

Finding **strength** through **support**

Call our Stroke Support Helpline **0303 3033 100**
or visit stroke.org.uk



Stroke is a leading cause of death and the **single largest cause of complex disability in the UK**. Around **100,000 strokes occur every year**, and more than **1.4 million people in the UK are currently living with the effects of stroke**. With an ageing population and rising levels of chronic illness, the number of stroke survivors is expected to increase significantly in the coming years.

While advances in acute stroke care have saved many lives, recovery does not end at hospital discharge. Many stroke survivors continue to experience long-term physical, cognitive, emotional and social challenges that can affect independence, wellbeing and quality of life.

It is my pleasure to introduce the Stroke Association's newest resource, the **London Stroke Support Toolkit**. On the following pages you'll find detailed information about how the Stroke Association supports stroke survivors, their family and friends, clinicians and others connected to stroke. Many stroke survivors rely on the Stroke Association's support and services to live their best lives after stroke.

We rely on people like you to let people know what support is available after a stroke, beyond the NHS stroke pathway.

The London Stroke Support Toolkit brings together how the Stroke Association can help people throughout their stroke recovery. Including our support offers, local services and resources.

You'll also find ways to connect with us, share ideas and ways we can work in partnership to strengthen support for stroke survivors in your area. Our aim is to ensure the best possible support is available to everyone affected by stroke, regardless of who delivers it. Together we can make sure no one faces recovery alone.

If you'd like to explore opportunities ways we can work together, or to learn more about support available for stroke survivors in London, please do get in touch.

Best wishes,

Mitchell Westra

Engagement Lead – London

Mitchell.Westra@stroke.org.uk

P.S. we know how much work you're already doing for stroke survivors, we hope that this will be a helpful resource for you but, if it's not, please let us know that too.

Chief Executive **Juliet Bouverie BA Hons (Oxon), DMS**

The Stroke Association is a company limited by guarantee, registered in England and Wales (No 61274).

Registered office: Stroke Association House, 240 City Road, London EC1V 2PR.

Registered as a charity in England and Wales (No 211015) and in Scotland (SC037789).

Also registered in the Isle of Man (No. 945) and Jersey (No. 221), and operating as a charity in Northern Ireland.

Stroke Support Toolkit

Every day in the UK, another 240 people wake up to the catastrophic impact of a stroke. Recovery does not end at hospital discharge. Many stroke survivors experience ongoing physical, cognitive, emotional and social challenges that can continue for months or years.

The **Stroke Association** is the UK's leading stroke charity and provides **lifelong support to stroke survivors and their families**, alongside NHS and social care services. Our support offers and local services complement clinical care and support stroke survivors to **recover, adapt and live well after stroke**.

Information and guidance

One call to the **Stroke Support Helpline** opens up a world of wider support. Our friendly expert team answer questions about stroke and recovery. They connect stroke survivors, families and friends to the support they need. They are also here to listen when times are tough. If people would like to speak to the team in a language other than English support is available via a free interpreter service.

Call **0303 3033 100** or email helpline@stroke.org.uk.

Support in hospital and post discharge

The **Stroke Support Pack** is specifically designed for **healthcare professionals** to order and **give out to their patients** whilst in **hospital**.

The Stroke Support Pack is full of **essential** information and guidance for your patients and their families. There's a **guide for people who have had a stroke** and a **guide** for people who are **supporting someone after a stroke**.

When survivors are discharged from hospital, we can get in touch to see how they're getting on. Our friendly team provide an outreach phone call to answer any immediate questions or concerns at the start of their recovery. They'll also provide essential reassurance, information and guidance on how to access other support.

Healthcare professionals can refer patients at the point of discharge.

Support at home and in the community

Community support services and group networks help stroke survivors adjust to life after stroke. Stroke Support Coordinators can provide a lifeline for survivors and their loved ones trying to make sense of the new and terrifying post-stroke world, one in which they might otherwise feel isolated and alone. They provide one-to-one support to survivors and their loved ones. Working with them to understand their individual needs so support can be tailored to reflect what matters most to them.

Why refer to the Stroke Association?

