



2017

Day Centre Service User

Review

This report is a review across our 6 Day Centres; n=64, male 19, female 45, not all clients choose to take part. The questionnaire was completed by both members and their carers throughout July and August 2017. Comments from clients and/or carers are given below each question.

How satisfied are you with the Day Centre?



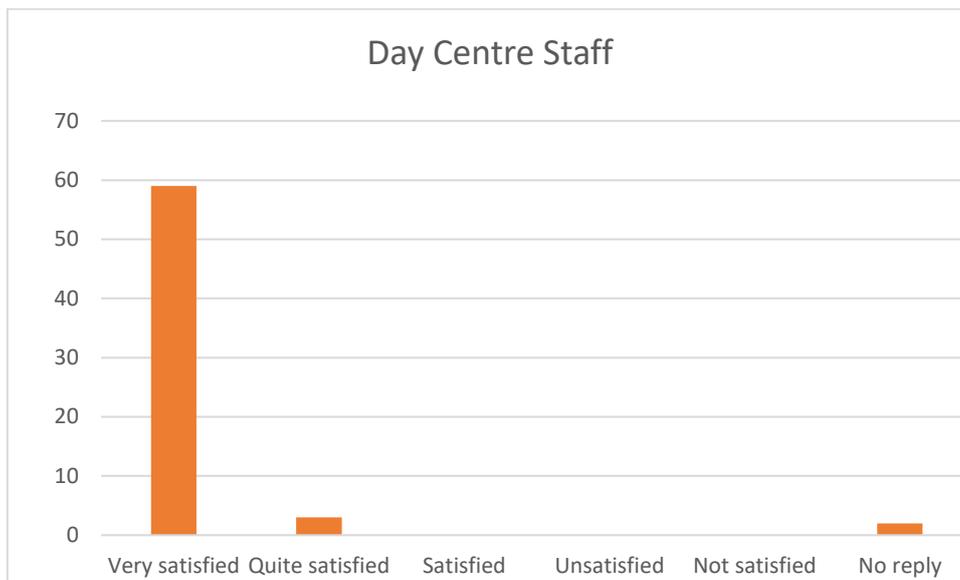
I enjoy coming, Very good, Loves coming x 4, Very cheerful, all staff friendly and helpful, Look forward to attending x2, Very happy x3, It gets me out of my home and I meet people, I wish it was on every day, It's company, Always made welcome, Think its excellent, Very happy

Are you happy with the staff that supports you with transport to and from the Day Centre ?



All very nice, People friendly, Makes a day out, Very helpful, Husband/Wife brings me x 4, Everyone is so kind, Always happy, Don't use transport, Very Happy, Am always happy to come to day centre & enjoy the bus, Always know what time they are coming, Live at Laburnum, Uses good neighbours transport, Love them all

Are you happy with the staff that supports you at the Day centre?



Very helpful, Completely satisfied with all the staff very helpful and understanding, Very happy x7, They are lovely, We all get on well, Good to talk to staff, The staff are very caring & helpful, Everyone is very good/friendly, No fault at all – marvellous, Staff all friendly, Get on with them all, They are very helpful and very approachable

Are you satisfied with the meals and drinks you receive at the day centre?



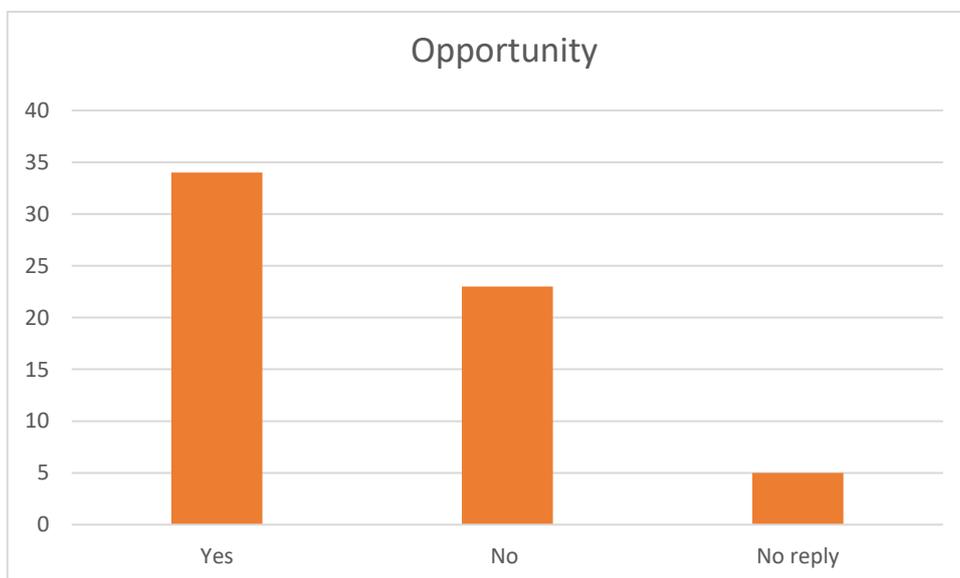
Like fish and chips x2, Some I don't like beef casserole I find monotonous, I like it because I don't have to cook, Can depend, Always eat it, On the whole jolly good, Everything is nice, I enjoy the food very nice, No fault at all – marvellous, Nice meals, Try to get more choice for Asian food if you can, Would like a bigger helping, Very satisfied with lunches, They are quite good, Very good

