

# Supporting well-being after stroke: A quality framework for stroke services

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## Background

Following stroke, a sense of well-being can be critical to a person's quality of life. However, this is commonly impacted by the stroke. People with stroke and practitioners all suggest it is poorly addressed in stroke services. We have undertaken a programme of work to examine what constitutes well-being in Aotearoa New Zealand, how well-being is addressed in stroke services, why this is, and how supports could be improved.

## Current experiences of well-being in stroke services in New Zealand

Whānau (family) are an important source of well-being for people and want to be included. For Māori, this is critical.



Whānau also experience a number of challenges to their own well-being and need support themselves.

The hospital environment was unsettling and foreign. It was not welcoming for many Māori. People could feel that they 'didn't belong'.



Services focused on physical well-being but did not always help people connect to the things that helped them be 'well' in a holistic sense.



Many people described significant emotional distress but felt this was often unseen and unsupported by staff.



Stress and distress was compounded by uncertainty about the stroke and what might happen in the future.



It was hard to understand and access services which caused additional stress.

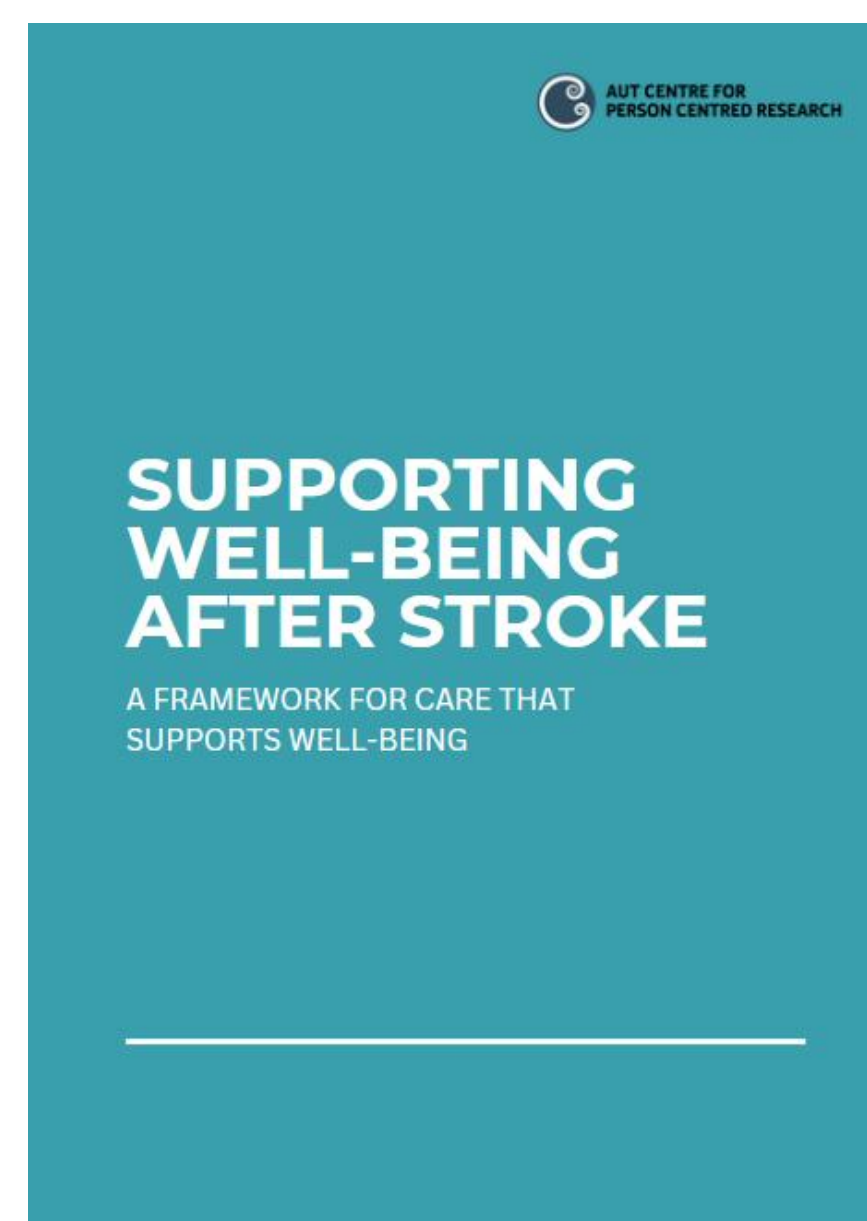
People wanted to be treated as individuals, to have their independence, and have their views heard.

## Aim and Methods

**Study aim:** To develop a quality framework to guide stroke services and healthcare practitioners in providing care that supports well-being.

**Methods:** Underpinned by Interpretive Description, we interviewed 24 people with stroke, 13 family members, and 34 practitioners. Using conventional content analysis and journey mapping, we identified characteristics of high-quality care.

## A quality framework for supporting well-being in stroke services



To receive updates on the quality framework as it is published, register your interest via this QR code:.



Our framework is designed to help services and healthcare practitioners to take a proactive approach to supporting well-being. It details eight components of care that support well-being, and consists of:

- Detailed descriptions of each component of care.
- Exemplar quotes and vignettes that illustrate when each component of care is addressed well - and when it is *not* addressed well.
- Specific actions that can be taken by health systems, stroke services, and healthcare professionals to embed each component of care.
- Reflexive activities to support healthcare professionals and services to reflect on current service provision and identify specific actions that can be taken to improve well-being.

## Components of the quality framework for care that support well-being

### Care supports people through uncertainty

People's uncertainty is acknowledged. People have the information they want and need which supports a sense of control and hope about their future.

### Care prioritises relationships and connecting 'as people'

People feel known and understood as individuals. They feel they know their healthcare professionals, and feel a sense of safety and trust with them.

### Care centres people's preferences and enables choice and control

People's knowledge and perspectives are sought and respected. They have control and autonomy throughout their recovery.

### Care responds to the strengths and needs of whānau and key support networks

People remain connected within their support networks. People in these networks have support for their well-being and are equipped to provide long-term support.

### Care fosters a sense of belonging and connection

People feel comfortable and welcomed in the physical spaces of stroke services. They are connected with others with stroke, building supportive relationships with others navigating similar experiences.

### Care attends to the emotional impacts of stroke

People feel staff are attuned to what they are feeling; they feel heard and supported as they navigate the emotional impacts of stroke.

### Care honours Māori knowledges and makes space for people to be Māori

Māori knowledges and practices are recognised, valued, and supported within stroke services.

### Care attends to people's holistic well-being, in the present and in the long-term

People are connected to, and engaged with the people, places, and areas of meaning and importance that sustain their well-being at the time of care, and in the long-term beyond stroke services.

For more information about our research on well-being after stroke, visit this site:

