

# SPEECH AND LANGUAGE THERAPY STROKE REHABILITATION STUDENT PLACEMENT VIA TELEHEALTH

SARAH GHAZZAWI

SPEECH AND LANGUAGE THERAPIST

DONCASTER AND BASSETLAW TEACHING HOSPITALS

[S.GHAZZAWI@NHS.NET](mailto:S.GHAZZAWI@NHS.NET)

# WHY I OFFERED A PLACEMENT VIA TELEHEALTH?

- I AM A SLT PROVIDING STROKE REHABILITATION AND EARLY SUPPORTED DISCHARGE VIA TELEHEALTH
- THE UNIVERSITY OF SHEFFIELD ASKED US TO TAKE FINAL YEAR STUDENTS IN MAY/JUNE 2020 TO SUPPORT THEM TO GRADUATE
- WE WERE GIVEN THE FLEXIBILITY TO OFFER WHAT WE COULD FOR A STUDENT PLACEMENT – THIS ENCOURAGED ME TO GIVE IT A GO
- I DECIDED TO OFFER A 4 DAY PLACEMENT VIA TELEHEALTH AS A TRIAL
- THE 4 DAYS WERE SO SUCCESSFUL THAT I INCREASED THE PLACEMENT TO 7 DAYS

# PRIOR TO THE PLACEMENT

- ENSURED THE STUDENT HAD A LAPTOP WITH ACCESS TO THE INTERNET
- ENSURED THE STUDENT HAD A PRIVATE PLACE TO WORK FROM, E.G. A QUIET ROOM AT HOME
- CARRIED OUT TYPICAL PRE-PLACEMENT TASKS, E.G. INDUCTION, SET GOALS, DISCUSSED CONFIDENTIALITY AND PROFESSIONALISM
- EMAILED THE PRE-PLACEMENT READING LIST

# THE PLACEMENT

- 6 CLINICAL DAYS, 1 NON-CLINICAL DAY
- **CLIENT GROUP:**  
POST-STROKE REHABILITATION - PATIENTS WITH COMMUNICATION DIFFICULTIES
- PLACEMENT WITH PATIENTS WAS VIA TELEHEALTH – VIDEO CALLS
- THE SLT, STUDENT AND PATIENT WERE ALL BASED AT HOME FOR THE SESSIONS
- SUPERVISION WAS ON THE TELEPHONE AND VIA SKYPE FOR VIDEO CALLS

- **DAY 1**

INDUCTION AND OBSERVATION OF SESSIONS VIA TELEHEALTH

- **DAY 2**

OBSERVATION OF SESSIONS

- **DAYS 3-6**

JOINTLY CARRYING OUT SESSIONS WITH PATIENTS

STUDENT WRITING SLT NOTES AND MAKING SESSION PLANS FOR THE NEXT SESSION

- **DAY 7**

CREATING PATIENT INFORMATION SHEETS – MAKING INFORMATION APHASIA FRIENDLY

# THE SESSION VIA VIDEO CALL

- ACCURX FLEMING WAS USED TO CARRY OUT THE TELEHEALTH SESSIONS WITH PATIENTS
- SLT WOULD SET UP THE VIDEO CALL WITH THE PATIENT, SLT THEN SENT THE LINK TO THE STUDENT TO JOIN THE CALL
- THE SLT, THE STUDENT AND THE PATIENT WERE ALL ON THE VIDEO CALL

# BENEFITS OF THE PLACEMENT

- STUDENTS ARE TYPICALLY SAVVY WITH TECHNOLOGY – NO DIFFICULTIES USING THE TECHNOLOGY
- FOLLOWING THE SESSION, STUDENT WROTE THE SESSION NOTES USING PATIENT INITIALS – THERAPIST THEN ATTACHED THESE TO *SYSTEMONE* RECORD
- STUDENT MADE RESOURCES FOR THE SESSIONS/HOMEWORK AND I WOULD EMAIL THESE TO THE PATIENT
- ONCE THE STUDENT WAS FAMILIAR WITH THE CLIENT, I WOULD MUTE MY COMPUTER AND LET THE STUDENT CONTINUE WHILST I CARRIED OUT OTHER TASKS
- STUDENT MADE APHASIA FRIENDLY INFORMATION WHICH HAS BENEFITTED OUR SERVICE

# CHALLENGES

- UNFORTUNATELY, THE STUDENT DID NOT HAVE ACCESS TO PATIENT DETAILS/CASE HISTORY
- SLT GAVE A BRIEF CASE HISTORY TO THE STUDENT BUT READING THE REFERRAL/MEDICAL NOTES WOULD HAVE BEEN BENEFICIAL

(FOR FUTURE PLACEMENTS, THE STUDENT WILL BE GIVEN A NHS.NET EMAIL, CASE HISTORIES/REFERRALS CAN THEN BE EMAILED TO THE STUDENT)

- I NEEDED TO SET UP THE TELEHEALTH CALLS AS WE COULD NOT GIVE CONFIDENTIAL INFORMATION TO THE STUDENT

# FEEDBACK FROM THE STUDENT ON HAVING A PLACEMENT VIA TELEHEALTH

## **BENEFITS:**

- RECEIVED A PLACEMENT WITH PATIENT CONTACT
- SLT OBSERVED SESSIONS
- AMAZING OPPORTUNITIES TO DELIVER THERAPY AND RECEIVE FEEDBACK
- AN OPPORTUNITY TO SEE WHAT THE CLIENT'S HOME LIFE ENTAILS, WHAT THEIR ENVIRONMENT IS LIKE AND HOW THIS CAN BE ADAPTED TO MAKE THE THERAPY MORE FUNCTIONAL AND WORTHWHILE
- AN OPPORTUNITY TO WORK WITH AND SEE THE CLIENT'S PARTNERS, CARERS, CHILDREN ETC. AND TO INVOLVE THEM IN THERAPY.
- A CHANCE TO SEE WHAT SPEECH THERAPY INVOLVES, WHAT WE DO, WHAT TECHNIQUES MAY BE HELPFUL AND WHAT TO PRACTISE
- GOOD TOOL FOR FUTURE PRACTICE

## **CHALLENGES:**

- NOT HAVING ACCESS TO THE CLIENT'S NOTES ABOUT PRIOR THERAPY, CONDITION ETC WHICH CAN HELP TO BUILD A MORE HOLISTIC PICTURE OF THE CLIENT
- UNRELIABLE INTERNET CONNECTIONS- CAN'T HEAR OR SEE CLIENTS, TIME LAGS, CHANGING TO USE OF THE TELEPHONE AS CONNECTION IS POOR
- NOT BEING ABLE TO BE FACE-TO-FACE WITH CLIENTS, PICKING UP NON-VERBAL CUES ETC. CAN SOMETIMES BE HARD OVER VIDEO CALL.
- LOUDNESS AND QUALITY OF VOICE- SOUNDS SOMETIMES BECAME DISTORTED OR COULDN'T HEAR EXACTLY WHAT THE CLIENT SAID



# OVERALL CONCLUSION

## **SLT PERSPECTIVE**

- I WOULD BE HAPPY DOING LONGER PLACEMENTS VIA TELEHEALTH IN THE FUTURE
- THIS WAS VERY MUCH A TRIAL BUT IT WAS VERY SUCCESSFUL
- IT REDUCES TRAVEL TIME FOR THE STUDENT/PATIENT AND REDUCES THE STRESS RELATED TO TRAVEL
- BOTH THE PATIENTS AND OUR SERVICE BENEFITTED FROM HAVING A STUDENT
- I WILL SET UP THE STUDENT WITH NHS.NET EMAIL ACCOUNT FOR FUTURE PLACEMENTS SO THAT INFORMATION CAN BE MORE EASILY TRANSFERRED

## **STUDENT PERSPECTIVE**

- OVERALL AN AMAZING OPPORTUNITY AND EXPERIENCE AND A CHANCE TO CARRY OUT PLACEMENT AGAIN