Are you happy with the activities at the Day Centre?



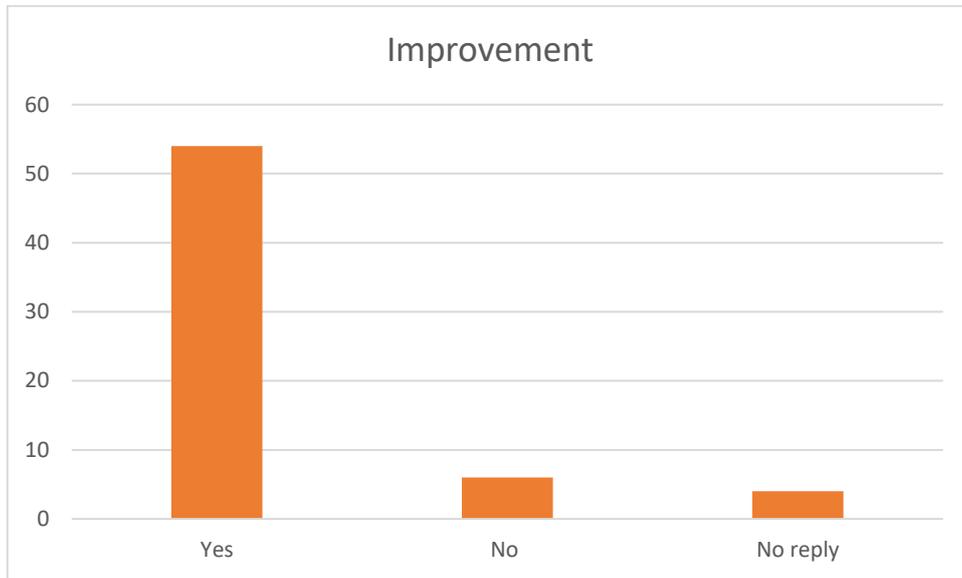
Like most activities, Gets me out of myself, I think they are very good but sometimes I dislike them but usually join in, Quite happy, Happy with most activities but like entertainers, Look forward to activities, Very happy x 2, They aren't always suited to my disability, I would like to do some outside gardening - but we don't do it, Eyesight prevents me sometimes, Enjoy live music, Enjoy all games- enjoy music, Likes the quizzes makes your brain work, Better than being at home alone, Good fun, Get variety, There is always something to do, Enjoy games

Do you feel you have an increased opportunity to take part in your local community activities through attending the day centre?



Just happy coming to the dc 3 days, I don't go out x3, I have a lot of opportunities in my church, No difference, Not interested as have my husband to look after me, Happy with just day centre, Sometimes, Goes to memory club/ keep fit club, I also attend the library, shopping and to Eastleigh with One Community, Feels he can go to church,

Do you feel your confidence and independence has improved through attending the day centre?



