

Dudley

Stroke



ANNUAL REPORT 2019-2020

Charity No. : 1100690

Company Limited by Guarantee No.: 04873607

16 High Street, Pensnett, Kingswinford, West
Midlands DY6 7YD

Aims and Objectives

Our Vision

Our vision is a borough in which people that have had a stroke, their families and carers are supported, able to live fulfilled and independent lives, and people are aware of strokes, its effects and preventions.

Our Mission

Dudley Stroke Association aims to provide high quality advice, guidance and support to people, carers and their families who have experienced a stroke and to raise awareness of strokes and stroke prevention in Dudley borough.

Our Values

Respect and Confidentiality – we will always treat others with respect and retain confidentiality

Commitment and Support – we are committed and supportive to the people who need our help

Access – we believe that people who have had a stroke, their families and their carers should have access to information and support

Equality and Diversity – we strive for equality of opportunity and value diversity

Governance

Board of Directors:

Alan Hackett	-	Chair
Graham Jones	-	Treasurer
Anne Adams	-	Company Secretary
Ann Cashmore		
Christine Charles		
David Tuplin		

Staff

Jayne Emery	-	Chief Officer (resigned August 19)
Roger Edwards	-	Development Officer/Long Term Support
Pauline Caines	-	Support/Stroke Reviews
Wendy Jackson	-	Support/Stroke Reviews
Lynne Evans	-	Support/Stroke Reviews
Cathy Watson	-	Support/Stroke Reviews
Gaynor Avison	-	Admin Officer
Chris Fradgley	-	Admin/ Long Term Support
Rita Taylor	-	Admin Support (retired 2019)
Karen Walters	-	Long Term Support

Volunteers:

Matt Hazeldine
Neil Fulton
Brian Holliday

Chairman's Foreword

At the start of the 2019-20 year under review, we were anticipating great progress with a new Manager Jayne Emery in post and negotiations underway for a move to new premises on Pensnett High Street.

For some time the Trustees had felt our charity had outgrown our previous premises on Pensnett Trading Estate, as all Staff could no longer be accommodated simultaneously leading to disruption of staff communication and working patterns.

in July 2019 our Manager Jayne coordinated a smooth transfer to the new offices, which in turn involved a review of our IT and telephone systems.

Like most organisations our IT resources had grown incrementally as our services had evolved. So a strategic replacement of computers within the limitation of our finances was undertaken and Systems were transitioned to Microsoft Office 365, which offered future flexibility of staff utilisation and has since proved invaluable.

Meanwhile Jayne felt that our organisation did not match her expectations and ambitions, so that in August 2019 she tendered her resignation. So began a period of re-advertising and interviewing for a replacement Manager and I am delighted to report that in early 2020 we engaged an outstanding candidate in Laura Martin who came with experience of stroke administration and has fitted seamlessly into our organisation.

We then anticipated that we would settle into a period of consolidation but as ever fresh challenges appeared in the form of a new organisation Dudley Integrated Health and Care NHS Trust, which from April 2021 will manage the devolved finances that form the income for our Support Worker services. Laura is therefore involved in developing this new important relationship with DIHC.

Meanwhile we continue to meet our prime objective to offer support to all who suffer a stroke in Dudley for which we receive praise and plaudits from our service users. I am indebted to our staff and the Trustees who have supported the Association unstintingly through trying times.

Alan Hackett

Chairman

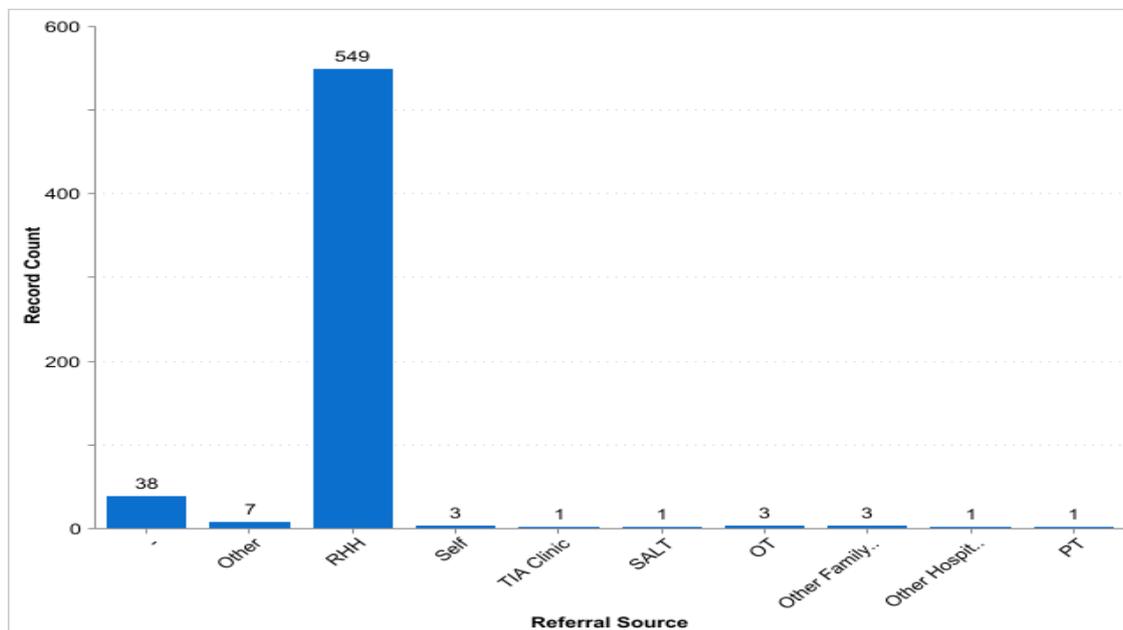
Current Year

2019-2020 has been another very busy year for Dudley Stroke Association, with the move to new premises in July 2019 and a new logo. All staff, trustees and volunteers have continued to provide high quality services that enhance the lives of people who have had a stroke. We firmly believe that **'life goes on after a stroke'**.

Family and Carer Support/Stroke Review service

Our Family and Carer support and stroke review service continues to be funded by Dudley Clinical Commissioning group (Dudley CCG). Majority of our referrals come from Russells Hall Hospital and all people admitted to a Dudley Hospital are referred to us. Weekly ward visits enable them to be contacted, whilst an inpatient, informed of our service, the support available and review process.

607 people were referred to us in 2019/20

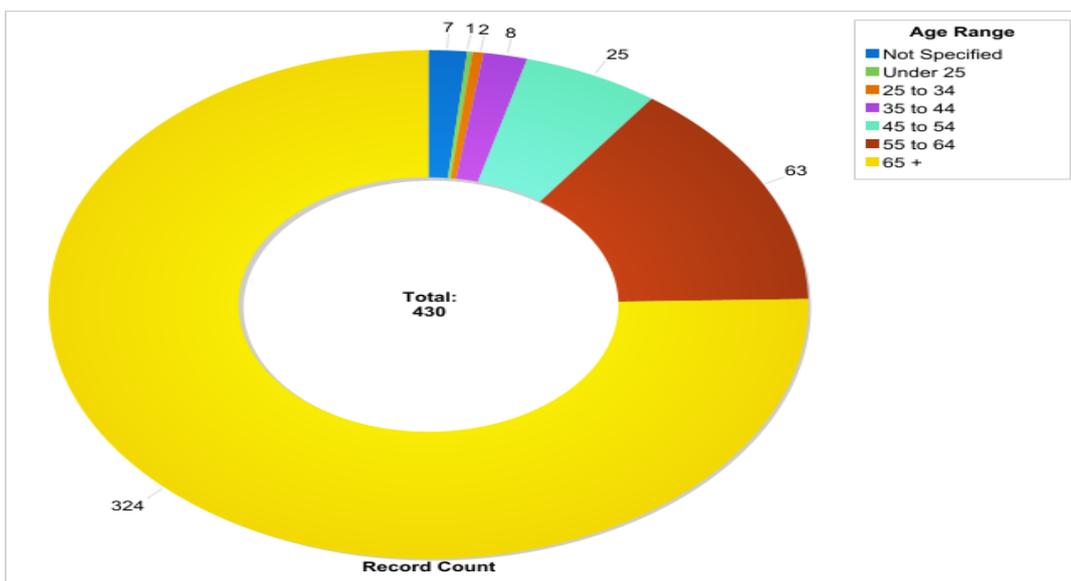


On discharge people are contacted within 14 days to ensure that they have everything in place and any concerns can be raised. Following this for some it may be a weekly/monthly support call, sending out information, providing emotional support, or signposting to other organisation. Others will be happy to wait until their review is due, knowing we are only a telephone call away if their situation changes.

People who do not have a Dudley GP are also contacted and with their permission referred to their local support/stroke review service for ongoing support.

One of the key benefits of our stroke support service is our ability to be flexible to meet and respond to people’s needs.

