

# Stroke Wellbeing Service Spring Newsletter

The quarterly newsletter produced by the  
North Cumbria Stroke Wellbeing Service



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Welcome to the fifth edition of the Stroke Wellbeing Service Newsletter. In this issue we have some service updates, positive feedback for the service and some other articles that we hope you will find useful. See you in summer for our next issue!

- The Stroke Wellbeing Team

# Service Updates

What's new?



The Stroke Wellbeing Service has been up and running now for 10 months and we continue to apply knowledge and skills to our work across Cumbria. Staff continue to engage in training to further develop skills and widen knowledge of therapeutic approaches that can be applied to individuals who experience emotional or cognitive problems after stroke, including recent training on Compassion Focused Therapy.

The Stroke Wellbeing service recently decided to ask it's patients what they thought of the service and received an overwhelmingly positive response to this. Of those asked for feedback, 42 people provided their opinions about the service, One patient said "I feel this service is essential to people like myself as I found the contact in hospital invaluable." For more information about what our patients think of the service, see details on page 3 of this newsletter.

# Stroke Wellbeing Service

## Patient Feedback

What's do our patients think of the service?

The Stroke Wellbeing team recently asked patients what they thought of the service. This involved rating the service from 1 to 10, where 1 means poor and 10 means excellent.

Over 70 of those that provided feedback gave the service a 10 for the service being beneficial and over 90% gave a rating of 10 in relation to staff being understand, respectful and treating people with dignity,

One patient said "I cannot thank (SWS team member) enough for her patience and guidance that was given to be whilst being in hospital. She has given me the strength to

cope with the problems I have."

Dr Sarah Fryer (Clinical lead for neuropsychology and the Stroke Wellbeing Service) said: "I think you will agree this is excellent feedback, and I think it is really important that this feedback be taken championed, despite significant difficulty at present. This is indicative of the impact a compassionate, highly skilled, well governed team and resource can have on patient care and experience". For more information, visit <https://www.ncic.nhs.uk/news/top-marks-stroke-wellbeing-service>



# Emotional Lability after Stroke

What is emotional lability and why does it happen after a stroke?



Emotional lability is a term used to describe difficulties controlling emotions and mood. After a stroke, someone that experiences emotional lability might:

- Notice that their mood changes quickly
- Feel as though they are more emotional than they were before they had a stroke
- Feel like it is difficult to control their emotions
- Laugh or cry uncontrollably for no reason or at inappropriate times
- Express emotions in an intense way
- Start to swear more than they did before their stroke

Although emotional lability may reduce over time, it can

be distressing for some. Some people who experience emotional lability might feel embarrassed, particularly if laughing/crying uncontrollably happens at inappropriate times or for no particular reason. This can affect their confidence and might result in withdrawing, neglecting activities they would usually take part in and avoiding going out and socialising with friends and family.



# Seeking Help for Emotional Lability after Stroke

Who and what can help me?

If you are affected by emotional lability and you are an inpatient on a ward, you could speak to a staff member who might be able to recommend treatment or refer you to the Stroke Wellbeing Team, which can offer support for emotional problems in the weeks after your stroke.

If you are struggling with this after leaving hospital, you could try speaking to those around you about emotional lability and telling them what you would like them to do when the problem happens (e.g. distract me, give me a hug).

