



NHS Grampian Stroke Case for Change Success Story

What is the issue?

- A woman was discharged from NHS Grampian to the care of a local private nursing home. She was recovering from a stroke and living with aphasia.
- The staff kept dressing her in other people's clothes. This was because they did not understand how to communicate with her to find out which were her own clothes to put on her.

How do you know the problem exists?

- This was brought to the attention of the Stroke MCN Patient and Carer Subgroup by the woman herself as she was the representative for care homes in the region on the subgroup.

How has the problem affected the patient/carer experience?

- The woman was frustrated and saddened that her dignity had been overlooked. It further emphasised her inability to communicate with others, leaving her morale very low.
- Her family also found it distressing to see her when she was dressed in someone else's clothes.

How has the problem affected staff?

- Staff were not aware that they had made a mistake because they did not know how to communicate with her because of her aphasia. This further frustrated the patient and family.
- Staff would have been frustrated themselves because they did not have the skills to communicate to find out which clothes belonged to their patient. They may have had to deal with an emotional frustrated even angry patient who they could not understand and get to the bottom of the matter.

What are the national guidelines on the topic?

Your Health, Your Rights: The Charter of Patient Rights and Responsibilities

The Scottish Government, 2012

- You have the right that the NHS services you receive in Scotland take your needs into account. Your health board is committed to taking account of your needs when providing health services. Page 5

What are the local guidelines saying on the topic?

NHS Grampian Equality and Diversity website

- NHS Grampian values and celebrates the diversity of the population of Grampian and the North East of Scotland, who we serve. We want to reach out to every individual to identify their health care needs and to address them.
- In addition, "tailored" training can also be provided to meet the specific needs of departments or groups of staff.

How exactly do you want things to change?

- Care home staff looking after people living with the effects of a stroke should have proper training in caring for the complex needs of stroke patients.

How did the Stroke MCN respond to this Case for Change?

- Flyers were then distributed round the care homes in the NHS board's area inviting them to ask for a CHSS information pack on stroke. They are also invited to have free training from the Stroke MCN on caring for a stroke patient.