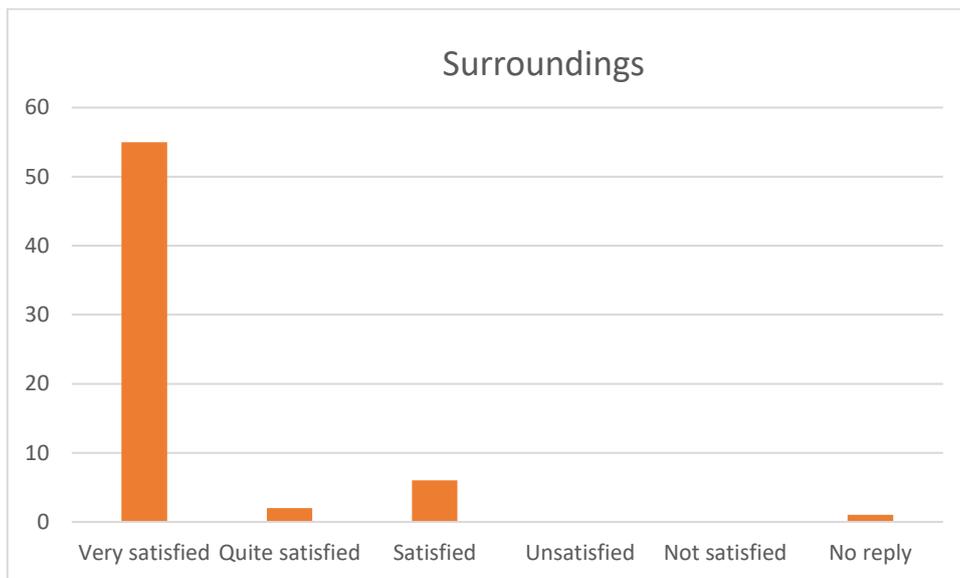
No but I think that is me, Always been the same, Definitely improved confidence x 2, Confidence has improved a little bit, I'm already quite confident & independent, Yes because I'm used to this place now and feel comfortable, always wants to dress nicely for the day centre, Not sure Meeting people helps, I get to talk to people, Yes x 3, Very much so, Confident before starting day centre

Do you and/or carer feel your choices and support to access everyday opportunities has improved through attending a day centre?

60 Yes/3 No/ 1 No reply

Feels it is beneficial to come to the DC/carers feels the same, very much so, not sure, son takes her shopping, fine as I am, my wife has access to sitting service, I feel more confident about different opportunities since coming back to day centre, yes I am encouraged to attend various thing, Good day bad days, makes you mix more.

Are you satisfied with your surroundings at the Day Centre?



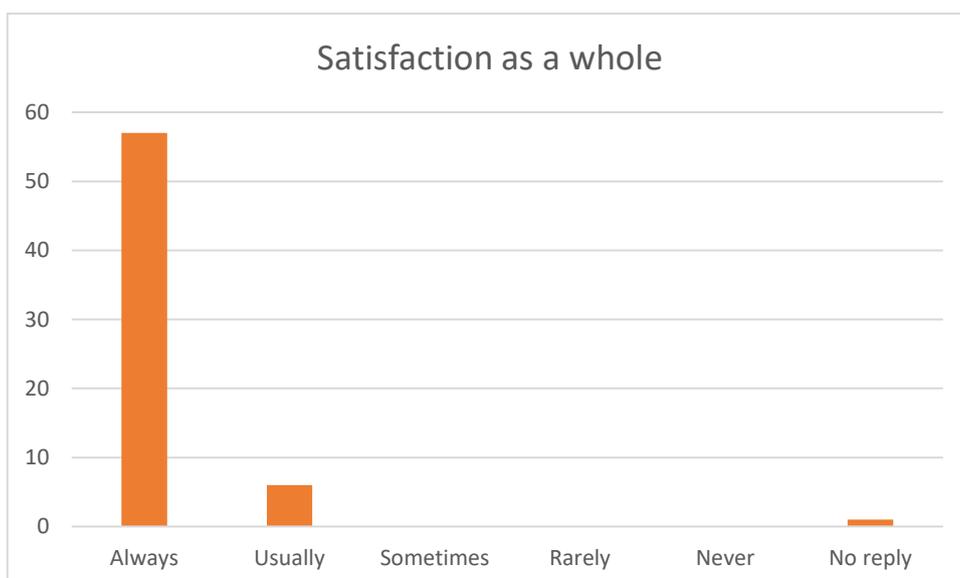
Very nice room x3, Yes x 2, I like the room x2, Lovely room at Fernhill x 2, I wouldn't come otherwise, Very satisfied x2, lovely, room very nice happy to come, definitely, very clean,

Do you know who to contact if you are unable to attend?

55 Yes/8 No/1 No Reply

Daughter x 6, Husband x 2, Son x 4, My wife does x 3, Daughter in law knows, to contact manager at day centre, It's on the bottom of the programme x 3, Was given the number, Sister would contact us, Nursing staff would inform x 2, Carers would call

Are you satisfied with the service as a whole?



Very much x 4, Made to feel welcome very quickly, Look forward to coming, I think you do well, Always satisfied, Very happy,

Do you know how to make a complaint if you were unhappy with the service?

