

Stories help describe what services do.

Every-day and ordinary, or life changing and extraordinary?

Gloria’s story February 2021



Service name: Cardiac Rehabilitation

Main purpose of service: Locala’s Cardiac Rehabilitation team works with patients who are recovering from a heart attack or heart surgery. Cardiac Rehabilitation can make it possible for people to return to a full and active life. The team helps people re-gain confidence and the level of fitness they need, to do the everyday activities that matter to them.

About the person: Gloria is a retired Nursing Assistant and Mother to 6 grown up children. She loved her job, *“I learned so much from older people.”* Last year, she had cardiac surgery to replace a valve and have a pacemaker fitted. Usually Gloria is busy, spending time with her family and going to yoga classes.

Recovering from surgery and adhering to Lockdown rules have both restricted what Gloria has been able to do since coming home from hospital. With support from the Cardiac Rehabilitation team, she has been completing a walking programme and following an exercise routine on YouTube.

Recommend: Gloria says, *“Before I met Helen from the Cardiac Rehabilitation team, I was managing but I was scared of what to do. I was so poorly before the operation. It was helpful, once she started coming, she encouraged me, she had time to answer questions.”* Gloria’s daughter Carol is also positive about Helen’s visits, *“She had the right demeanour – she was upbeat. She put Mum at ease and went through everything gently...in a short space of time you could see Mum’s posture improving and she became more confident with the exercises.”* Gloria feels that although the care she received in hospital was excellent, the Cardiac Rehabilitation team *“is a Godsend, especially for the older generation to have another service to turn to.”* Gloria believes that being able to talk to someone in your own home is less rushed and she found that the visits from Helen were reassuring and gave her confidence. *She says, “I would recommend it to anyone. I would look forward to every Wednesday....I enjoyed her company.”*

Reassurance: Gloria explains that during her recovery she experienced palpitations and felt *“restless and not quite right.”* She was advised by the Cardiac Rehabilitation team to contact the hospital, which she did. Her pacemaker was checked the next day and all was well. Gloria says she felt more confident to contact the hospital because of the advice from the team. *“Reassurance is everything.”*

Looking forward: Gloria and Carol are looking forward to the end of lockdown and plan to *“get out and about.”* Gloria hopes to join a yoga class again and is reassured that although her regular visits from the Cardiac Rehabilitation team have come to an end, she can contact the team with questions about new activities as she gets fitter and clubs and venues re open.

Gloria and Carol spoke with Jo Vaughan Engagement Co-Ordinator and give full consent to sharing Gloria’s story.