

Older People's Day Services

Analysis of stakeholder consultation

Summary report of consultation findings

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City of Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Westminster City Council and The Royal Borough of Kensington and Chelsea undertook a consultation exercise with stakeholders across the two boroughs to better understand what residents want from older people's day services and to help shape the work we do.

In order to seek the views of service users and carers a consultation exercise was undertaken between July and September 2019. The exercise took the form of a survey of residents (conducted in day centres and hubs in both boroughs), a survey of carers of those that use day services and a series of consultation events mainly conducted at day services across both boroughs.

Methodology

Survey of residents: A survey of residents was developed and distributed via older people's day centres and hubs across both boroughs. Staff at the centres assisted residents to complete the survey where necessary. A total of 191 surveys were returned.

Survey of carers: A survey targeting those that care for older people that use day services was developed and distributed to carers. A total of 15 responses were received.

Series of discussion events: A total of 16 events were held across the two boroughs, seeking the feedback of stakeholders. Events were targeted at older people that currently use day services, older people not currently accessing day services, carers of older people and internal stakeholders.

Reports

This report pulls together findings from all of the above consultation activities. The main body of the report contains findings from each of the activities undertaken. Separate, more detailed, reports on each of the activities are also available.

Acknowledgements

The Council would like to thank all stakeholder that took the time to feedback their views as part of the consultation and all the organisations that hosted a discussion group and assisted residents to take part in the consultation.

For more information

For information on the results please contact **Gary Wilson, Consultation Team Manager** on **020 7361 3616** or e-mail on gary.wilson@rbkc.gov.uk

Overall summary of findings

The below is a combined summary of findings from the consultation activities undertaken, more detail can be found in the main body of the report.

Current community activities

In terms of their day to day life, the most common activities that respondents to the residents' survey take part in at least once a week were: listening to or playing music, attending an indoor exercise class and socialising at a day centre. Older people attending discussion groups indicated that they also take part in similar activities (music, exercise and wellbeing activities) and additionally social outings and religious worship.

Respondents to the carers survey revealed that the most common joint activities that carers, and the person they care for, like to do were: visiting a local park or garden and sitting in a café.

Future community activities

When thinking about what they would like to do in the future, respondents to the residents' survey indicated they would like to take part in the following at least once a week: listening to or playing music, attending an indoor exercise class and socialising at a day centre.

Older people attending discussions detailed a range of activities that they would like to see offered in the future. This included exercise activities (e.g. swimming), mindfulness activities, educational activities (e.g. IT activities), arts and crafts activities, trips and outings, outside activities (e.g. gardening), religious worship, music activities and intergenerational activities.

Accessing activities

Almost a quarter of respondents to the residents' survey indicated that *'mobility issues'* had a *'big impact'* on them accessing activities. Mobility issues and health issues were also identified as barriers to accessing activities during discussions with older people and in conversations with carers.

Older people and carers attending discussion groups also reported access to transport or suitability of transport were barriers to accessing activities. A lack of information and advice was identified as a barrier by carers responding to the survey and taking part in discussion groups.

Traveling to activities

The most commonly used forms of transport that respondents to the residents' survey used to travel to activities were public transport, mini buses and walking.

Day services

Almost half of residents responding to the survey felt that *'scheduled activities in the community'* and *'full day(s) at a day centre'* were *'very important'* to them. Carers asked a similar question reported that *'scheduled exercise activities in the community'* were *'very important'* to them. Carers also indicated that *'one to one outreach care'* and *'opportunities for a carer, and a cared for person, to do joint activities together'* were *'very important'*.

Day services' activities

Attendees to consultation events discussed taking part in games, computer classes, arts and craft activities, trips, musical activities, discussions, health and wellbeing activities, English language classes, cooking and gardening (amongst other activities).

Overall summary of findings

Respondents to the residents' survey were asked how important a range of activities were to them in regard to day services. Around half indicated that *'exercise'*, *'health services'*, *'inside activities'* and *'going outside'* were *'very important'* to them.

Future activities

Older people attending events were keen to see a range of activities offered in day services in the future, many of which matched current activities offered. Other suggestions included: more opportunities to learn a new skill, café on site, intergenerational activities, art and craft classes, translation services on site, pet therapy and health support at hubs.

Impact of day services

Carers attending discussion groups reported that day services provided them with respite support and peer support. They felt that day services helped to keep the person they care for active and mobile. Carers responding to the survey felt that *'going outside'* and *'health services'* had a *'big impact'* on the person they care for.

Personal Budgets/Direct Payments

Around one in ten responding to the residents' survey indicated they knew what a Social Care Personal Budget is. More (29 per cent) indicated that they knew what a Direct Payment is; although less than one in ten had used a Direct Payment to pay towards day services.

Residents' survey: Summary of findings

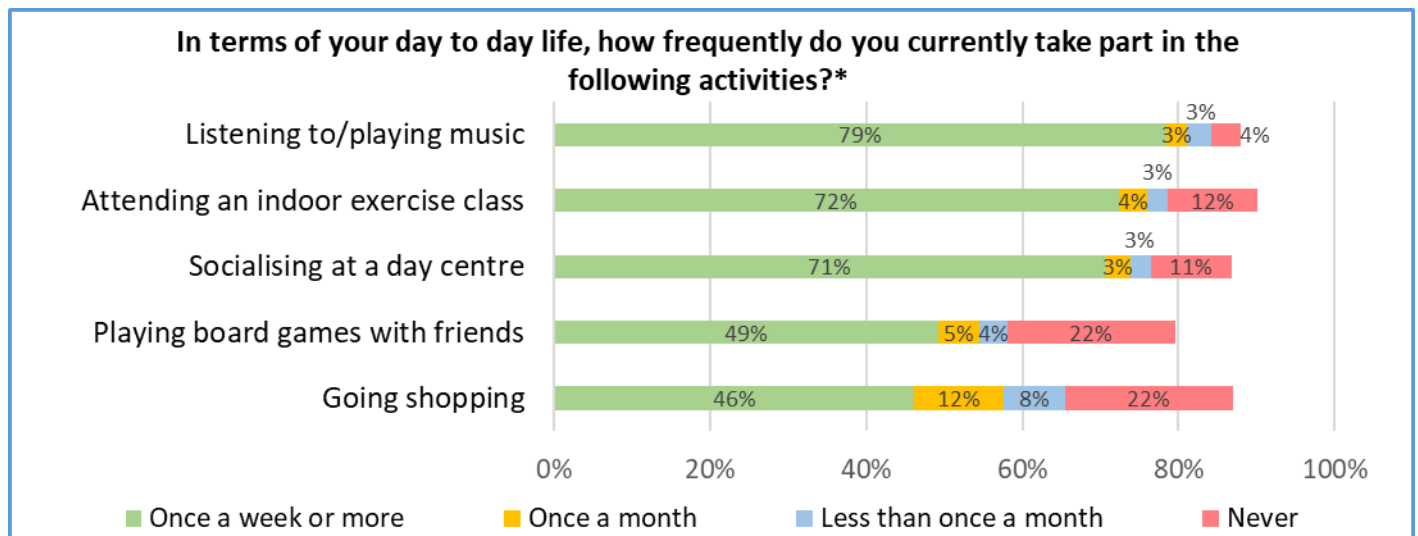
Resident survey

The below is a brief summary of findings from the residents' survey undertaken between August and September 2019. The survey was distributed via day centres and hubs in Kensington and Chelsea and Westminster, a total of 191 responses were received. A more detailed report of the exercise is available separately.

Summary of findings

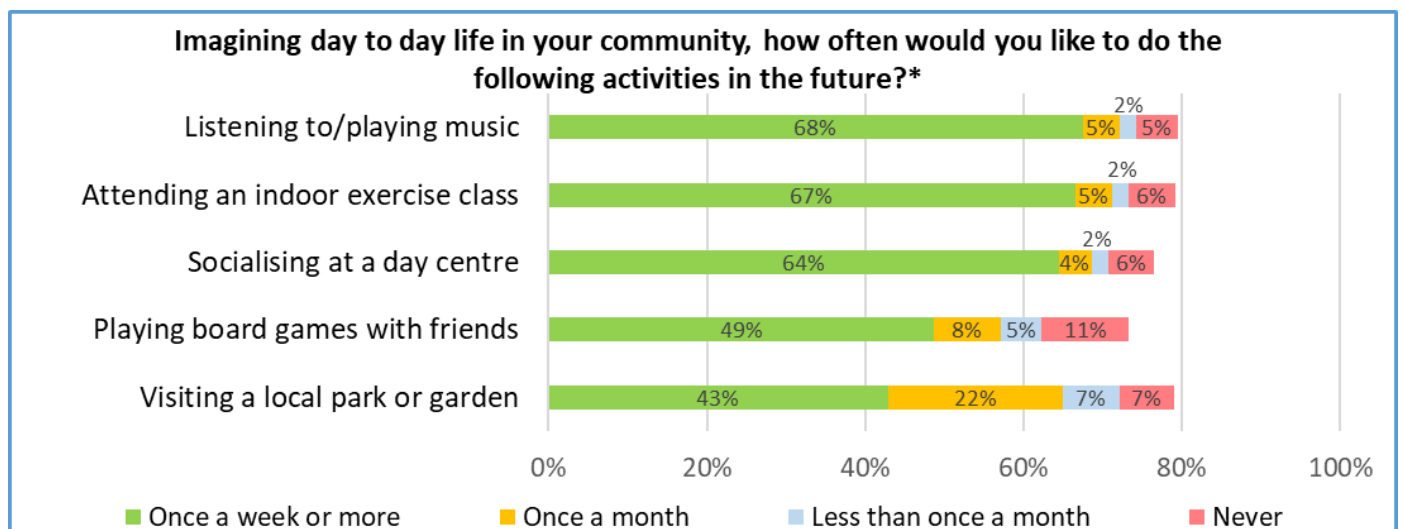
Community activities

In terms of their day to day life, the most common activities that respondents take part in at least once a week are: 'listening to or playing music' (79 per cent), 'attending an indoor exercise class' (72 per cent) and 'socialising at a day centre' (71 per cent).



* Graph shows most selected activities that respondents undertake at least once a week

When thinking about what they would like to do in the future, answers given were very similar to current activity. Respondents would like to take part in the following at least once a week: 'Listening to or playing music' (68 per cent), 'Attending an indoor exercise class' (67 per cent) and 'Socialising at a day centre' (64 per cent).



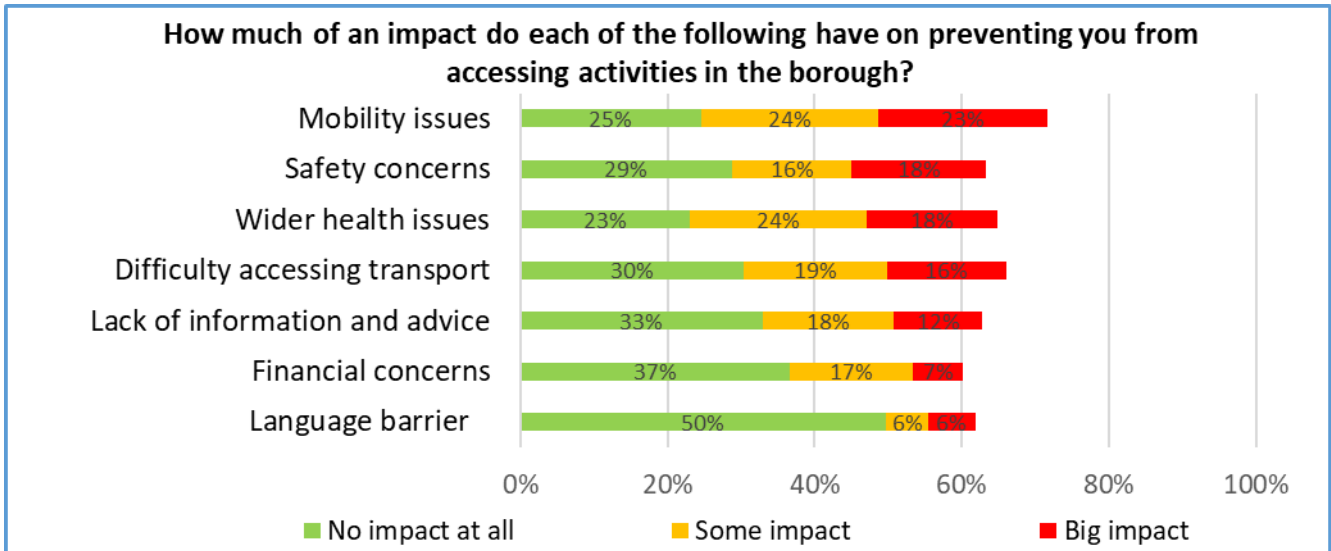
* Graph shows most selected activities that respondents would like to undertake at least once a week in the future

Residents' survey: Summary of findings

Accessing activities

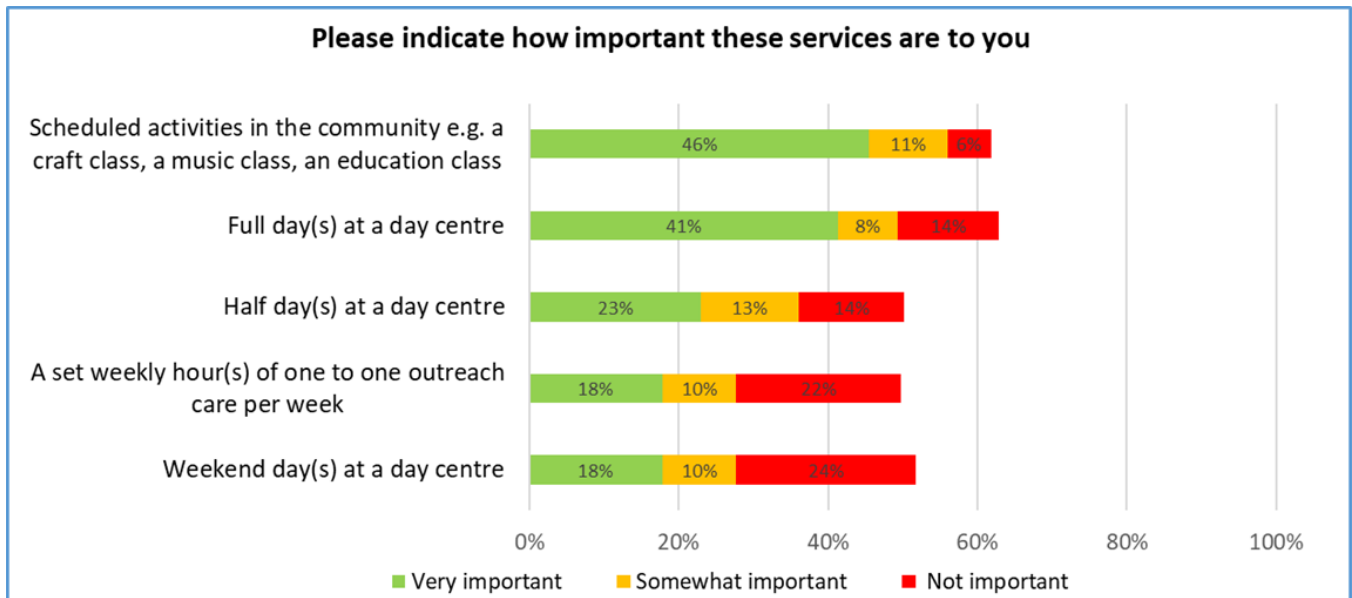
Almost a quarter (23 per cent) indicated that *'mobility issues'* had a *'big impact'* on them accessing activities. In addition almost a fifth (18 per cent) indicating that *'safety concerns'* had a *'big impact'* on them accessing activities.

The most commonly used forms of transport that respondents used to travel to activities were: *'public transport'* (37 per cent), *'mini bus'* (31 per cent) and *'walking'* (25 per cent).



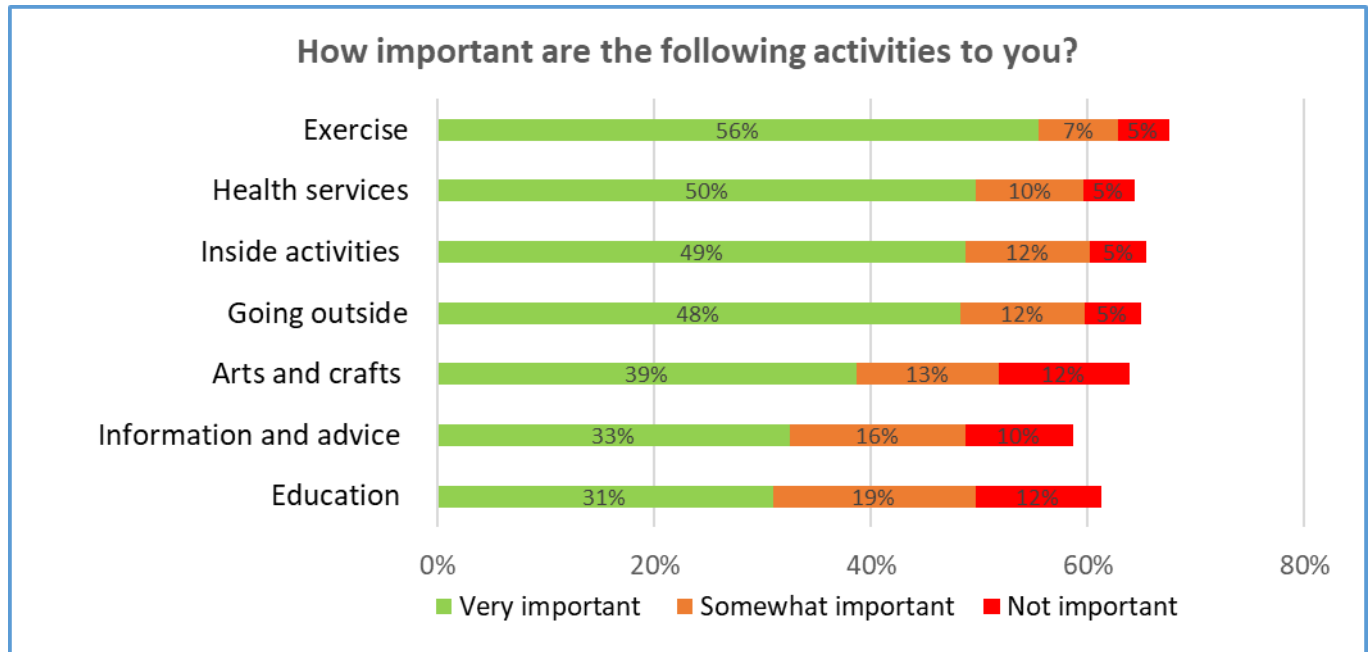
Council services

Almost half of respondents felt that *'scheduled activities in the community'* (46 per cent) and *'full day(s) at a day centre'* (41 per cent) were *'very important'* to them.



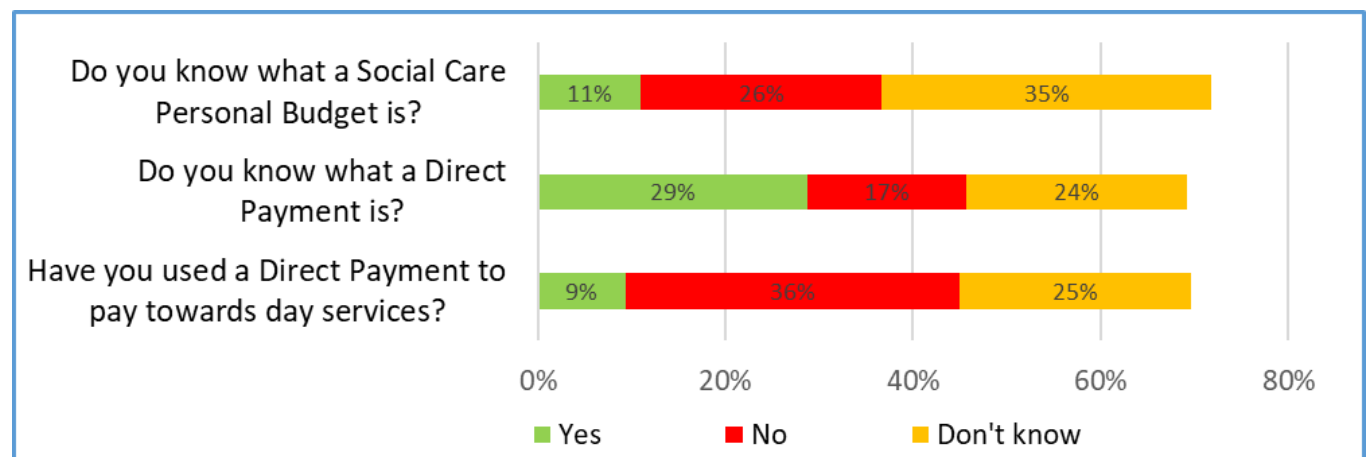
Residents' survey: Summary of findings

Respondents were asked how important a range of activities were to them in regard to day services. Over half (56 per cent) indicated that 'exercise' was 'very important' to them and around a half of respondents felt that 'health services' (50 per cent), 'inside activities' (49 per cent) and 'going outside' (48 per cent) were 'very important'.



Personal Budgets/Direct Payments

Around one in ten (11 per cent) indicated they knew what a Social Care Personal Budget is. More (29 per cent) indicated that they knew what a Direct Payment is; although only nine per cent had used a Direct Payment to pay towards day services.



Carers' survey: Summary of findings

Carers' survey

The below is a brief summary of findings from the carers' survey undertaken between August and September 2019. The survey was distributed to carers in Kensington and Chelsea and Westminster, a total of 15 responses were received. As the number of responses is fairly low, actual numbers are reported rather than percentage figures (as percentages can be misleading with a low base). A more detailed report of the exercise is available separately.

