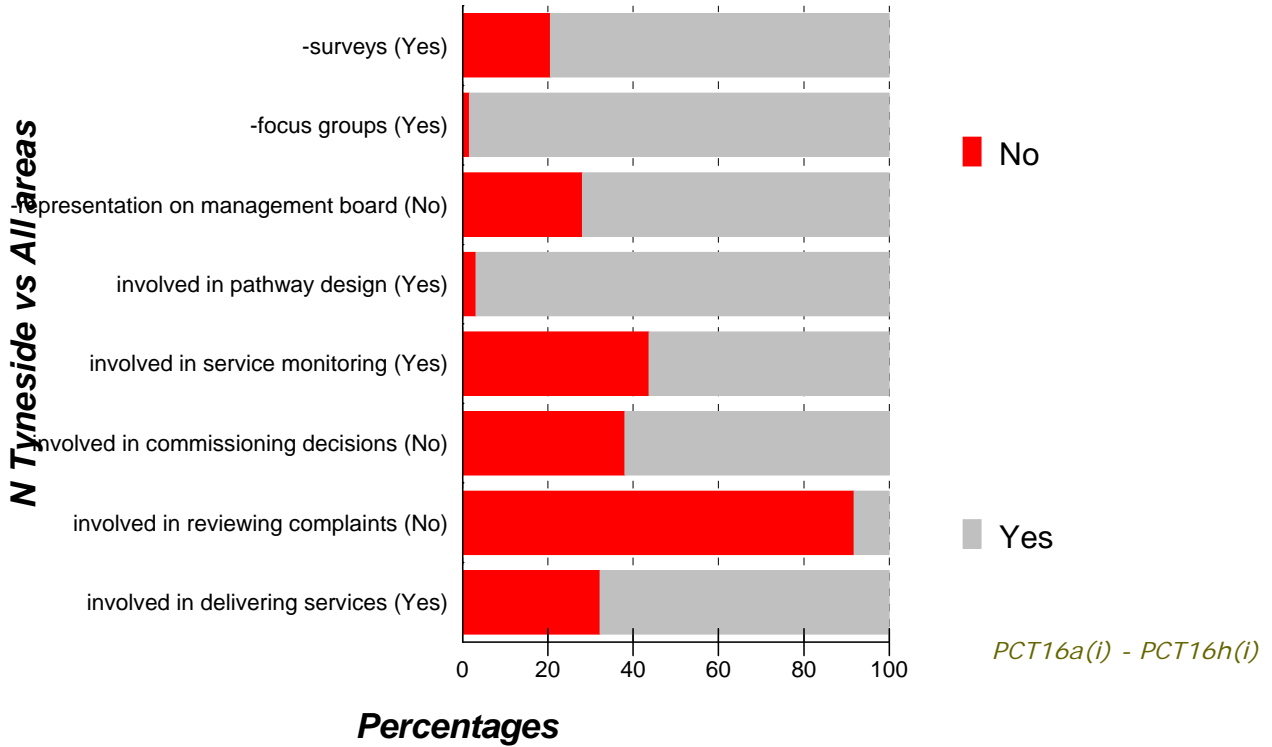
**N Tyneside vs All areas**

Targeted involvement work

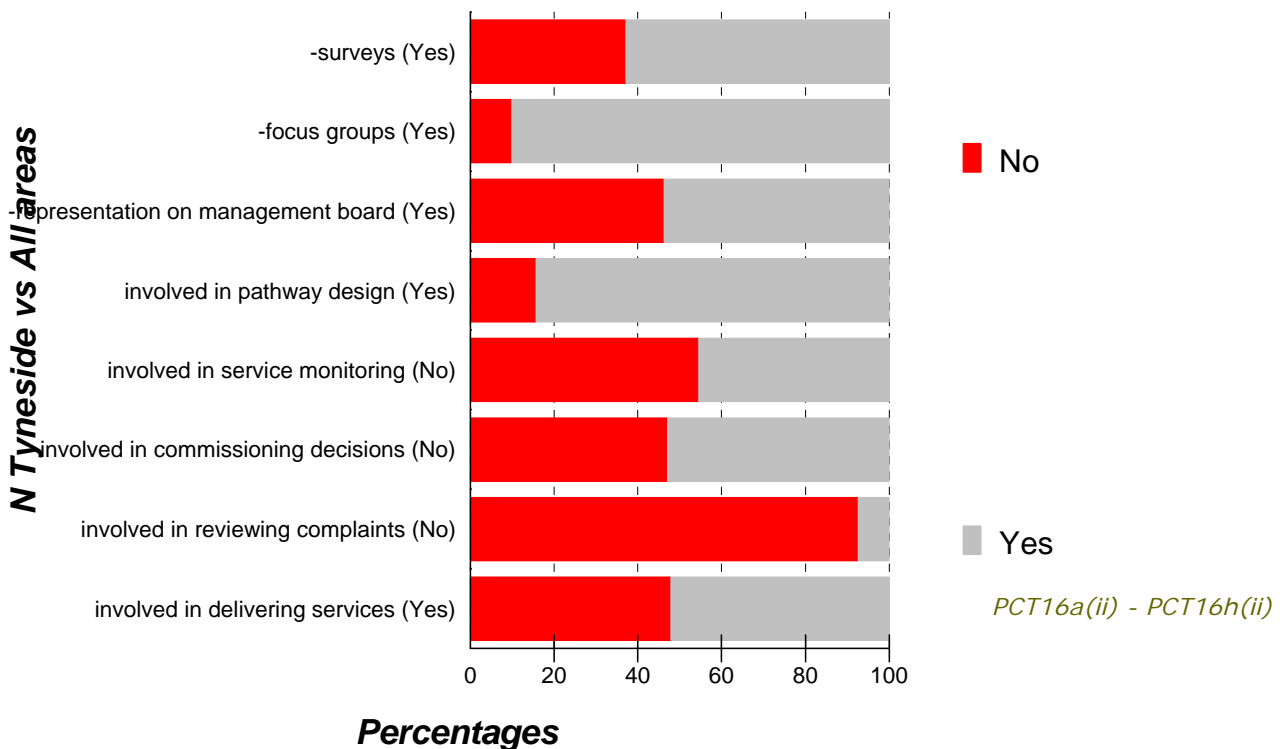


### Involvement in planning and monitoring 2 (of 2)

Involvement - stroke survivors

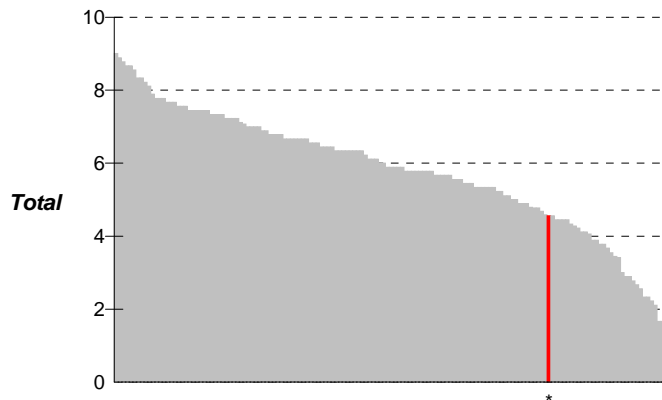


Involvement - carers



