


Compliments, concerns or complaints

PALS may be the best starting point if you have a question or concern. If you would like to find an NHS dentist, know where your nearest doctor is or talk through a problem you have had with a service, you can contact the PALS service.

 **Tel:** 01502 445447

 **Email:** ECCH.patientliaison@nhs.net

Or write to:

PALS, East Coast Community Healthcare,
Hamilton House, Battery Green Road,
Lowestoft, NR32 1DE



If you would like this leaflet in large print, audio cassette, Braille or in a different language, please contact us on **01502 445447**.

Jei šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tłumaczeniu na język polski, prosimy o kontakt z pod numerem telefonu: **01502 445447**.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosím kontaktujte ovou na telefonním čísle **01502 445447**.

Bu yayinin kendi dilinizde bir nüshasını isterseniz, lütfen **01502 445447** nolu telefondan ile temasa geçiniz.

Se pretender uma cópia desta publicação no seu idioma, por favor contacte no número **01502 445447**.

Stroke Early Supported Discharge Service

Information for patients

*Being treated with dignity and respect is
the right of every patient*



What is Early Supported Discharge (ESD)?

The Stroke Early Supported Discharge (ESD) service has two main aims:

1. To enable stroke patients, who are medically stable, to return home from hospital as soon as possible.
2. To provide stroke specialist intensive rehabilitation for those patients who meet ESD criteria. This usually takes place in your own home.

What is the Stroke ESD service?

We are a multidisciplinary team of healthcare professionals who provide intensive rehabilitation in your own home for around 6-8 weeks. The team comprises physiotherapists, occupational therapists, a speech and language therapist and therapy assistant practitioners.

The service runs from Monday-Friday, 8am-5pm, but does not include evenings or bank holidays. The team provides therapy services which are free, but any personal care needs may be provided by external care agencies who may charge for their service.

Staff will wear identity badges and appropriate personal protective equipment to keep you and themselves safe.

What we offer:

- Initial contact on discharge from hospital to assess your needs and plan your rehabilitation
- Support to set your own goals
- Assessment and stroke specialist therapy for around 6-8 weeks. The number of times you are seen each week will be tailored to meet your specific therapy needs
- ESD staff provide therapy services which are free. Any assistance with personal care would need to be provided by a care agency
- Advice and support for you, your carers and your family
- Regular reviews of progress whilst under the care of the Stroke ESD service
- Ideas for self-management (exercises/activities you can do yourself) and signposting to other agencies, e.g. local stroke groups
- Onward referrals to community therapy services, if appropriate

How you can help us

- Please keep any pets under control during our visits
- Please refrain from smoking during our visits - this includes any members of your household
- Please practise any exercises we set for you as part of your therapy plan



How to contact us

If an appointment needs to be cancelled or you do not feel well enough for us to visit, please let us know by calling **01493 809977** and leaving a message for the Stroke ESD service.

If you have any urgent health concerns, please contact your GP or ring 111, or in an emergency, call 999.

For general advice, support and information about stroke, please contact the Stroke Association's dedicated Stroke Helpline on **0303 3033100** or email helpline@stroke.org.uk