Stroke survivors often experience long-term challenges after discharge from hospital, including fatigue, communication difficulties, emotional changes and social isolation. The Stroke Association act as an integral link in the patient care pathway, working alongside healthcare professionals and complementing medical, therapeutic, and other services.

The support we provide people compliments NHS rehabilitation by providing practical information, personalised support, and opportunities to connect with others who understand life after stroke. Early referral can help stroke survivors and their families feel more supported, informed and confident as they navigate recovery.

When to refer to the Stroke Association

The Stroke Association supports stroke survivors and their families throughout recovery and life after stroke. Healthcare professionals can refer or signpost to our services at any stage of the stroke pathway. Consider referring when:

- A stroke survivor is preparing for **discharge from hospital** and may benefit from follow-up support and information.
- A stroke survivor or carer is experiencing **emotional, practical or social challenges** after stroke. For example:
 - Emotional needs, e.g. low mood.
 - Vulnerability e.g. due to financial hardship.
 - Additional needs e.g. communication or cognitive difficulties.
 - Discharge without rehabilitation follow-up.
 - Difficulties in engaging with therapy.
 - Difficulties in maintaining lifestyle changes.
- A **post-stroke review** identifies unmet needs or a desire for additional support.
- **Communication difficulties** or **aphasia** are affecting confidence, independence or participation in daily life.
- **Family members or carers** would benefit from information, guidance or to connect with other stroke survivors

Refer, collaborate or learn more

Get in touch to discuss referrals, training or resources for your team:

EngagementTeamLondon@stroke.org.uk.

London service summary

	Hospital	Rehabilitation	Home	Community	Carers, family and friends
Stroke Support Helpline	X	X	X	X	X
Resources, factsheets and guides	X	X	X	X	X
Stroke Support Pack	X	X			X
Personal Stroke Record	X	X			
Communication Support Pack	X	X	X	X	
Stroke Association Connect	X	X	X		
Online Stroke Activities			X	X	
Online Community			X	X	X
Stroke Support Groups (online)			X	X	X
Stroke Support Groups (face-to-face)			X	X	X
Weekly Volunteer Calls			X	X	
Stroke Recovery Service*		X	X	X	X
Post-Stroke (6 month) Review Service*			X	X	X
Communication Support Service*				X	X

* Only available where commissioned.

Detailed service guide

This document outlines how the Stroke Association supports stroke survivors across the pathway and how our services complement NHS care in line with the [National Clinical Guideline for Stroke](#) for the UK and Ireland.

If you'd like to know more about the Stroke Association's purpose, you can read more about our [strategy and ways of working](#).

The reason we exist as a charity, which guides and motivates everything we do, is to **tackle the devastation of stroke**.

The Stroke Association is the leading charity in the UK providing lifelong support for all stroke survivors and their families. **Remember – we're also here for you**. If you'd like to discuss other ways that the Stroke Association can support you and your patients, please email EngagementTeamLondon@stroke.org.uk.

Stroke Support Helpline

Our **Stroke Support Helpline** is the only national phonenumber for everyone affected by stroke – whenever they need us. Our Stroke Support Team provide **information, guidance** and **connect people** to the **support** they need.

They **answer questions** about stroke, what to expect on the road to recovery and anything else people want to know. They are also here to **listen** when times are tough.

Call: **0303 3033 100** or Email: helpline@stroke.org.uk (see [opening hours here](#)).

Information is available via Textphone, in British Sign Language, and in 200 languages via a free interpreter service.

Stroke Association Connect

[Stroke Association Connect](#) was set up to support anyone who has recently been diagnosed with stroke. When patients are discharged from hospital, we'll get in touch to see how they're getting on. Our friendly Stroke Support Team will provide an outreach phone call to answer any immediate questions or concerns at the start of their recovery. They'll also provide essential reassurance, information and guidance on how to access other support.

To refer stroke survivors to Stroke Association Connect, download and complete a referral form and email it to StrokeAssociationConnect@stroke.org.uk.

Awareness of the effects of stroke

The effects of stroke are often hidden, they change over time, and peoples' concerns and questions change too. We have information about the [effects of stroke](#) available on our website, and our materials are available to order.

The most common enquiries we receive (via our website, Stroke Support Helpline, and Stroke Association Connect) are related to:

1. Money and benefits.
2. Guidance in hospital.
3. Adult social care.
4. Rehabilitation/physiotherapy.
5. Mental health.
6. Driving.

Weekly Volunteer Calls

[Weekly Volunteer Calls](#) are free and available everywhere in the UK. We offer eight weekly phone conversations between a stroke survivor and one of our trained volunteers. Anyone can sign up on our website and, for eight weeks, a volunteer will chat for around 30 minutes. We often have volunteers who can support in different languages, if needed, just let us know.

Talking things through on the phone can build confidence, helping stroke survivors feel more connected, supported, and able to take the next step in their recovery.

Benefits include:

- A chance to **chat about things important to them**, like hobbies or interests.
- An opportunity to **share experiences**.
- Feeling better **understood, connected, and supported**.
- Help people to **rebuild confidence**.
- **Understand** stroke better.
- Learn new **ways to cope** with the impact of stroke.

Online Activities

Online Activities are hosted by our friendly Stroke Association staff or volunteers.

There's a **wide range of virtual sessions** for people to choose from including: learning about the **effects of stroke**, **sharing experiences**, taking part in **exercise groups**, **social quizzes** and more.

Online support groups

There are a range of online support groups (mostly on Zoom), including:

[After Stroke Sing and Social](#) - This online weekly session is an opportunity to connect, sing and share music. Everyone is on mute while singing and you will

never be asked to sing on your own! Sessions include a music quiz, breathing exercises and a lot of fun and laughter. You will leave feeling uplifted and supported! New members are warmly welcomed.

[BAME Stroke Support Online Group](#) - Lively and vibrant monthly group which at the moment meets on Zoom with a focus on our Black, Asian and ethnic minority stroke community. All stroke survivors, carers, family members and supporters welcome! Each session we focus on different discussion topics.

[London Peer Support Online Group](#) - This is a friendly social group that's open to stroke survivors, carers and supporters from the London area. We are a group that meets on Zoom that is a volunteer led, offering a chance for connection, focusing on different topics each session. The group often hosts guest musicians, actors and community members.

[Post Stroke Positive Parents Peer Support Group](#) - Have you had a stroke and are still parenting children of school age and below? Are you struggling with the effects of your stroke and being a parent? Would you welcome the opportunity to chat with other parents to share experiences, guidance and top tips? Then you are very welcome to join this online group. A safe space to share and socialize with other parents who will understand your challenges through their own lived experience.

[Stroke 2 Strength](#) - A friendly and supportive community created specifically for younger stroke survivors. While we welcome members of all ages, our content and activities are designed with younger survivors in mind, as we recognise that the challenges faced by those under 50 can be very different.

[Voices of Aphasia Online](#) - Do you have aphasia? Do you like music? Come join our friendly online choir - Voices of Aphasia Online! We are kind. We understand. New members are welcome!

Face-to-face stroke support groups

As well as the support that is available online to all stroke survivors, there are also face-to-face stroke support groups spread across London. Unfortunately, stroke support groups are not available in every borough, but the groups are open to anyone who is able to get to them. To find the nearest group, you can use the postcode lookup tool [on our website](#).

If you are aware of groups that are not included here (including groups set up by NHS teams in acute and community settings) please do suggest they get in touch. Email: EngagementTeamLondon@stroke.org.uk.

Commissionable services in London

Stroke support services are designed to provide the right support at the right time to make sure every stroke survivor makes the best possible recovery. We offer a range of services covering the whole stroke pathway.

Due to the commissioned nature of these services, they are only available in areas where funding has been applied by either an Integrated Care Board or a Council.

Our flexible service model means that, just like strokes, no two services are the same – we adapt our services based on local context and work with the NHS, commissioners, and stroke survivors to make sure they are suited to local needs.

Stroke Recovery Service

The [Stroke Recovery Service](#) makes sure that people affected by stroke have their needs placed at the centre of their recovery journey. Upon referral, we work with stroke survivors, their families and carers to develop and deliver a **personalised stroke support plan**. This is based on what they tell us is important to them, including secondary prevention, emotional needs, and their goals.

In the long term, regular reviews help make sure that support remains tailored to each individual, while stroke survivors and carers can also access a wide range of support groups and self-management tools.