Stroke affects people of all ages, although the majority may be over 65, 12 people were between 25 to 34 years and 1 person under 25years



Age range of referrals with a Dudley GP

Stroke Reviews

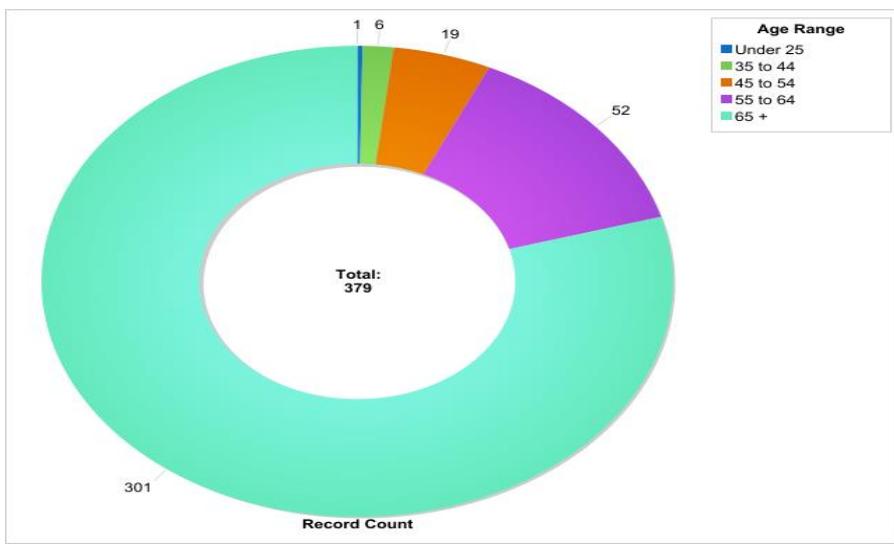
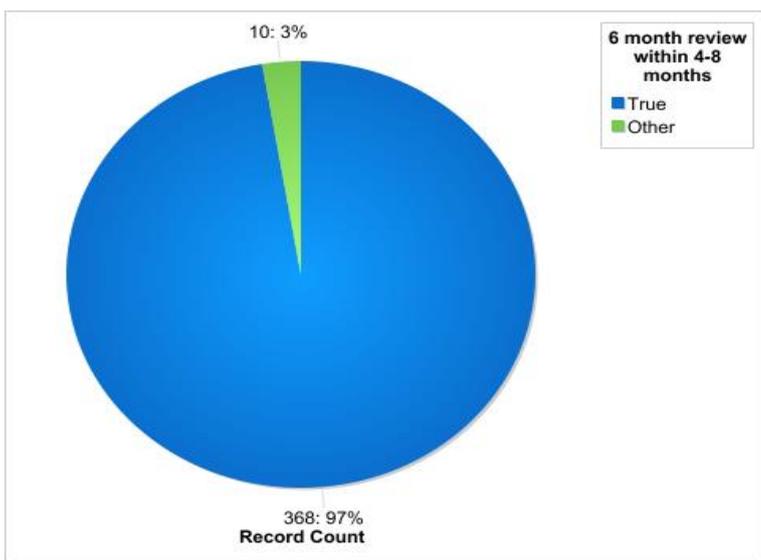
Our Support Workers provide reviews for stroke survivors at 6 weeks following their discharge from hospital and then at 6 months and 12 months post stroke. Copies of reviews are sent to the stroke survivor along with their GP.

We do not work on our own but have strong links to therapy and other services, enabling us to make referrals as appropriate to help with difficulties/problems identified.

6-week reviews carried out via the telephone (unless information indicates a home visit is required) ensure that stroke survivors have the appropriate information and services required following their discharge and to see how they are generally progressing.

The Stroke Sentinal audit states all people are required to have a 6 month stroke review between 4 – 6 months post stroke, and we like other organisations are required to fill in data (non- identifiable, with their permission) stating it has been carried out and how the stroke has affected them. This review usually take place at the stroke survivors’ home and looks at all aspects of their recovery, including taking their blood pressure. Meeting people face to face enables the support worker to get a truer picture of the person their recovery, and residual difficulties if any, providing information and ongoing support as required

97% of people received their review within the requisite time period.



Age range of people receiving a 6 month stroke review with a Dudley GP

12-month reviews take place over the telephone and enable our Support Workers to check how a stroke survivor has progressed from their 6-month review and to check if there are any new concerns.

Long Term Support

Stroke does not go away after 12 months, people may continue to improve for many years, albeit at a slower rate, and we firmly believe that **“Life does go on after a Stroke”** . Our group activities enable people to meet like-minded people, support each other and build up on skills, together with providing much need support also to other family members (and friends) who are also living with the effects the stroke has had on their loved one.

This non-funded work provides a much-needed lifeline to many people.