### Working together

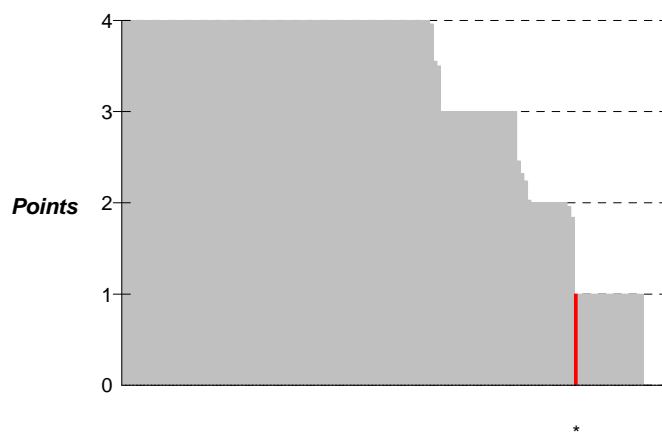
Total points for Working together



*N Tyneside vs All areas*

*All inputs to Scored Indicator 17*

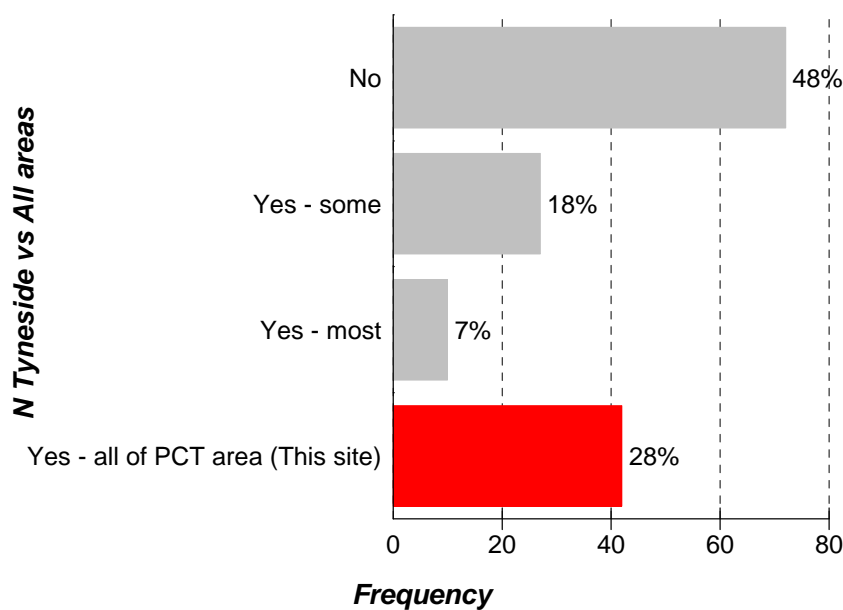
Working together - points from ASSD form



*N Tyneside vs All areas*

*ASSD form*

Integrated reviews of health and social needs



*PCT 5u*