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

SUPPORTING LIFE AFTER STROKE
LOCAL ASSESSMENT REPORT

Southwark 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).
## CQC Stroke Review 2010

### SUPPORTING LIFE AFTER STROKE

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| Average score | 2.67 |

### Overall assessment

| Fair performing |

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

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Southwark PCT area
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

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

Total points for Transfer Home

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?
Management of transfer home 2 (of 2)

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

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)

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

Total points for ESD

- 1b: a clinical psychologist/neuropsychologist
- 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 in counseling/psych. support

Southwark vs All areas

Proportion PCT area with specialist ESD

- none/na
- Some
- Most
- All (This site)

All inputs to Scored Indicator 10

ESD - available roles

- PCT1b(i) (none/na)
- PCT1c(i) (none/na)
- CT1d(i) (All ESD teams)
- CT1e(i) (All ESD teams)
- PCT1f(i) (Some)
- CT1g(i) (All ESD teams)
- PCT1h(i) (none/na)
- CT1i(i) (All ESD teams)
- PCT1j(i) (none/na)
- PCT1k(i) (All ESD teams)

PCT1b(i) - PCT1k(i)
Community-based services 1 (of 2)

Total points for Community services

All inputs to Scored Indicator 13a

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

- Orthoptics
- Orthotics
- Spasticity clinics
- Support for home enteral feeding/PEG
- Dietetics
- Specific vocational rehabilitation
- Specific rehabilitation re driving
- Stroke nurses

Peer support etc available

- 1-1 befriending service
- Peer support groups
- Dysphasia/aphasia support groups
- Conversation partners in care homes
- Stroke support groups for adults of working age
- Help with ad hoc information needs
- Other peer support

Southwark vs All areas

PCT7j(i) - PCT7q(i)
PCT7r(i) - PCT7x(i)
Services for carers 1 (of 2)

Total points for Services for carers

![Graph showing total points for Services for carers in Southwark vs All areas]

Services for carers - points from ASSD form

![Graph showing points from ASSD form in Southwark vs All areas]
Services for carers 2 (of 2)

Services for carers

**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)

**Southwark vs All areas**
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

Southwark vs All areas

Equality Impact Assessment for implementation National Stroke Strategy

Southwark vs All areas

No (This site) 60%
Drafted 18%
Completed 16%
Published 7%
Meeting individuals’ needs 2 (of 2)

Information on transfer home - formats

Individual needs points from 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)

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

Community life - points from ASSD form
Support for participation in community life 2 (of 2)

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

**Southwark vs All areas**

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

PCT 15a

TIA assessment clinics on how many days

What are their opening hours?

PCT 15l

PCT 15m
Reviews and assessments after transfer home 1 (of 2)

Total points for Reviews

![Graph showing total points for Reviews]

Southwark vs All areas

Systems in place for reviews after transfer home

![Bar chart showing percentages for reviews at different time points]

All inputs to Scored Indicator 14

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)

![Graph showing percentage for whom a review is carried out at 6 weeks](PCT_5z)

Southwark vs All areas

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

![Graph showing percentage of people with care plan now in place](CFT_3b)

Southwark 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

Southwark PCT area
Signposting, coordination and personalisation 1 (of 3)

Total points for Signposting

All inputs to Scored Indicator 3b

Southwark vs All areas

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

Southwark vs All areas

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)

Southwark vs All areas
Percentage of people with named support worker (CFT)

Southwark 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 - all)
- Investigate & rectify problems (Yes - some)
- Act as independent advocate (Yes - some)
- Coordinate across services (Yes - some)
- Proactive in helping people (Yes - some)

Southwark vs All areas

**Percentages**
Single point of contact covers...

- Health services (Yes - some)
- Adult social services (Yes - some)
- Stroke commsy activities (Yes - some)
- Training & volunteering (No)
- Community transport (Yes - some)
- Leisure (arts, sport etc.) (Yes - some)
- Welfare/benefits (Yes - some)

Southwark PCT area

PCT12a - PCT12e

PCT12f - PCT12l
End of life care

Total points for End of life care

EOLC pathway (PCT questions)

Southwark vs All areas

- assessing needs and arranging EOLC (Some)
- determining preferences re where to die (Some)
- preferences re use of DNARs (Some)
- support to carer/family before bereavement (Some)
- support to carer/family after bereavement (Some)

Percentages

Southwark PCT area 25
Involvement in planning and monitoring 1 (of 2)
Total points for Involvement

All inputs to Scored Indicator 4

Involvement points - from ASSD form

Targeted involvement work

with aphasia etc (Yes)
with visual impairments (No)
in care homes (No)
whose 1st lang is not English (No)
living on their own (Yes)

PCT16i - PCT16m

Southwark vs All areas

Southwark PCT area

26
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)

Southwark vs All areas

Percentages

Involvement - carers

- 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)

Southwark vs All areas

Percentages
**Working together**
Total points for Working together

![Graph showing total points for Working together](image)

**Southwark vs All areas**

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

**Integrated reviews of health and social needs**

![Bar chart showing frequency of integrated reviews](image)

**Southwark vs All areas**

*All inputs to Scored Indicator 17*

*ASSD form*

*PCT 5u*