Stroke Recovery Services are commissioned in:

- Haringey
- Islington
- Newham
- Redbridge
- Tower Hamlets
- Waltham Forest
- Harrow
- Croydon

Post-Stroke (6-month) Review Service

Regular reviews make sure that stroke survivors continue to feel supported. It's important to enable and support people as they navigate through the system.

A [Post-Stroke Review](#) is carried out by a trained Stroke Support Coordinator with extensive knowledge of stroke. Stroke survivors can discuss their support needs and anything they want to achieve in the future.

The review uses the GM-SAT and covers 35 common problem areas related to health, medical, social and emotional. This provides a comprehensive review of their needs, then results are shared with the client and primary care team.

Post-Stroke Review Services are commissioned in:

- Haringey
- Hounslow
- Islington
- Newham
- Redbridge
- Hillingdon
- RB of Kingston upon Thames
- Merton
- Richmond upon Thames
- Sutton
- Wandsworth

Communication Support Service

Our [Communication Support Service](#) is designed to support stroke survivors to achieve the best possible level of communication, while improving confidence and independence. Our service offers support driven by the identified needs and desired outcomes of both the stroke survivor and carer.

Communication Support Services are commissioned in:

- Camden
- Enfield
- Haringey
- Islington
- Waltham Forest
- Lewisham
- Croydon

Testimonials

We hope that you see first-hand the benefit our Stroke Support Coordinator services bring to stroke survivors, families and carers and we are working hard to ensure these vital services are recommissioned.

By providing a brief testimonial you can help us make the case for life after stroke support across the UK. Completing the form should take no more than 10 minutes and can be found [on our website](#).

Stroke Association materials

NHS teams can request materials from the Stroke Association at any time, without cost. We recommend only ordering materials that are relevant to your setting or environment – links in this document will take you to our website.


To request any materials, please send a delivery address and required quantities to EngagementTeamLondon@stroke.org.uk.

Key:

- ND = Newly diagnosed
- P = Primary prevention
- 2P = Secondary prevention
- LAS = Life After Stroke

Core information			QTY
	Stroke Support Pack (Hospital Discharge) (pk 30)	ND	
	Communication Support Pack (pk 15)	ND	
A01L05	How the Stroke Association can help	ND	
A01L06	Personal Stroke Record (pk 100)	ND	
A01L14	How to reduce your risk of stroke	P/2P	
A01L26	Weekly Volunteer Calls flyer	ND	
A01R04	Stroke Association Connect flyer	ND	
A5 booklets			
A01F01	TIA (Transient Ischaemic Attack)	LAS	
A01F03	Communication problems after stroke	LAS	
A01F05	Swallowing problems after stroke	LAS	
A01F07	Problems with memory and thinking	LAS	
A01F09	Driving after stroke	LAS	
A01F10	Emotional changes after stroke	LAS	

A01F14	Changes to taste and smell	LAS	
A01F29	Vascular dementia	LAS	
A01F36	Behaviour changes after a stroke	LAS	
A01F41CG	Employers' guide to stroke	LAS	
A01F45CG	Guide to work and stroke	LAS	
A01R07	Getting active after a stroke	LAS	
A4 Factsheets			
A01F06	High blood pressure and stroke	P/2P	
A01F11	Blood thinning medication	2P	
A01F12	Bladder and bowel problems after stroke	LAS	
A01F13	Alcohol and stroke	2P	
A01F15	Diabetes and stroke	P/2P	
A01F16	Physiotherapy after stroke	LAS	
A01F17	Occupational therapy after stroke	LAS	
A01F18	Fatigue and stroke	LAS	
A01F19	Smoking and the risk of stroke	2P	
A01F20	Accommodation after stroke	LAS	
A01F22	Balance problems after stroke	LAS	
A01F23	Bereavement and grief after stroke	LAS	
A01F24	Seizures and epilepsy after stroke	LAS	
A01F25	Bleeding in the brain	LAS	
A01F26	Atrial Fibrillation (AF) and stroke	P/2P	
A01F27	Holidays and stroke	LAS	
A01F28	Migraine and stroke	P/2P	