Group Activities

These activities include:

Talkback – a weekly support group for stroke survivors who have ongoing speech and communication difficulties, (together with some partners) provides a social atmosphere in which to build up on their skills. An average of 31 people attend each week, a total attendances during the year of 1246.

Talkback Lunch Club – monthly club providing peer support to stroke survivors, their families and carers in a relaxed and friendly local pub.

Coffee Morning – meeting every two weeks in a local pub. The group provides an opportunity for stroke survivors, their families and carers to chat and share concerns and ideas. Make new friends and for some then go onto have a meal out together. Its often a starting point for some to join our other activities.

The Dell Exercise Groups – weekly exercise groups held every Wednesday at the Dell Stadium for stroke survivors, their families and carers. Members also have the opportunity to walk round the track.

An average of 26 people attend each week, (1214 attendances last year) some on their own, some with a family member for support, or to exercise with them. Exercise helps both physical and emotional wellbeing, provides for some the opportunity to do something together and help the fitness and well-being of their partner, together with the support and friendship provided by the well- earned cup of tea afterwards.

In July 2019 we asked the group for their opinions to ensure their needs were being met. Comments made included:

“yes confidence with walking, standing, moving weaker arm, still making progress”

“always allow time to change over different exercises suggest variation to suit my needs”

“seen great improvement in my mum, exercises benefiting her, helping her flexibility & balance”

“feel have improved since attending, has helped me build up my confidence”

“improved my strength in both my legs and arm, walking ability has improved in past 12 months attending”

“great instructors keep everyone motivated, good sense of humour to make classes fun too”

In September we held the Dell Challenge. People deciding to walk between 50 yards, 100 yards, 400 metres (a lap of the track) or for the brave 5k and get sponsored as well. One lady supported by family and friends slowly took 1 hour to walk 100 yards, we had to persuade her that she had done really well and that perhaps the 200 yard target should be next year. Others who when first attending would walk a short distance with chairs placed round the track for a rest managed a whole lap and others varying distances up to 5K. A real success story.

Family and Carer Support – weekly friendly and supportive group for stroke survivors, their families and carers, providing a variety of activities including quizzes, singalongs and some chair based exercise . We also asked this group if this met their needs, are their changes, other activities they would like. Again it evaluated well, but some expressed an interest in craft activities, perhaps a speaker, so in December we made Christmas crackers and then in February Easter cards



Public Health Self-Management Programme

This 6-week course funded by Public Health aims to improve quality of life by giving people confidence, skills, and information to help them manage their long-term condition or caring role better on a daily basis. Following the extension of our contract into 2019 – 2020, 64 people successfully completed the course.

The course always evaluates well with participants stating how beneficial they found it and for some it was a pathway into attending our other group activities.

TH stated *“A very big thank you for the extremely worthwhile expert patient programme. The presenters were absolutely great and presented the course in a very professional but friendly manner which I know our delegates enjoyed immensely. The confidence building and mixing with people who had also had stroke experience was very beneficial to me personally. I hope to join in some of the activities in the future”*

Rotary Stroke Awareness Day – Stourbridge

Once again we took part in this event offering free blood pressure checks to members of the public in Stourbridge. Although quieter than previous years in Dudley, the checks were welcomed and advice given.

Looking forward....

As we closed the end of this year, we faced new challenges with the advent of Covid 19 meaning all groups and activities had to stop as we went into “lockdown” and staff relocating to carry out their work from home. Luckily, we had embraced the 21st century and moved onto using Microsoft 365 in February, meaning we were now “in the cloud” and staff were able to work from home accessing the same folders as they had in the office, completing reviews and support via the phone, rather than visits.

It is with this uncertainty, we move into 2020, but look forward to welcoming our new manager Laura Martin who commences her employment with us in April.

Over the last 12 months people have expressed their appreciation of our work, some of the comments made include:

“JS thanked W for all her help and support. It really means a lot to her knowing that you are there and with understanding of these matters”

"JL thank you for your ongoing support following my husbands death"

"MJ I'm so grateful for your ongoing support and care. Its lovely having someone to talk to"

"Last week my mum suffered an acute stroke. Your lovely representative came to see my mom and left some reading material, would you be able to send some other sheets. Many thanks, we as a family are extremely grateful for you help and support"
D.R.

"Thank you for all your patience with me and for all the leaflets you sent out, they were very useful". S.S.

We thank the people for their kind comments and are certain that regardless of whatever challenges are thrown at us, we do know as an organisation that the welfare of people who have suffered a stroke and their families will continue to be at the centre of everything we do.