

# Early Supported Discharge for Stroke Patients

Author: Evie Cooper, Stroke Therapy Team Leader



**James Paget  
University Hospitals**  
NHS Foundation Trust

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## What is Early Supported Discharge?

This service is for patients who have had an acute stroke and allows some stroke patients to receive their therapy at home rather than in hospital. The Early Supported Discharge Team will provide specialist goal orientated rehabilitation in the home and within the community

The service can be provided for the first few weeks at home whilst patients continue to progress. The team may refer to community services for ongoing rehabilitation if necessary.

The team will provide therapy in the home, but any personal care needs may be provided by external care agencies who may charge for this service. It will not be possible to manage every patient's early rehabilitation at home, for example, those who would not be safe at home. Those patients who cannot be managed in this way will receive their rehabilitation on the Stroke Unit at James Paget University Hospital.

## What we offer

- A visit on the day of discharge to assess needs and make plans with you.
- Specialist therapy usually for around six weeks.
- Therapy is provided Monday to Friday but is not available in the evenings, or bank holidays.
- Advice and emotional support to you, your carers and your family.
- Support to you to make your own decisions and set your own goals.
- A range of approaches and treatment techniques so we can tailor the rehabilitation programme to the individual needs.
- Regular reviews of progress and plans during your rehabilitation with the Early Supported Discharge Team.
- Onward therapy referral if necessary to community services.

## Consent

In order to receive therapy from the Early Supported Discharge Team, you will need to give their consent to allow staff to visit you at home.

Although we will always try to minimise disruption to you, this may involve several visits a day by different staff.

You may withdraw your consent at any time but this will affect the rehabilitation process. We are happy to discuss this further.

## Contact Details

**Early Supported Discharge Office Telephone: 01493 453657**

**Office working hours: Monday to Friday 8am – 4pm**

If an appointment needs to be cancelled or you do not feel well enough for us to visit, please let us know.

If there are any urgent health concerns contact the patient's GP or in an emergency ring 999.

## Team philosophy

The Early Supported Discharge Team aims to help you on your way to reaching your full potential by delivering rehabilitation that is meaningful to you.

Team members will adopt a range of treatment approaches to support you and carers and assist you to achieve your goals.

This may include emotional support, education, advice and physical and cognitive therapies.

When we need to work with other teams and agencies on your behalf we will try hard to do so effectively and efficiently.

## Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

## Trust Values

### Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals  
So people feel **welcome**

### Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care  
So people feel **cared for**

### Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people  
So people feel **in control**
- Effective and professional
- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve  
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version of this leaflet, contact PALS 01493 453240**