

# Community Stroke Team

## Patient Information

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## What is the Community Stroke Team (CST)?

The Community Stroke Team is a team of stroke professionals who will provide an assessment of your needs within 24 hours of discharge from the acute stroke unit.

The team will provide input for up to six weeks, wherever you are being cared for. The service operates six days a week (Monday to Saturday). Core hours are 8am to 4pm, but appointment times outside these hours may be available, depending on patient need and service availability.

## Who is in the team?

The team consists of:

- Occupational Therapists
- Speech and Language Therapists
- Physiotherapists
- Therapy Assistants
- Clerical Assistant
- Stroke Specialist Nurse
- Dietitian

The team also works closely with Consultants, Social workers, Reablement Service, Stroke Association, Think Ahead and other community teams.

## Aims of the Service

- To support discharge from hospital.
- To provide advice.
- To communicate regularly with you and your family.
- To identify rehabilitation goals, that will be functional and realistic.
- To set up a programme of treatment (based on your needs) if appropriate. Frequency of sessions will be discussed on an individual basis.
- To refer onto other agencies.

## Alexandra Court

If the hospital team feels that you require ongoing rehabilitation but you are not ready to go home, you will be transferred to Alexandra Court in Pemberton. You may stay there for up to six weeks. Alexandra Court is a specially built facility that provides active rehabilitation and recovery time for people who do not require an acute hospital stay but do require a safe environment for active rehabilitation, or for people who have had an acute hospital stay but require further rehabilitation before they can return home or before final decisions are made about permanent further care.

The Community Stroke Team will continue with your treatment, supported by the Alexandra Court Staff. We will work with you and your family to arrange your discharge from Alexandra Court.

Alexandra Court  
Howard Street  
Pemberton  
Wigan  
WN5 8BH

## **Review and discharge**

Your progress will be reviewed throughout the six weeks. On discharge from the Community Stroke Team, we will discuss your ongoing needs, provide advice and refer you onto other services as appropriate.

You will be contacted six months after your stroke for an assessment by the Community Stroke Team, to identify any further needs and to signpost you to local services.

## **Additional information**

We will do our best to make the appointment time arranged with you. However, due to traffic or other factors which can affect community visits, please be aware that team members could arrive 30 minutes before or after your allocated appointment time. We will try to contact you if the appointment time needs to be changed or if staff are delayed for longer than 30 minutes.

If you have any pets, please ensure that these are kept under control during visits. Please avoid smoking during the visit.

## **How to contact the team**

We are based at Chandler House in Wigan.

Telephone number: 01942 778507 (answer machine 24 hours)

If we are unable to answer your call immediately please leave a message. Due to the nature of our work (in the community) we may not be able to return your call on the same day.

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website:  
[https://www.wwl.nhs.uk/patient\\_information/leaflets/](https://www.wwl.nhs.uk/patient_information/leaflets/)

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This leaflet is also available in audio, large print, Braille and other languages upon request. For more information please ask in the department/ward.

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