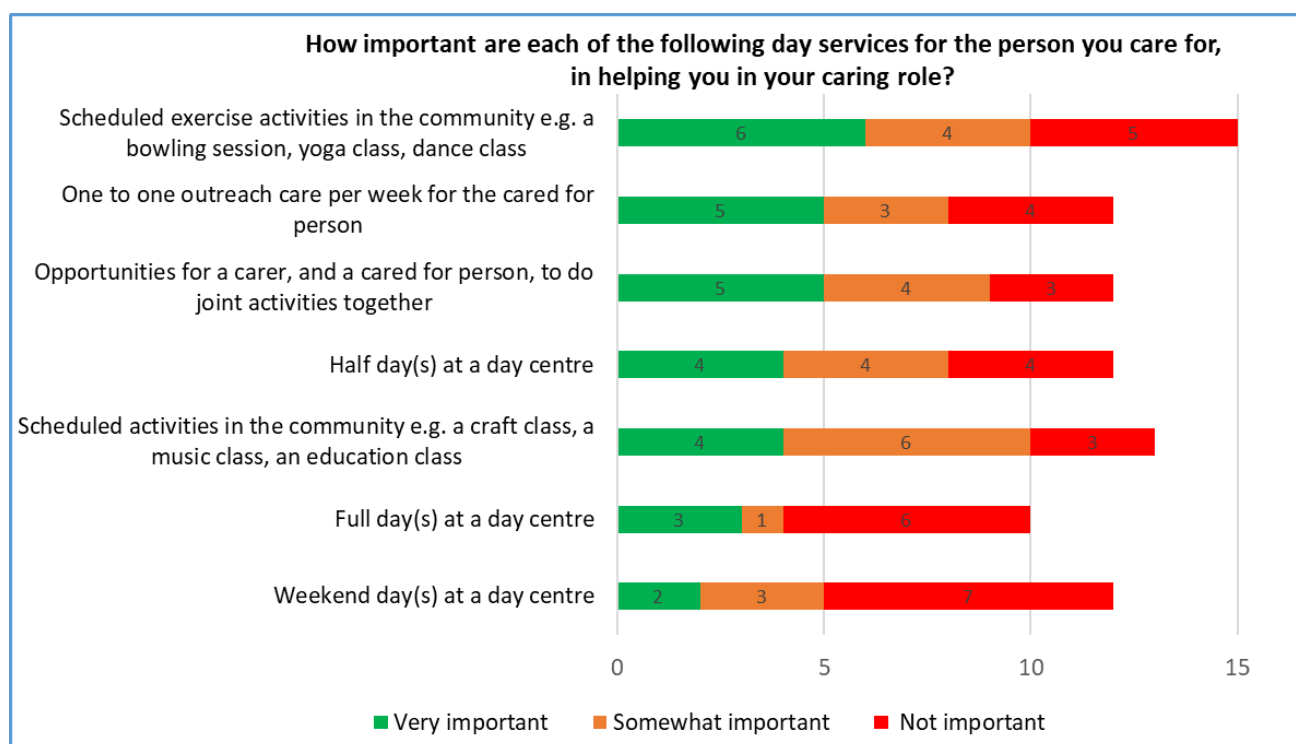
Summary of findings

Community activities

The most common joint activities that respondents, and the person they care for, like to do were: 'visiting a local park or garden' (eight) and 'sitting in a café' (eight).

Importance of services

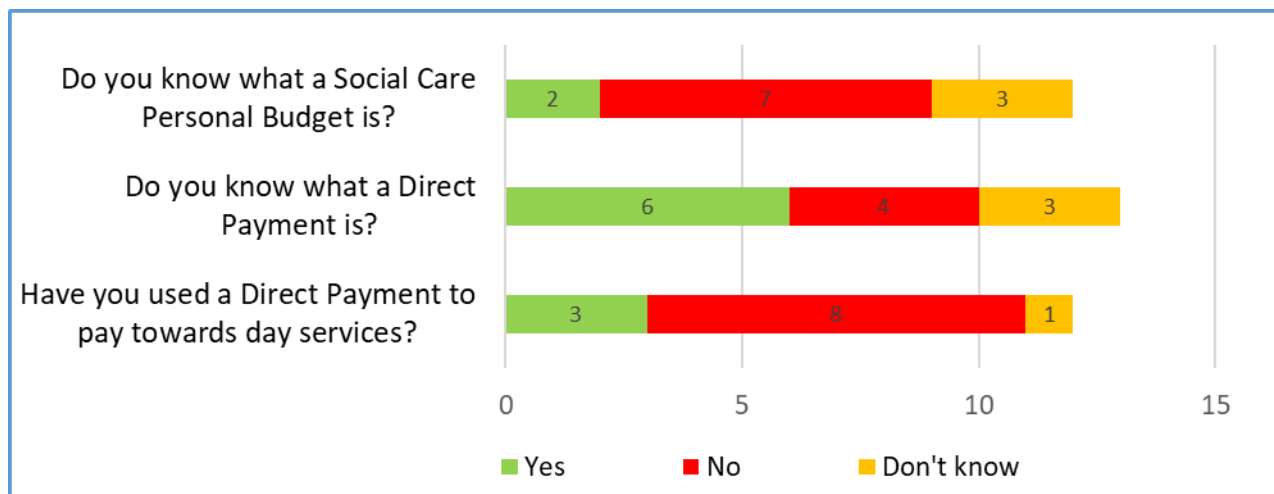
Respondents were asked how important a range of services were to the person they care for, in helping them in their caring role. Six respondents indicated that 'scheduled exercise activities in the community' were 'very important' to them. Five respondents indicated that 'one to one outreach care' and 'opportunities for a carer, and a cared for person, to do joint activities together' were 'very important' to them.



