



## New CHSS Strategy

It's a matter of life and health



## Five Year Strategy- No Life Half Lived

### Key points

- Double the reach and balance of our services across our 3 conditions, **reaching over 250,000 people with our conditions by 2021** – through our face-to-face services, Advice Line, Health Information, new Health Defence team, and new innovation programmes.
- Double the funds that we raise.
- Double the number of volunteers that we have to reach everybody who needs us, and help us to raise funds.

## Strategy

### Continued

- Be led by our people - those with lived experience of our conditions, their families and carers, friends, colleagues and healthcare professionals.
- Ensure that everyone has access to post-diagnosis support – from the NHS, from CHSS, or elsewhere

## Rehabilitation Support

### Aims and Objectives

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- To support people who have a **communication difficulty** after a **stroke** to get on with their life in a way which is **meaningful to them**.
- To promote and support self –management

## Service Objectives

### Hospital to Home/Community

- Provide person centred communication support services in either one to one or a small group setting
- Services are goal orientated and time limited, it is about **what matters** to the person
- Services can provide support to carers, friends, family and the wider community

## Hospital Communication Support Service



- Either one to one or in a small group setting
- Practicing communication support strategies in a safe and supported environment
- opportunity to meet other people on the ward

## Community Communication Support groups



Small groups where people can practice their communication support strategies in a non therapy environment

Supported by our team of volunteer communication support partners

## One to one Community Communication Support



- Identify what matters to the service user and what their goal(s) are
- Work out a plan to make this happen with a realistic timescale and moving on strategy
- Supported by a volunteer communication support partner

- Some of the goals achieved**
- Build confidence in daily life within family friends and in the local community
  - Attend social/leisure activities
  - Do my own shopping
  - Go horse riding!!!



## Volunteer Communication Support Partners

Our local heroes who make it happen

### Training Requirements

- Communication breakdown/support strategies
- Roles and responsibilities/boundaries
- Health and safety
- IIV award
- Supported and line managed by the rehabilitation support coordinator.



## New Beginnings

### Transition to Volunteering

This is Fiona who was a service user in our communication support services. She has aphasia.

Her goal was to volunteer in the service

- New accessible volunteer training to support the role.



## New Developments

### Rehabilitation Support for all stroke

- Two pilot sites working with our physio and occupational therapy partners in the hospital setting to provide the support for patients to engage with their rehabilitation goals and increase their opportunities for additional practice.
- Opportunities to work on transitional goals to support the discharge process
- To continue the journey with community rehabilitation support once home
- Reduce the "dip" often experienced once discharged.



## The State of the Nation

### Your help is required

CHSS has commissioned a scoping exercise to map out the current status for service provision and support across Scotland.

Questionnaires for

- service users and those external to CHSS with lived experience of our conditions
- Health professionals
- YOU can help please go to CHSS website and click the link to take part.

