



Autumn 2023 Update

Welcome to the Autumn 2023 update from the Cornwall Emotional Support Service team which we hope that you will find full of interesting information and updates!

Good news!

Let's start with some really good news! We are delighted to announce that we have been able to extend the counselling aspect of our service for an additional year, up to 31st March 2026. Our community engagement work is funded until 31st March 2027.

Welcome to the team!

In September, we welcomed Jo Garbett as a part time Project Engagement Officer and Ruth Goddard as a part time Administrator to our team. We look forward to working with them.

What difference has the Cornwall Emotional Support Service made?

300 stroke survivors or their carer/family member have now been referred for counselling support since the Cornwall Emotional Support Service launched.

Currently 20% of the referrals that we receive are self-referrals or referrals made by a stroke survivor's family member. The remaining 80% of the referrals that we receive are from our health colleagues and community partner. Currently, our **top three** referring roles are: Stroke Specialist Nurse, Occupational Therapist and Social Prescribing colleagues.

The number of referrals that we are receiving remains consistent and shows the importance and value placed on the emotional wellbeing support that we are able to offer to stroke survivors in Cornwall. Thank you for your continued support.

Feedback about our counselling service

'I must admit, in the beginning I thought, how can talking make any difference? But talking about it has helped me bring stuff to the surface that I had bottled up. I think when you bottle up things they make you very angry. I've been able to let go of all the anger and hate now and am beginning to get used to the new situation. It feels like I was in a crash and you've helped get me back on the road again. I have a long way to go but it now feels I am heading somewhere again. I felt so isolated and now

I have my voice back. Thank you so much.' **(Feedback from a stroke survivor at the end of their last counselling session)**

'Talking to you really helps. In our session it's like the building blocks in my brain all rearrange themselves so things make more sense. And then I can let go of them. I already feel so much better and I give you credit for that - well, at least some of it...'
(Feedback from a stroke survivor)

"I had been really sceptical about counselling and to be honest had been dreading your first visit. I was imagining someone sitting here with a clipboard but it has been such a positive experience and I feel like I've gotten a lot out of it". **(Feedback from a stroke survivor in their first counselling session)**

"I thought I was the last person that needed counselling but I hadn't realised how much I had needed to just talk and be really heard. This experience has really made me think and been so helpful." **(Feedback from a carer at the end of their counselling)**

"You've hit the nail on the head, that's exactly how I'm feeling. You know these sessions have really helped me see things in a much clearer way. I always feel better after we talk." **(Feedback from a stroke survivor in their third counselling session)**

Frequently asked questions

Do you accept counselling re-referrals?

Yes, we do but a re-referral can only be made three months after your counselling sessions have ended. Due to the number of referrals that we are currently receiving we cannot guarantee that you will see the same counsellor again.

Do you have a waiting list to access your counselling service?

We are currently receiving a high number of referrals for our counselling service which shows the continued need, by stroke survivors, for emotional support. Counselling sessions will not start immediately, but from the point that a referral is received and accepted regular contact is made with each stroke survivor to check in and to update them on when their counselling sessions will begin.

Stroke Association news

Stroke Patient Reported Experience Measure Survey (PREMS)

The Patient Reported Experience Measures Survey (PREMS) helps the Stroke Association understand the experience of stroke survivors in England. NHS England

and the Stroke Association can learn what went well and what can be improved in how stroke survivors were treated.

Find out more and see the results by following the link below.

[Patient Reported Experience Measures Survey \(PREMS\) 2022/3](#)

Martin Jennings Memorial Motorcycle Run - Cornwall

The 36th annual Martin Jennings Memorial Motorcycle Run took place on 10th September and this year the Stroke Association were the chosen charity for the event. The 1,000 bikers who took part have so far raised £8000 for our charity. The run was completed in honour of Ivor Uren, a local motorcyclist who had a stroke in 2022. Sadly, Ivor passed away the week after this year's run took place. We send our deepest condolences to Ivor's family and friends.

Telephone volunteers needed!

When you left the hospital after your stroke, did you feel alone and that no one else understood what you were going through? Would you have benefited from speaking with another survivor who had been through the same challenges and emotions as yourself? Do you think you can be that person for someone else?

By signing up to be a 'Here For You' volunteer, you can help other stroke survivors take the next step in their recovery through weekly phone calls.

The Stroke Association is urgently seeking volunteers from across the UK with over one year's lived experience of stroke and are able to access online training. To find out more and register, visit: [Sign up to be a volunteer](#)

Contact us

We hope that you find this regular update useful. If you have any questions about the service or would like any information, please do contact the Cornwall Emotional Support Service team on;

Phone: **01872 301689**

Email: cornwalleemotionalsupport.stroke@nhs.net

Webpage: [Cornwall Emotional Support Service](#)

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