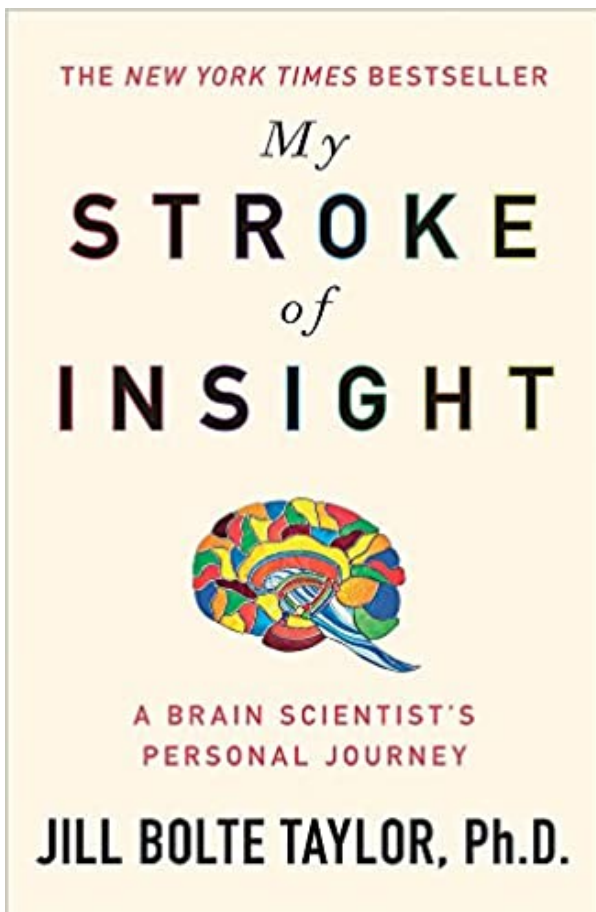


This could help you to feel more comfortable if your mood changes quickly or you express intense emotions in front of others.

Whilst emotional lability can feel embarrassing, it is important not to withdraw from people as this can lead to further emotional problems (e.g. low mood or anxiety).

# My Stroke of Insight

by Jill Bolte Taylor



neuroanatomist, Jill woke one morning to find that her own ability to walk, talk, understand and remember information had deteriorated following a stroke.

This book describes Jill's journey to full recovery after a stroke and describes the lessons that her stroke taught her about the interactions between the left and right side of the brain.

Jill Bolte Taylor initially began a career in neuroscience due to her desire to understand how her brother, who was diagnosed with schizophrenia, experienced reality in a different way to others.

After some time working as a

This book also contains a helpful list in the appendix of forty things that Jill felt she needed from others during her recovery. This section may be particularly helpful for professionals, family members, friends and colleagues of those who have experienced a stroke.

# Get Involved in our Newsletter

We'd love to hear from you!



We would love to hear from you. What do you think of our newsletter? Get in touch and let us know what kind of features you would like to see. We would also love to feature some of our success stories. If you have had a positive outcome when working with the Stroke Wellbeing Service or would like to share your story, please let us know!

**Email: [strokewellbeingservice@ncic.nhs.uk](mailto:strokewellbeingservice@ncic.nhs.uk)**

# Resources

Where can I find out more?

<https://php.cumbria.nhs.uk/patients/resources/neuropsychology>

This website has been designed to give you some extra information on things that you can try yourself to manage the problems most commonly reported by the people that we see.

<https://php.cumbria.nhs.uk/about-our-services/neuropsychology-including-stroke-wellbeing/strokewellbeingservice>

Our new service webpage provides information about who we are, what we do and what to expect when you come to see us. We intend on providing patient feedback on this website in the near future. You can also find copies of our previous newsletters on this website.

[www.stroke.org.uk](http://www.stroke.org.uk)

**Tel: 0303 3033 100**

**Email: [helpline@stroke.org.uk](mailto:helpline@stroke.org.uk)**

The Stroke Association support people to rebuild their lives after stroke. Their website provides lots of information including what is a stroke, signs of a stroke, the journey from diagnosis to discharge, the effects of stroke and information about support for individuals after a stroke.



# Further Information

## Confidentiality

The Trust's vision is to keep your information safe in our hands.' We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time. For further information contact the Information Governance Team. **Tel:** 01288608998 **Email:** [Information.governance@cumbria.nhs.uk](mailto:Information.governance@cumbria.nhs.uk)

## Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team. Email: [PET@cumbria.nhs.uk](mailto:PET@cumbria.nhs.uk) Tel: 01228 602128 Freephone: 0800 633 5547. If you would like this leaflet in another language or format, for example Braille, large print or audio, please call: 01228 603890, Email: [communications.helpdesk@cumbria.nhs.uk](mailto:communications.helpdesk@cumbria.nhs.uk) or write to Engagement and Communications, Pillars Building, Cumberland Infirmary, Infirmary Street, Carlisle, Cumbria, CA2 7HY

## Contact us

If you would like any additional information about the support we can offer, please contact us via phone or email using the details below.

**Tel:** 01768 245 954

**Email:** [strokewellbeingservice@ncic.nhs.uk](mailto:strokewellbeingservice@ncic.nhs.uk)

**Address:** Cumbria Stroke Wellbeing Service, Physical Health and Rehabilitation Psychology Services, Room 1446 Lower Ground Floor, Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY