

Our promise to you

Standards of excellence for
our stroke support services

Rebuilding lives after stroke

Stroke
Association



Our services

When stroke strikes, part of your brain shuts down. And so does a part of you. Our services are here to help you and your family adapt to a new life after stroke.

Our commitment to you

We will:

- Provide you with an excellent level of service.
- Listen to you.
- Treat you fairly and sensitively.
- Provide our service in a timely and friendly manner.

We believe everyone deserves to live the best life they can after stroke.



Understand your needs

When stroke strikes, lives change in an instant. We'll help you to understand what has happened and work with you to identify your needs, goals and aspirations.

We will:

- Contact you within three working days of being referred to our service.
- Answer your questions.
- Help you express your needs, if you need us to.
- Work with you to develop a plan that helps you meet your goals.

Provide you with information

We know that having reliable information at the right time can help you to make choices that can improve your quality of life.

We will:

- Give you information that suits your needs, when you need it and delivered in a way you can understand.
- Advise you on stroke risk factors and how you can reduce your risk of another stroke.
- Provide you with leaflets and factsheets that have been accredited by The Information Standard.
- Provide information on other local services that may be able to help you.

Supporting you

Recovery is tough but with the right specialist support and a ton of courage and determination, the brain can adapt. We provide personalised care, support and encouragement to help you achieve your goals, and adjust to your new normal.

We will:

- Decide together what support you need and how often we'll review it.
- Support you to do the things that are most important to you.
- Regularly review what you need to live the best life possible.



Influence stroke care

We believe that no-one understands stroke better than people who have been affected by it. This is why we want to involve you in issues surrounding stroke. We offer lots of opportunities for you to get involved and influence stroke care, the services we provide and our work as a charity.

We will:

- Seek your views to help us develop the quality of our charity and the services we provide.
- Act quickly to put things right if you think we're not meeting our standards.
- Provide you with opportunities to share your views and experiences of stroke.

Our aims

We want to provide you with the best possible service.

We aim to:

- Contact at least **95%** of our service users within three working days of being made aware that you'd like to receive our service.
- Help at least **95%** of our service users understand what has happened and help you identify and express your goals and aspirations.
- Provide at least **95%** of our service users with information when you need it, in a way you can understand.

We'll give you:

- Information to help you reduce your risk of stroke.
- Details about other local services that may be able to help you.
- Information that meets The Information Standard.

We'll talk to you to:

- Help you express your needs as well as plan and agree the support we can provide.
- Work with you to help you meet your needs.
- Provide information to help you make the best use of local services for your wider needs.

We'll encourage you to provide feedback to help us improve the services we provide.

We'll always aim to act quickly to put things right if we're not meeting our standards.

We'll give you opportunities to share your views and experiences of stroke.

Information we hold

Why do we ask for information and what information do we hold?

We make sure we always follow best practice set by our partners, such as the NHS. We'll also make sure you understand why we need this information.

We may need to hold some information for a period of time while we support you and your family. This will include information such as:

- The date of your stroke.
- What support you are receiving.
- The hospital you were treated in.
- Your GP's name.
- Your progress.
- Any changes in your circumstances.

If you receive help from other organisations, we may share information if it's an essential part of your care.

Any information we hold will not be shared with anyone else without your permission - unless there are exceptional reasons to do so, such as in an emergency or if we believe you are at risk.

To help us to improve services and care, we sometimes use this information for statistical purposes and reporting. In these circumstances, we take strict measures to make sure that individuals can't be identified.

Your personal information

Our use of your personal information is controlled by data protection laws and regulations.

We take great care to hold your personal information securely and never sell it to third parties.

For details on how we look after your personal information, please read our privacy policy: stroke.org.uk/privacy.

Tell us what you think

We're always very happy to receive feedback from you.

What are we doing well? What do we need to improve? Please get in touch to share your compliments and/or suggestions to make our services better.

Your local office's contact details are on **page 11**. We look forward to hearing from you.

Complaints

We know that sometimes things go wrong.

If you're concerned about or unhappy with any aspect of our service, please let us know as soon as you can, so we can look at ways to put things right.

We aim to deal with any problems quickly and efficiently. Here's the best way to get in touch with us to resolve your complaint:

Resolving complaints locally

As a first step, we recommend that you try to resolve the issue with the person you have a complaint with. Please contact your local office if you don't have the contact details for the individual you need to speak to. The contact details are on page 11.

If you're uncomfortable raising the issue with the person directly, then please ask to speak to their line manager. The line manager will work with you to resolve the complaint locally, quickly and efficiently. If you don't know who the line manager is, please contact your local office and we'll let you know.

We aim to resolve complaints as quickly as possible and to respond to you with the outcome within 20 days of receiving your complaint.

Reviewing complaints

If you're not happy with the response you have received locally, please let us know. Our managers will review the complaint and respond to you within 20 working days.

Contacting us

If you do not know who to contact, then please contact our head office to find out who you need to speak to.

Call: **0203 873 5738**

Email: **quality@stroke.org.uk**

Post:
Quality
Stroke Association House
240 City Road
London
EC1V 2PR

When stroke strikes, part of your brain shuts down.

And so does a part of you. Life changes instantly and recovery is tough. But the brain can adapt. Our specialist support, research and campaigning are only possible with the courage and determination of the stroke community. With more donations and support from you, we can rebuild even more lives.

Donate or find out more at stroke.org.uk

Contact us

We're here for you. Contact us for expert information and support by phone, email and online.

Stroke Helpline: **0303 3033 100**

From a textphone: **18001 0303 3033 100**

Email: helpline@stroke.org.uk

Website: stroke.org.uk

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IN PEOPLE** | Bronze

CUSTOMER
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EXCELLENCE

