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

SUPPORTING LIFE AFTER STROKE
LOCAL ASSESSMENT REPORT

Croydon 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. 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).
<table>
<thead>
<tr>
<th>Ref</th>
<th>Scored indicator</th>
<th>Score</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>Management of transfer home</td>
<td>5</td>
<td>5-6</td>
</tr>
<tr>
<td>10</td>
<td>Early Supported Discharge</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>13a</td>
<td>Community-based services</td>
<td>5</td>
<td>8-9</td>
</tr>
<tr>
<td>13b</td>
<td>Services for carers</td>
<td>3</td>
<td>10-11</td>
</tr>
<tr>
<td>13c</td>
<td>Secondary prevention</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td>13d</td>
<td>Meeting individuals’ needs</td>
<td>3</td>
<td>13-14</td>
</tr>
<tr>
<td>13e</td>
<td>Outcomes at 1 year</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td>15</td>
<td>Support for participation in community life</td>
<td>5</td>
<td>16-17</td>
</tr>
<tr>
<td>6</td>
<td>TIA care and support</td>
<td>3</td>
<td>18</td>
</tr>
<tr>
<td>14</td>
<td>Reviews and assessments after transfer home</td>
<td>2</td>
<td>19-20</td>
</tr>
<tr>
<td>3a</td>
<td>Range of info provided</td>
<td>4</td>
<td>21</td>
</tr>
<tr>
<td>3b</td>
<td>Signposting, coordination and personalisation</td>
<td>4</td>
<td>22-24</td>
</tr>
<tr>
<td>11</td>
<td>End of life care</td>
<td>4</td>
<td>25</td>
</tr>
<tr>
<td>4</td>
<td>Involvement in planning and monitoring</td>
<td>3</td>
<td>26-27</td>
</tr>
<tr>
<td>17</td>
<td>Working together</td>
<td>4</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>Average score</td>
<td>3.8</td>
<td></td>
</tr>
</tbody>
</table>

**Overall assessment** | **Best Performing**

Further details about this review can be found at [http://www.cqc.org.uk/stroke](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

Croydon vs All areas
Management of transfer home 1 (of 2)

Total points for Transfer Home

Croydon 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 policies 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?
Management of transfer home 2 (of 2)

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

HES 30 day emergency readmissions

Percentage of people contacted within 2 days of transferring home (CFT)
Early Supported Discharge (ESD)

Total points for ESD

Croydon vs All areas

Proportion PCT area with specialist ESD

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

Croydon vs All areas

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

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

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

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

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
Services for carers 1 (of 2)

Total points for Services for carers

Croydon vs All areas

Services for carers - points from ASSD form

Croydon vs All areas
Services for carers 2 (of 2)

Services for carers

General advice and support (all)

Expert carers program (No)

Befriending (1-1 peer support) (all)

Stroke carer support group/s (all)

general carer support group/s (all)

Emotional support/counselling (all)

Croydon vs All areas

Percentages

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)

Croydon PCT area 11
Secondary prevention

13c) Total points for Secondary Prevention

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.

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.
Meeting individuals’ needs 1 (of 2)

Total points for Individual needs

Equality Impact Assessment for implementation National Stroke Strategy
Meeting individuals’ needs 2 (of 2)

Information on transfer home - formats

<table>
<thead>
<tr>
<th>Format</th>
<th>Croydon</th>
<th>All areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>in easy read (Yes - some)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>on CD/DVD (Yes - some)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in large print (Yes - some)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in Braille (Yes - some)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in audio (Yes - some)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in other community languages (Yes - some)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>on-line (Yes - some)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Percentages

Individual needs points from ASSD form

Croydon vs All areas

Croydon PCT area
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)

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)

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

Total points for Community life

Croydon vs All areas

Community life - points from ASSD form

Croydon vs All areas
Support for participation in community life 2 (of 2)

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

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

Based on results of case file tracking exercise (CFT)
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

What are their opening hours?
Reviews and assessments after transfer home 1 (of 2)

Total points for Reviews

Croydon vs All areas

Systems in place for reviews after transfer home

- at/around 6 weeks (No)
- at/around 6 months (No)
- at 12 months (Yes)
- annually after that (No)

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)

Croydon vs All areas

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

Croydon vs All areas
Range of information provided

Total points for Range of Info

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))

Range of Information - points from ASSD form

Croydon vs All areas
Signposting, coordination and personalisation 1 (of 3)

Total points for Signposting

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

THIA(L) Q7 Was the information in the THIA pack easy to understand?
Signposting, coordination and personalisation 2 (of 3)

Signposting points from THIA(C)

**Croydon vs All areas**

Percentage of people with named support worker (CFT)

**Croydon vs All areas**

Percentage of people given helpline number (CFT)
Signposting, coordination and personalisation 3 (of 3)
Single point of contact (SPOC) role

- Help organise care after return home (Yes - most)
- Investigate & rectify problems (Yes - most)
- Act as independent advocate (Yes - most)
- Coordinate across services (No-plans to introduce)
- Proactive in helping people (Yes - most)

Percentages
Single point of contact covers...

- Health services (Yes - most)
- Adult social services (Yes - most)
- Stroke community activities (Yes - most)
- Training & volunteering (Yes - most)
- Community transport (Yes - most)
- Leisure (arts, sport etc.) (Yes - most)
- Welfare/benefits (Yes - most)
End of life care

Total points for End of life care

Croydon vs All areas

EOLC pathway (PCT questions)

Percentages

Croydon PCT area
Involvement in planning and monitoring 1 (of 2)
Total points for Involvement

Involvement points - from ASSD form

Targeted involvement work

Croydon vs All areas

Points

Croydon vs All areas

Total

All inputs to Scored Indicator 4

ASSD form

Percentages

Croydon PCT area
Involvement in planning and monitoring 2 (of 2)

Involvement - stroke survivors

- surveys (Yes)
- focus groups (Yes)
- representation on management board (Yes)
- involved in pathway design (Yes)
- involved in service monitoring (Yes)
- involved in commissioning decisions (No)
- involved in reviewing complaints (No)
- involved in delivering services (Yes)

Croydon vs All areas

Percentages

Involvement - carers

- surveys (No)
- focus groups (Yes)
- representation on management board (Yes)
- involved in pathway design (No)
- involved in service monitoring (No)
- involved in commissioning decisions (No)
- involved in reviewing complaints (No)
- involved in delivering services (Yes)

Croydon vs All areas

Percentages

PCT16a(i) - PCT16h(i)
PCT16a(ii) - PCT16h(ii)
**Working together**
Total points for Working together

![Graph showing Working together points](image)

**Croydon vs All areas**

Working together - points from ASSD form

![Graph showing Working together points from ASSD form](image)

**Croydon vs All areas**

Integrated reviews of health and social needs

![Bar chart showing Integrated reviews](image)

**Croydon vs All areas**

*All inputs to Scored Indicator 17*