




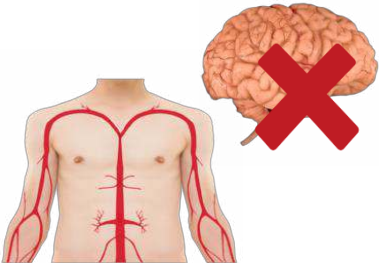
# What did people say about the stroke rehabilitation service moving in Leeds?



Engagement Report  
June 2021



# What is this information about?

	<p>In Leeds there are plans to move the stroke rehabilitation services.</p> <p>The plan is to move them from Leeds General Infirmary (LGI) to Chapel Allerton Hospital.</p>
	<p>Rehabilitation is when a person has help to walk and speak again after a stroke.</p>
	<p>A stroke is very serious and happens when the blood in the body cannot reach parts of the brain.</p>
	<p>Leeds Voices worked with lots of different people to find out what they thought about the stroke service moving to Chapel Allerton Hospital.</p>



Leeds Voices do lots of work in Leeds to make sure that local people and communities have their say on any changes to services.



This information tells you what they did and what they found out when they talked to local people.

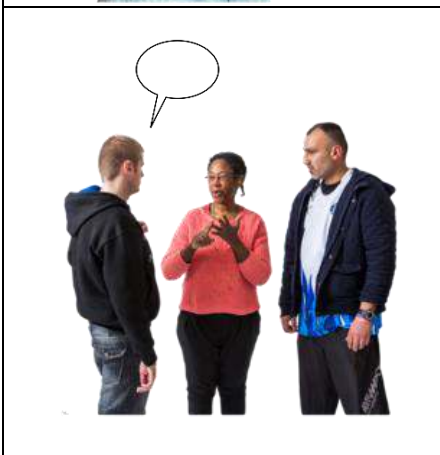


If you need support to understand this information you can ask a friend, advocate or support worker to help you.

# What did Leeds Voices find out?

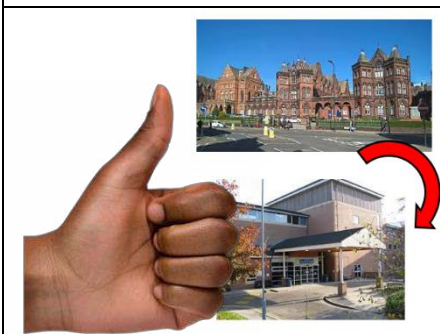


In June 2021 Leeds Voices spoke to 116 people to find out what they thought about the stroke rehabilitation services moving from Leeds General Infirmary to Chapel Allerton Hospital.



They met with 8 groups of people from different communities including:

- South Asian
- Black Caribbean
- Black African
- Eastern European



Most people who took part were positive about the change from Leeds General Infirmary to Chapel Allerton Hospital.



People thought that Chapel Allerton Hospital was:

- easier to get to
- more welcoming
- not so busy
- a hospital with “a lot of potential”



People also shared that their experiences when in hospital had not always been good.



They said that some staff had got angry because they didn't understand what the person was saying. This was because the person spoke a different language.



There needs to be changes made in the hospitals so that everyone feels welcome and included.



People also shared that they probably would not use the stroke rehabilitation services because they do not know about it and what it's there for.



It would be helpful if everyone including people from different communities were given information about the services.



People thought that the Stroke Rehabilitation film was good and were positive when they saw how the hospital looked.

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It would be good though to show how the equipment in the hospital works and also to have the film in different languages so that more people can use it.

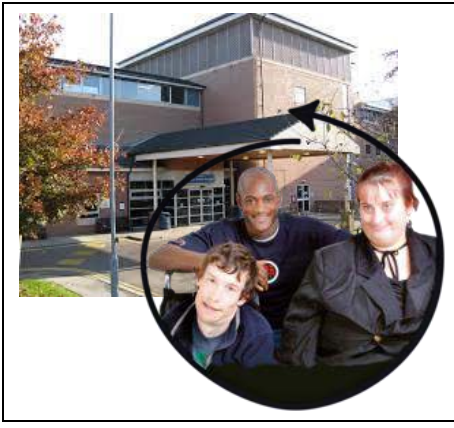


People from different communities in Leeds said they would use the new stroke rehabilitation services in Chapel Allerton Hospital.

They said that they would find it easier to use than Leeds General Infirmary.

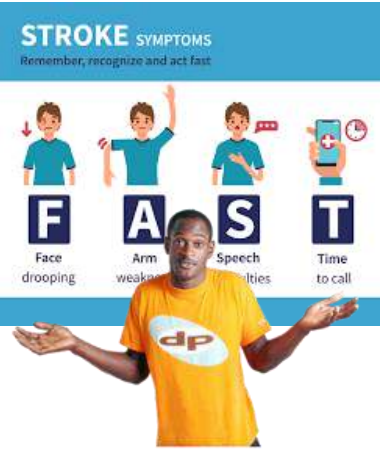




More needs to be done to make sure that people know about the stroke rehabilitation service.



It is important too that everyone feels included and are accepted when they go to the hospital.

# This is what we think will help

	<p>Many people we spoke to did not know about The FAST campaign.</p> <p>To help with this the images used on the information could be more powerful and the language more accessible.</p>
	<p>Information about the service should be available in different languages.</p>
	<p>We know that it is not possible to provide information for all languages, but it would be helpful to have the Stoke Association information in:</p> <ul style="list-style-type: none"> <li>• French</li> <li>• Arabic</li> <li>• Kurdish</li> <li>• Tigrinya</li> <li>• Farsi</li> <li>• Swahili</li> <li>• Amharic</li> </ul>





Most people who took part said that it is important to have a shop in the hospital.



People said that it would be good to show all patients and families a video of the hospital.

This would help people understand and know what to expect when they go to hospital.



They said it would be helpful to have subtitles on the film or with a voice talking over it so that more people can understand.



People were happy with where the hospital was and what it was like inside. They really liked the outdoor space around the hospital.



It is really important that people can buy different things at the hospital. This will help people feel at home especially if they don't have family to support them.



It is important that staff are able to support people if they are sad or upset.



It is also important that all staff behave in a way that is kind and understanding of all people and different communities.



Carers and family members would like more information and education about how to look after someone when they come home from the hospital after a stroke.



It was also important for carers and family members to be offered support for their mental health and also receive updates about how their family member is getting on.



This was not available to people at Leeds General Infirmary.