Carers' survey: Summary of findings

Personal Budgets/Direct Payments

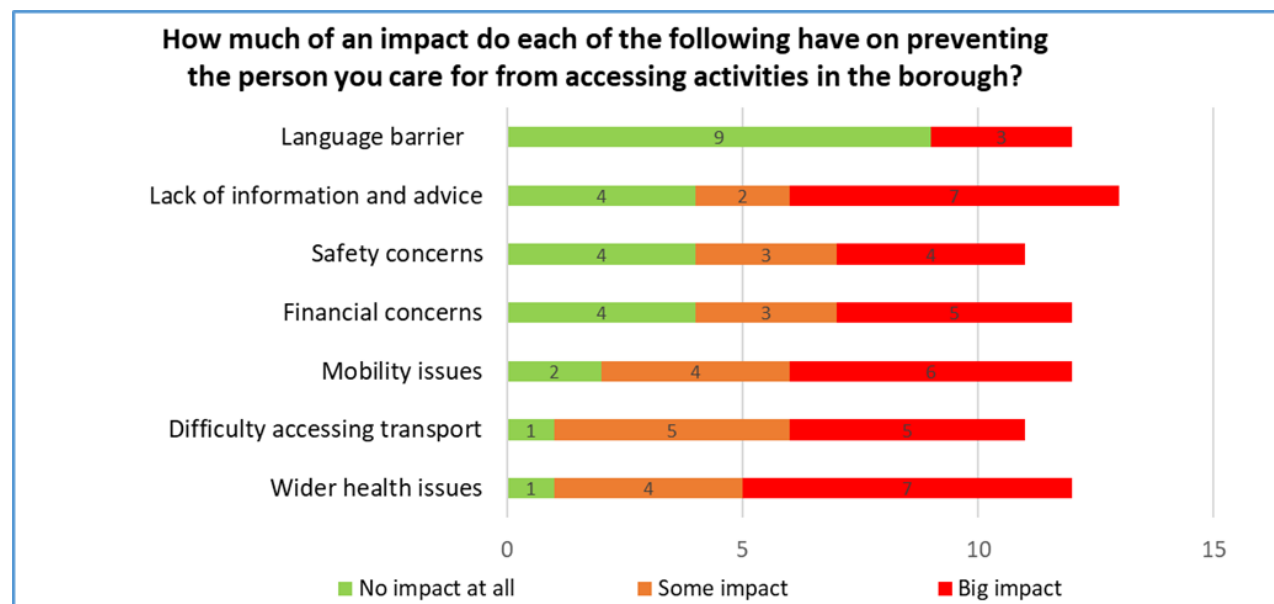
Two respondents indicated they knew what a Social Care Budget Personal Budget is. More (six) indicated that they knew what a Direct Payment is; three of which indicated that they had used a Direct Payment to pay towards day services.



Accessing activities

Seven respondents indicated that a *'lack of information and advice'* had a *'big impact'*, on the person they care for, accessing activities. The same number also indicated that *'wider health issues'* had a *'big impact'*, on the person they care for, accessing activities.

