

Stroke Association Connect

Frequently asked questions

This document aims to answer questions we're asked frequently in relation to our Stroke Association Connect service. If you're unable to find the answer to your question in this document, please email StrokeAssociationConnect@stroke.org.uk

1. Service design and delivery

1.1 Will stroke survivors receive ongoing follow-up after their initial outbound call?

Stroke survivors will receive tailored follow-up information following their Stroke Association Connect call, via email or post. Where needed, people will be offered an additional call.

The service supports self-management by providing practical stroke information and letting people know about the ongoing support available to them. This includes our Stroke Support Helpline, a vibrant online community, local and online groups and more, which people can access at any point in their stroke recovery journey.

1.2. How soon will stroke survivors be contacted?

Stroke survivors will be contacted by phone, as soon as possible after referral, based on their discharge date. We'll keep this under review to understand whether this is the optimum time for the call.

1.3. What kind of conversation do the Stroke Support Team have with people? How personalised is it?

Our trained Stroke Support Team provide an outreach call. The conversation focuses on what matters most to the person being supported, it's led by them and what's going on in their life at the time.

Calls are a safe space where people can find answers to any immediate questions or concerns at the start of their recovery. People can talk through how they're feeling and will receive essential reassurance to let people know they don't have to face recovery alone. They'll also receive practical information about stroke and support to access other local and community services. As well as regular follow-on information, via email or post, to support recovery and connection to people who have had a stroke.

For example, if someone is struggling with having a shower we would give them the contact details for their adult social care team.

1.4. What happens if stroke survivors raise clinical issues on the call?

As non-clinical professionals, our team won't be able to respond to individualised questions about clinical issues. In these situations, we'll signpost them to the relevant information or professionals (e.g. their discharge summary, prescription, GP, local pharmacy, hospital team).

Our team will however be able to provide standard information on common clinical questions drawing on our existing health information which has been fact checked by healthcare professionals and stroke experts.

1.5. How does this service relate to the Stroke Association's Stroke Recovery Service?

Stroke Association Connect provides a different form of support to the Stroke Recovery Service which provides tailored one-to-one support for stroke survivors and their families throughout recovery and uses a case management approach. As part of the stroke multi-disciplinary team, Stroke Association Coordinators act as key workers, developing and delivering ongoing support in line with a personalised support plan. This type of support is outlined in the National Integrated Stroke Delivery Network Pathway Specification.

The Stroke Association Connect service does not provide long-term support, but we can talk through the situation and provide people with information to help them with the next step in their recovery. We also connect people to ongoing wider support available from the Stroke Association and other local and community services.

1.6. How are you ensuring continuity of care between your support offers?

There are several ways in which we ensure continuity of care. Including:

- All contacts with an individual will be logged on the same contact record. So, for example, if someone phones the Stroke Support Helpline, they'll be able to see any notes made from the Stroke Association Connect call/s and vice versa.
- If the person receiving the call wishes to access further support, an internal referral/s will be made to our other support offers where that team will then provide support.

1.7. How will the Stroke Association Connect service support people with communication difficulties? Or those for who speak limited English?

Our team receive training in how to support people with communication difficulties, including how they can best support people over the phone. This is aided by any information that can be provided on the referral form about the person's communication needs. We do, however, acknowledge the limitations of delivering support over the phone and, while we'll do our best to speak directly to the stroke survivor. There may be times when we ask a family member to support the conversation.

If English is not a person's first language, we'll call them through a telephone interpreting service called [Language is Everything](#). Our team can then talk with the person via an interpreter. This service provides interpreters who can speak over 200 different languages.

The Stroke Association pays for this service, so it is free to the person being supported. All Language is Everything translators are bound by confidentiality agreements.

We also work with **SignVideo** to help [British Sign Language](#) (BSL) users in the UK to communicate over the phone.

2. Access to Stroke Association Connect

2.1. Is there a charge for the Stroke Association Connect service?

There is no charge to the referring Trust nor the stroke survivor, or a loved one, accessing Stroke Association Connect.

2.2. Do you have any information we can share with stroke survivors about the service?

Yes. There's an **information flyer** for you to give to stroke survivors and their families explaining the service.

There is also a **A4 poster** you can display in your staff areas to encourage your colleagues to refer patients into the service.

You can download or order printed copies of these from the '**resources** section' on our website. Visit stroke.org.uk/connect

You'll also find a wide range of health information factsheets and guides on stroke and recovery, visit stroke.org.uk/our-publications where you can read, download or order printed copies.

3. Referral information

3.1. Who can I refer to the Stroke Association Connect service?

Stroke Association Connect is here to support people affected by stroke when they are discharged from hospital. This is specifically in areas where there is no existing Stroke Recovery Service (or equivalent).

We accept referrals for all newly diagnosed stroke survivors who are discharged from hospital. As well as their carers/family members where they could benefit from personalised support. Within a few weeks, we'll get in touch to see how they're getting on.

3.2. Can we refer family members to the service?

Yes, Stroke Association Connect accepts referrals for family members, loved ones and people associated with the stroke survivor who could benefit from support. Please make this clear on the referral form if they are not a stroke survivor.

3.3. Is Stroke Association Connect available for people discharged to a care home?

Yes. Referrals were accepted for anyone with a recent diagnosis of stroke, including people discharged to a care home setting.

3.4. Is Stroke Association Connect available for people discharged from our setting to a different NHS setting. E.g. a rehab unit?

Stroke Association Connect is here to support people when their in-patient experience ends. We'd ask you not to refer people who are moving to another in-patient setting. The rehab unit is very welcome to refer to us on discharge.

3.5. Where do I send referrals to for Stroke Association Connect?

All referrals into the Stroke Association Connect Service should be email to StrokeAssociationConnect@stroke.org.uk This email is secure and accredited to the NHS DCB1596 email standard.

Referrals will then be picked up by our service administrators and allocated to a member of our dedicated Stroke Support Team.

Note: In areas with commissioned Stroke Association Services, existing referral pathways / mechanisms should be retained.

3.6. What information do I need to include in the referral?

Referral forms are, available in [Word](#) or [Excel](#) formats. We're happy to receive the data in an alternative format, if all the required referral information is provided.

The minimum referral information required for each individual includes:

- First name
- Last name
- Date of birth
- First line of address
- Postcode
- Home phone/mobile number
- Discharging hospital
- Discharge date.

3.7. Can I send more than one referral at once?

Yes, we're more than happy for referrals information to be shared with us in batches. However, we encourage you and your team to make referrals in a timely way to enable our Stroke Support Team to get in touch with people and provide support within a few weeks after discharge from hospital.

4. Data and security

4.1. Are stroke.org.uk emails secure?

Stroke.org.uk email domain is accredited to the NHS DCB1596 email standard. Any email containing sensitive or personal information is secure.

4.2. What permission do I need to transfer the data?

The relevant NHS Trust is the data controller of the patient data. Please follow your organisations own policies and procedures in relation to gaining consent and transferring patient data.

GDPR does not require consent for the NHS Trust to release the data to the Stroke Association. Although it is for each Trust to decide how they process and share data, they can rely on the lawful basis of 'a task carried out in the public interest.'

4.3. On what legal bases is the Stroke Association processing the data?

The Stroke Association's legal basis for processing the data is Article 6(1)(f) (legitimate interests) for processing personal data and Article 9(2)(h) (provision of health and social care) for processing special category data such as health data.

If you have a question, please contact StrokeAssociationConnect@stroke.org.uk