

Autumn 2024 Update – Cornwall Services

This update combines news from the **Stroke Association's Cornwall Emotional Support Service** and from the **Cornwall Key Worker Service**. We hope that you will enjoy reading about the wide range of support that is now available for stroke survivors and their families in Cornwall.

The Cornwall Team!



From **left to right**: Manu, Lucy, Catherine, Simon, Jacqui, Jo, Fern, Ali, Krissie, Marnie, Kirsty, Louise. Missing from the photo are Sara, Ruth, Fiona and Jem.

News from the Cornwall Emotional Support Service

What difference has the Cornwall Emotional Support Service made?

The **Cornwall Emotional Support Service** has received **586 referrals** since it began in 2022.

Since April 2024, NHS colleagues, working in the Integrated Community Stroke Service (ICSS) have made **81% of the 148 referrals** that have been received. Stroke survivors or their family members have made **11% of the referrals** received. The key criteria to access one-to-one counselling support from the Cornwall Emotional Support Service is the **emotional impact of stroke**. However, stroke survivors have identified additional support needs, through their counselling sessions, which include **communication support, managing fatigue and personality change**.

Feedback about our counselling service – A selection of feedback received between July and September 2024 from those accessing the service.

“You pointed me in a different direction and I’m on a good path now.”

“I really do enjoy these sessions; I find them very valuable. They help me reflect on where I am now and how far I’ve come. I always feel better after we’ve spoken.”

“It’s being able to offload and not feel guilty. I can’t say these things to my family as I always try to be positive with them.”

Stroke Community Information Session – sign up now!

Join the **Stroke Association, Cornwall Partnership NHS Foundation Trust** and local **stroke survivors** for a **FREE one day** information session. Learn more about stroke, stroke and communication and the community based support that is available for stroke survivors and their families living in Cornwall.

The session will be held at **Lostwithiel Community Centre (PL22 0HE)** on **Tuesday 21st January 2025**. Please complete the form below, by **Monday 25th November** to reserve a place. Places are limited and will be offered on a first come, first served basis. [Booking Form | Stroke Community Information Session](#)

If you would like any further information please contact; **Kirsty Jones** (Project Engagement Officer) via email: kirsty.jones@stroke.org.uk

News from the Cornwall Key Worker service

What difference has the Cornwall Key Worker Service made?

The **Cornwall Key Worker Service** has received **98 referrals** since it began in April 2024. The majority of the referrals have been received from NHS colleagues working in the Integrated Community Stroke Service (ICSS).

Communication; emotional wellbeing and independence are the key support needs identified by stroke survivors. Alongside the one-to-one support that the Key Worker team offer to each stroke survivor they have also: secured **five hardship grants**, made **two referrals** to ‘**Here For You**’ the Stroke Association’s weekly volunteer telephone support service (see **Weekly Telephone Support** section below for more information) and are looking to develop **community based communication workshops**. Watch this space for more information!

The service is receiving amazing **feedback** from stroke survivors:

"I just wanted to say thank you for everything you have done for us. Between you and Rachel, you have managed to put back my faith in the NHS system as you have both achieved what no one else has even attempted to do. I am in awe!"

"You gave me the confidence to do that. Just having that step to take, knowing you were going to call back, and breaking it down for me, gave me the confidence and timeframe to just get it done and I feel proud I did that"

Stroke Association news

NEW! Finding strength through support campaign - October 2024

Stroke is not the priority that it needs to be and the Stroke Association are committed to changing that!

The '**Finding strength through support**' campaign launched on 1st October. The purpose of this campaign is to help more people understand that stroke survivors and their families need support after stroke to make their best possible recoveries.

During October, new TV and radio adverts will be launched telling a wide range of stroke survivor stories. They show that stroke can affect anyone and that every stroke is different. These adverts have been inspired by real survivor stories and have been developed in consultation with people affected by stroke. We know that the effects of stroke are life changing and stroke survivors want us to show this reality.

The Stroke Association want people affected by stroke to know that they are here for them.

[Surviving a stroke is the start of a long and difficult journey | New Advert](#)
(**Trigger warning:** this advert may be distressing for people affected by stroke)

Support now available for British Sign Language users

The Stroke Association are pleased to announce that they are now working with SignVideo to support **British Sign Language (BSL)** users in the UK.

For the D/deaf and hard of hearing community, BSL is their first language.

If you would like to use this service or know someone who would you can connect to a **BSL interpreter** via [our website](#) or the [Sign Directory](#). You will be instantly connected with a **BSL interpreter** who relays the call to one of the Stroke Association's **Stroke Support Helpline** team.

Weekly volunteer calls

If you or someone you know has had a stroke, a weekly phone conversation with one of the Stroke Association trained volunteers can help you to rebuild your life after stroke. Talking things through on the phone can help you feel more connected, supported and able to take the next step in your recovery.

For **eight weeks**, a volunteer will chat with you for around **30 minutes**.

There are **two types of volunteers** available:

- You can talk to somebody who's been there. Our **Lived Experience volunteers** have either had a stroke or care for someone who has. Sharing your experiences can help you understand stroke and learn new ways to cope.
- Or you can talk to a **Connect and Chat volunteer** and have a social chat about things important to you, like your hobbies or interests.

To find out more and to sign up for this support please follow the link below:

[Weekly volunteer calls | Stroke Association](#)

Contact details

Cornwall Emotional Support Service	Cornwall Key Worker Service
Phone: 01872 301 689	Phone: 01872 300 350
Email: cornwall@stroke.org.uk	Email: cornwallstrokesupport@stroke.org.uk
Visit: Cornwall Emotional Support Service	Visit: Cornwall Key Worker Project
Stroke Association	
Stroke Support Helpline: 0303 3033 100	
Visit: Stroke Association Strength through support	

The Cornwall Emotional Support Service has been made possible by **The Elwyn Thomas Memorial Fund**. The Cornwall Key Worker Service has been made possible by **an individual donation**.