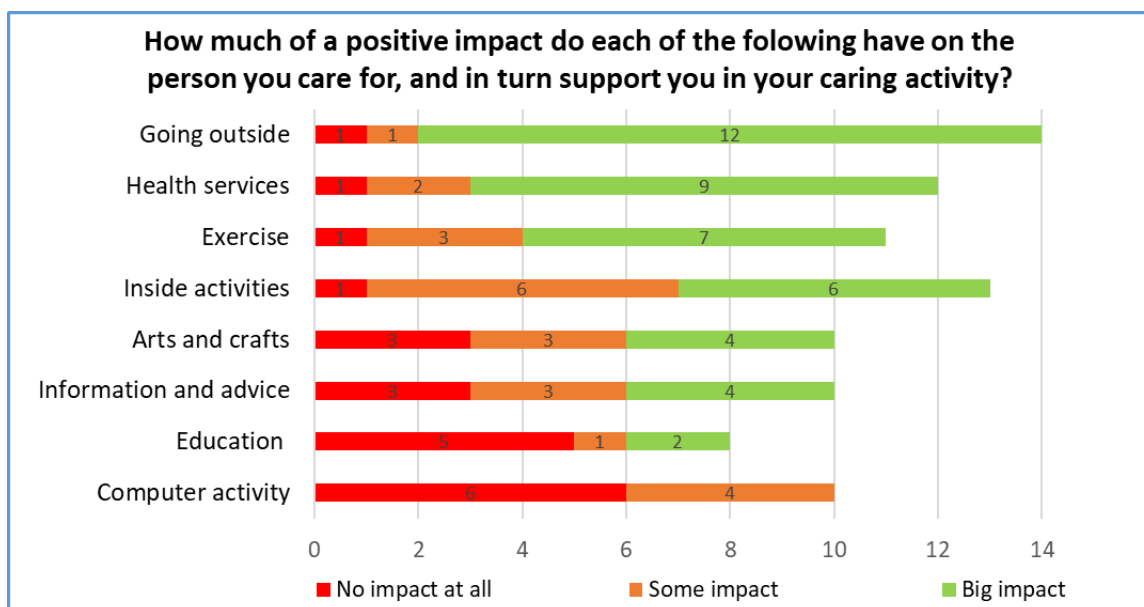
Four carers indicated that a *'lack of information and advice'* had a *'big impact'* on preventing them as a carer from accessing activities. The same number also indicated that *'wider health issues'* and *'financial concerns'* had a *'big impact'* on them accessing services.



Carers' survey: Summary of findings

Impact of activities

When asked about the positive impact of activities, twelve respondents indicated that *'going outside'* had a *'big impact'* on the person they care for. Nine respondents felt that *'health services'* had a *'big impact'* on the person they care for.



Consultation events: Summary of findings

Consultation events

Below is a summary of the 16 consultation events held across the two boroughs, seeking the feedback of stakeholders. Events were targeted at older people that currently use day services, older people not currently accessing day services, carers of older people and internal stakeholders. Most events took place in July and August 2019. A more detailed report is available separately.

Other activities that older people take part in (aside from attending a Day Centre)

Older people taking part in discussions detailed a range of activities that they take part in. A number of people take part in exercise and wellbeing activities, including: swimming, yoga, exercise classes, Tai Chi and attending a gym.

Some older people spoke about social occasions and outings that they take part in, this included: trips out with family or friends, sociable occasions and eating together.

A number of older people indicated that they attended music events or dancing. Some of the older people indicated that they took part in religious worship too.

Frequency that other activities are undertaken

The frequency that older people take part in these activities varied from discussion to discussion. This ranged from some older people indicating that they attend other activities two to three times a week, through to those that never attend other activities, aside from those offered at a day centre.

Future activities

Older people attending discussions detailed a range of activities that they would like to see offered in the future. This included exercise activities (e.g. swimming), mindfulness activities, educational activities (e.g. language classes or IT activities), arts and crafts activities, trips and outings (e.g. to entertainment shows), outside activities (e.g. gardening and activities in the park when it is warm enough), religious worship, music activities and intergenerational activities.

Barriers to taking part in activities

Those attending were asked about the barriers to attending activities. Some reported access to transport was a barrier or that transport was not accessible. Mobility issues, frailty or health issues was also a barrier for some older people. Some older people also felt certain venues were not very accessible.

Traveling to activities

Older people reported that they travel via a variety of means. This included traveling by mini bus, buses, walking and by taxi.

Views on services used

Attendees generally spoke highly of the services they attended and of the activities offered.

Some felt that the services were vital to mobility and helped counter social isolation and boredom.

Consultation events: Summary of findings

Day services' activities

Attendees discussed taking part in games, computer classes, arts and craft activities, trips, musical activities, discussions, health and wellbeing activities, English language classes, cooking and gardening (amongst other activities).

Future activities

Older people were keen to see a range of activities offered in day services in the future, many of which matched current activities offered. Other suggestions included: more opportunities to learn a new skill, café on site, intergenerational activities, art and craft classes, translation services on site, pet therapy and health support at hubs.

Feedback from carers

Carers attending discussion groups reported that day services provided them with respite support and peer support. They felt that day services helped to keep the person they care for active and mobile.

Carers felt barriers for the person they care for accessing the community included: transport accessibility and flexibility, location of services, information on health services and health issues. Carers felt that improved information and advice and easily accessible transport would help them in their caring role.

Feedback from staff

At the internal staff event, staff felt there is currently a gap for younger older people and for younger people with dementia. They wanted to see better communication regarding travel support, better links between the community and My Care My Way and felt that support for carers is vital. Staff raised questions about how isolated people are supported by their GP and supported after hospital admission.

Staff felt better information sharing, social worker expertise around social activities and looking at discrepancies between different age cohorts would help the market ensure improved choice and personalised outcomes for residents.