



With **your consent** you will be referred to a NEW Interim Stroke Support Service delivered in collaboration between Northern Ireland Chest Heart & Stroke and the Stroke Association in direct response to the Covid-19 crisis. This **jointly delivered** service is available for all stroke survivors, their carer's and other family members.

The Service Offer:

1. Family Support Service

Description of Service - You will receive an initial phone call to assess your needs and to see how the service can help you. We will provide:

- Information and advice on living with/caring for stroke
- Listening ear and Emotional Support
- Signposting to other local services who can help
- A Point of contact
- Fast Track Referral to Advice Space for support with benefits
- Support liaising with your health professionals

Contact **028 9032 0184** or email strokesupportni@nichs.org.uk

2. Grants Service (Means Tested- Details upon Request)

Description of Service - If you are eligible you will receive a phone call to ascertain suitability to receive a grant and we will help you go through the application process.

- **Hardship Grants** These grants (up to £100) are restricted to providing food, clothes and energy to stroke survivors in **urgent critical need**.
- **Life after Stroke Grants** These grants are to aid recovery (up to £300) and can be spent on items like rehab equipment or to enable you to have better connection (phone or tablet)

3. Weekly Support Calls

Description of service - You will then have an option on receiving further telephone/on line support on a weekly on- going basis with a regular review of how it is going.

- From your Family Support Co-ordinator each week
- Emotional Support in coping with stroke/caring for stroke
- Signposting to other local services
- Liaison between your health service professionals if needed

4. Access to ongoing other services (including Peer Support)

Description of service - We have adapted our existing services to reach out to stroke survivors, their families and carers, and will continue to look at new ways of providing support during this crisis.

- Stroke Specific Counselling (Via Telephone) - In certain geographical areas (SE Trust & Northern Trust)
- Access to Videos on safe chair based exercises to try home
- Taking Control – an accredited self-management programme adapted to be delivered on-line
- Speech and Language Therapists - Telephone based support regarding communication difficulties & the Virtual Communication Plus experience; people with a communication disability having the opportunity to interact in small on line groups.
- Volunteers- Contact and Chat volunteer to call you for a friendly chat
- Volunteers- Lived Experience volunteer (Stroke Survivor) will offer lived experience peer support
- My Stroke Guide- An online platform hosting information and connection to other stroke survivors and carers
- Online support group meetings via Zoom

5. Access to useful Information including:

Description of service- Additional information that you may find helpful will be provided on an ongoing basis.

- Discharge Pack- Information regarding Life After Stroke and Covid-19 (To be delivered by the Stroke Network)
- Keeping well during isolation (Covered in regular support calls)
- Choosing Healthy Food (Covered in regular support calls)
- Links to updated Public Health Agency advice
- **Stroke Helpline** is run across the UK and is a place for information about stroke and its effects, what happens after a stroke, or what help and support is available.
0303 3033 100 or email helpline@stroke.org.uk

Opening Hours:

9am-5pm Monday, Thursday and Friday

8am-6pm Tuesday and Wednesday

10am-1pm Saturday.