A01F30	Pain after stroke	LAS	
A01F31	Sex and intimate relationships after stroke	LAS	
A01F33	Physical effects of stroke	LAS	
A01F34	Childhood stroke	LAS	
A01F35	Ischaemic stroke	LAS	
A01F37	Vision problems after stroke	LAS	
A01F38	Women and stroke	LAS	
A01F40	Carotid artery disease	LAS	
A01F41	When someone is seriously ill or dying after a stroke	LAS	
A01F46	Your guide to eating well	LAS	
A01F47	Cholesterol and stroke	P/2P	
A01R01	Benefits and financial assistance	LAS	
A01R03	Aids and equipment for independent living	LAS	
A01R09	Leisure activities after stroke	LAS	
A01R10	Private treatment	LAS	
Other Materials			
A17S03	Childhood Stroke - a handbook for families	LAS	
A02AC	Communication Card (85x55mm) 	LAS	

Stroke Support Pack

The Stroke Support Pack is specifically designed for **healthcare professionals** to order and **give out to their patients** whilst in **hospital**. It is full of **essential information** and **guidance** for stroke survivors and their families.

There are two health information guides, one for stroke survivors and one for the people who support them. These are [After your stroke](#) and [Supporting someone after a stroke](#).

Ideally the packs would be handed out the Stroke Support Pack before discharge as this is when stroke survivors and their families tell us they are most useful.

Packs are supplied in **boxes** of **30**. Click [Stroke Support Pack](#) to order or send a delivery address to EngagementTeamLondon@stroke.org.uk.

Communication Support Pack

Our communication guides and tools help stroke survivors, family and friends to learn about communication difficulties after a stroke. The information can answer important questions people have about aphasia and other communication problems. There are practical tips, plus a communication card to show to others so they can better understand what the person is experiencing. Tools can be used to help people to communicate well.

Personal Stroke Record

The [Personal Stroke Record](#) is a patient-facing template for professionals to complete and give to newly-diagnosed stroke survivors in hospitals. The record provides information about stroke and its effects and can be completed with stroke survivors to help them understand what to expect. If completed in full, the record also provides a wealth of useful information during the transition from acute to community therapies.

Stroke awareness videos

The [Stroke Association's YouTube](#) channel hosts many useful videos to raise awareness of stroke, including:

- [Still Christmas](#) (2026 TV ad)
- [The difficult impact of stroke: Finding strength through support](#) (2025 TV ad)
- [Awareness and support](#) (2024 TV ad)
- [Challenging old assumptions](#) (World Stroke Day 2023)
- [Pass FAST on](#) (World Stroke Day 2022)
- [When the words away went](#) (Aphasia awareness)

Support for clinicians and partners

The Stroke Association works closely with clinicians, researchers, commissioners and partners across London to improve stroke care and life after stroke. Alongside direct support for stroke survivors and their families, we offer a range of resources, learning opportunities and collaboration initiatives designed to support professionals, share knowledge and ensure that the voices of people affected by stroke inform service development and improvement.

Rotating awareness

We know that it can be difficult to keep up with all the developments in stroke support, both in acute and community settings, especially with rotating teams. For that reason, the Stroke Association has put together a schedule of presentations to ensure that everyone providing support to stroke survivors in London is aware of the support available locally, whether commissioned or charitable.

If you would like to discuss how this presentation could help your team to better understand stroke support, email EngagementTeamLondon@stroke.org.uk.

QI partnerships

If you're working on a local quality improvement project or other initiative to improve the experience of stroke, we can help by facilitating the voice of lived experience and helping to source data and insight.

Let us know what you're working on at EngagementTeamLondon@stroke.org.uk.

Videos and webinars

Watch back recordings of our webinars for professionals on our [Professional webinars page](#). You can also find out details of upcoming webinars, find links to collaborative webinars and podcasts, and view our [Stroke Care Professionals - YouTube playlist](#).

Website

The [Stroke Association website](#) is an extraordinary resource and combines trusted information on stroke with practical tools to support recovery at every stage. From understanding the early effects of stroke to accessing rehabilitation, benefits advice, and emotional support, the website is designed to guide survivors and their families through what can feel like an overwhelming journey. It also shares personal stories from people affected by stroke, signposting to local groups and services, and ways to connect with others who truly understand.