52 Yes/10 No/4 No Reply

No reason to complain but explained it's the manager x 3 , Contact head office, Explained that he needs to ring same number on programme to make a complain, Daughter would contact x 3, Carers would contact day centre, Explained complaint procedure x 2 , Son would contact dc x 4 , Wife or nursing home would contact day centre, My wife would be able to contact One Community, Husband would contact day centre, Never had anything to complain about, Would know how to tell someone, Wouldn't make a complaint, Knows can talk to manager

Are all contact details correct?

64 Yes / 0 No

Comments on Well-being from Carers:

Mum looks forward to coming to the DC.

She looks forward to it every week.

The ladies here are lovely and look after mum very well.

Mums life is all the better for the DC she has made lots of friends and enjoys,

Wonderful understanding of all situations and problems.

My wife would not be able to accept care unless empathetic staff as she tends to be anxious and confused in unfamiliar situation

Activities to develop hand & eye coordination and to sharpen brain development I find very good, had a few falls centre is aware of

Occasionally T can react aggressively

Mum has Alzheimer's, her specialist is amazed at how well she has been since attending Fernhill the change but she will at some point deteriorate hopefully not for a long time,

Better than I have been

Knee painful, soon to have cortisone jab, on-going problems, health staying the same at the moment,

E has moved into laburnum house but is the same in herself attends both Laburnum & Rodbard,

No change in my health or well-being,

I've found out that I'm glucose & lactose intolerant,

Breathing seems a bit better,

Waiting to be moved to Rowan Court which is supported living,

Good days bad days, Swollen legs in hot weather stops me attending,

Carers comments in general

Lives independently x 13

Lives in nursing home

Great support from the day centre D is happy to go & have it as is my day once a week to meet my friends,

I am most thankful and grateful to all the staff & transport,

Enjoys the day with other people,

M seems to enjoy the meetings when she is able to get there and seems refresh when she gets home and loves the dinners and quiz games also when people come to sing,

I would like to say that since my wife has been going to the day centre it has made a big difference to us and they do a fantastic job so long may it continue,

Good family for families,

A very much enjoys day service and gives her something to look forward to,

A looks forward to the weekly activities and the interactions with others,

B looks forward to his daily visit on a Tuesday. He has recently began taking more care of his personal details which tells me he enjoys the outing. Medically he still suffers from kidney problems but he has a hospital app in Oct which could result in further treatment. All the staff at the centre are caring and brilliant when he makes his visits,

As a carer it gives me respite for a good many hours and gives J good interest too,

He looks forward to coming each week,

C enjoys the day centre on mon & tues,

He is very well looked after safe and the transport very good,

He likes the fact that he is able to be out on his own,

They are doing an excellent job with B,

He looks forward to his Wednesday visit,

Mr G (dad) has thoroughly enjoyed attending his day centre at Botley and really loved all the staff there,

I am very pleased with the way M has been welcomed into the group. She enjoys the company of the other users and the staff who have been excellent,
M enjoys the activities especially anything, mum seems to enjoy the day centre always says she enjoys her lunch. It is good for her to meet different people and have to do activities although she rarely remembers what she has done during the day!,
B loves day centre it gives us both essential breathing space & I don't think we could cope without it,
Mum loves the centre and says that all the staff are brilliant,
Mum really looks forward to her time at day centre and always rings me afterwards to say how much she has enjoyed it. She likes company and day centre stimulates her as she gets lonely in her flat. I know that she is safe & happy on the two days that she attends,
Mum really enjoys the day centre & I am sure it benefits her mentally. Her short term memory has certainly deteriorated recently, but she is very happy & settled with the move as well,
Day centre great,
Very helpful,
Mum enjoys her days out. Gives family and carers a break and for her to tell others about her day, All the staff at Fernhill are very helpful and understanding. Issues I have are dealt with immediately. They are very good providing advice and pointing me in the right direction to contact other agencies and providers,
Dad always looks forward to his Day Centre Visits. I appreciate the contact from the day centre staff when there is any issues, which are always swiftly resolves,
From my few visits I've been impressed by the care and commitment of the staff and the friendly happy atmosphere,
Mum enjoys the day centre very much. I agree with her responses above, here is no doubt the day centre has a positive effect for my mum I cannot fault the team they always treat her with dignity and respect the two sessions a week is the only respite I receive without them I would crack up,

Comment:

Overall clients and carers are pleased with the service offered. There is active engagement on a regular basis between staff and clients and services reflect client interests and requirements.

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