Involvement – London Stroke Voices

When we talk about Involvement, we mean doing things with people with lived experience of stroke, rather than doing things to or for them.

London Stroke Voices is a group of people with lived experience of stroke who volunteer their time to advise the Stroke Association and our partners. If you have a topic for discussion or question for the group, email

EngagementTeamLondon@stroke.org.uk.

If you're working on your own Involvement project, you can also use our [Toolkit for Researchers and Professionals](#).

UK Stroke Forum

The [UK Stroke Forum](#) is the UK's largest multidisciplinary conference for stroke care professionals. UKSF fosters knowledge exchange, collaboration, and innovation in stroke prevention, treatment, and rehabilitation. The forum features a diverse range of activities, including keynote presentations from world-leading experts, interactive workshops, and the sharing of the latest research findings and clinical advancements.

Visit www.UKStrokeForum.com for more information about this year's forum.

Research

We believe in the power of research evidence to prevent stroke, save lives and enable stroke survivors to make the best possible recovery. Find out more about [our research](#), including [patient and public involvement](#) and how to get [funding for stroke research](#).

Policy, Influencing, and Campaigns

By listening to and working with people affected by stroke, the Stroke Association is driving improvements in stroke care. We work to influence all levels of government to make stroke the priority it needs to be.

- [How we are working to improve stroke care across the UK](#)
- [Campaigning for more access to Thrombectomy](#)
- [Our policy positions](#)
- [Our past campaigns](#)

Social Media

The Stroke Association's social media channels are a way to connect, share, and inspire. Every day we highlight stories from stroke survivors and carers, celebrate

the achievements of our volunteers and supporters, and share practical advice for navigating life after stroke.

Our various platforms provide quick updates on campaigns, events, and opportunities to get involved – helping people feel part of a wider community that understands and cares.

- [Facebook](#)
- [X/Twitter](#)
- [Instagram](#)
- [YouTube](#)
- [LinkedIn](#)
- [Threads](#)

Stories

Stories and experiences of stroke are important to everything we do at the Stroke Association. We support stroke survivors, their families and carers across the UK to share their experiences of stroke across a variety of channels. These include the Stroke Association website, in the media, on social media, via our policy and campaigning work, and in our awareness and fundraising campaigns.

If you'd like to know more about the sharing of stories at the Stroke Association, please email EngagementTeamLondon@stroke.org.uk.

Press office and media

The Stroke Association's [Press Office](#) helps raise the profile of stroke and the importance of life after stroke. We share stories from survivors, carers, and clinicians in national and local media, shining a light on both the challenges people face and the solutions that make a difference.

By highlighting best practice and innovative approaches, we support clinicians and services to showcase their work and influence wider improvements in care. Our press and media presence also strengthens the case for investment in stroke, helping ensure stroke remains a national health priority.

Let us know about any interesting developments or new stories at EngagementTeamLondon@stroke.org.uk.

Professional Network and Newsletter

Make sure you don't miss out on the latest information for healthcare professionals. Our Professional Network shares useful resources, research findings and events, plus many other ways we can help you and your patients.

Fill in the [form on our website](#) to join the network of stroke professionals, working together to provide the very best stroke care.

Childhood Stroke support

More than 400 children are diagnosed with strokes every year in the UK.

Childhood stroke changes the lives of children and their families. It can happen at any age, affecting babies (including in the womb), children and young people.

The term 'childhood stroke' covers stroke occurring from 29 days old up to the age of 18. The term 'perinatal stroke' covers stroke from week 20 of pregnancy until 28 days after birth. The causes and effects of a stroke are likely to be different depending on how old the child is.

Our dedicated Childhood Stroke Support Team is here to help parents, guardians and carers find answers to your questions and support them with guidance, emotional support and practical information. The team also support teachers, childcare professionals and other professionals who work with, or support children and families affected by stroke in childhood. More information about what support is available, useful resources and to learn about how to spot stroke in children and babies, visit stroke.org.uk/childhood.

What else?

If there is anything else that the Stroke Association can help with, please do let us know. Our support offers and services are shaped by feedback and insight from stroke survivors, loved ones and those who care for them, including you.

If you need something that's not covered here, email EngagementTeamLondon@stroke.org.uk and we'll see what we can do to help.