

# Older People's Day Services

Analysis of stakeholder consultation

October 2021

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# Introduction

## Background

Kensington and Chelsea Council and Westminster City Council provide a range of older people's day services focused on supporting residents to maintain their physical and emotional wellbeing.

Some of the services are more targeted at older residents who are independent and broadly speaking fit and healthy to help them stay that way. Some services support older residents who already have more complex physical and cognitive conditions who may need care and support. There are some services that support a mixed need of older adults from those that are independent and those that have more complex needs.

All the services provide a range of activities, designed around the needs and interests of residents. Activities include physical exercise, music, art and crafts, conversation and games.

In 2019 we spoke to a wide range of people to understand what residents using services now, and residents in the future might want to do. Covid-19 impacted on the ability to use the findings from that work to inform future service provisions.

## Consultation methodology

The Council wanted to check if residents' interests and wishes have changed and therefore launched a consultation in August 2021, closing on 12 September 2021. Paper copies of the survey were sent to day centres in Westminster and Kensington and Chelsea, in addition an online version of the survey was made available and promoted on Kensington and Chelsea's website. Care and support workers supported centre users to complete the survey or completed the survey on behalf of some respondents that were unable to complete the survey themselves.

## Report

A total of 136 surveys were returned by the deadline. This report contains an analysis of survey responses. Where graphs are shown percentage figures are used. A separate appendix report is also available on request, containing data tables and all comments made by respondents to the survey.

## Acknowledgements

The Council would like to thank all residents and stakeholders that took the time to feedback their views and to family members and care and support workers that supported residents to take part.



# Results at a glance

## Activities during the pandemic

- The most common activities that respondents did *'regularly'* during the pandemic were:
  - *Staying at home and watching TV* (68 per cent).
  - *Keeping in contact through telephone conversations* (62 per cent).
  - *Socialising with their 'bubble' indoors* (43 per cent).

## Health and wellbeing

- Almost half (45 per cent) of respondents felt either *'a little more lonely'* or *'much more lonely'* since the pandemic.
- Over half (56 per cent) felt their physical health and mobility had either *'worsened a little'* or *'worsened a lot'*.
- Over half (52 per cent) felt their wellbeing had either *'worsened a little'* or *'worsened a lot'* since the pandemic.

## Future day opportunities

- The most common activities that respondents would like to do *'at least weekly'* were:
  - *A mix of some 1:1 activity in their own home or in the community and some group activities in a building* (54 per cent).
  - *Drop in for a cuppa and conversation with other people within a space and service designed for this* (54 per cent).
  - *Meet up with other people and undertake indoor based exercise* (48 per cent).

## Accessing services

- The most common issues that respondents felt had a *'big impact'* on preventing them accessing services were:
  - *Fear of catching COVID-19* (43 per cent).
  - *Mobility issues* (26 per cent).
  - *Safety concerns* (26 per cent).

## Information technology

- A total of (43 per cent) *'never'* spend any time online at home. Whilst 41 per cent indicated that they go online *'daily'*.
- Almost a quarter (24 per cent) took part in online activities organised by the hubs/centres during the pandemic.
- Nearly a third (31 per cent) would like support to access online activities in the future.

## Personalisation

- Almost two-thirds (64 per cent) indicated that they *'would prefer to attend an established service such as a day centre or community hub'*.



# Survey results:

## Activity during the pandemic



# Activities during the pandemic

Respondents were asked, during the pandemic / past 15 months, when most building based services such as day centres and community hubs were closed, how often they did a range of activities (from a list).

The most common activities that respondents did '*regularly*' were:

- *Staying at home and watching TV* (68 per cent).
- *Keeping in contact through telephone conversations* (62 per cent).
- *Socialising with their 'bubble' indoors* (43 per cent).

The most common activities that respondents did '*occasionally*' were:

- *Undertaking exercise at home* (42 per cent).
- *Going outside for walks and exercise* (35 per cent).
- *Socialising with their 'bubble' outdoors* (34 per cent).

The most common activities that respondents did '*not at all*' were:

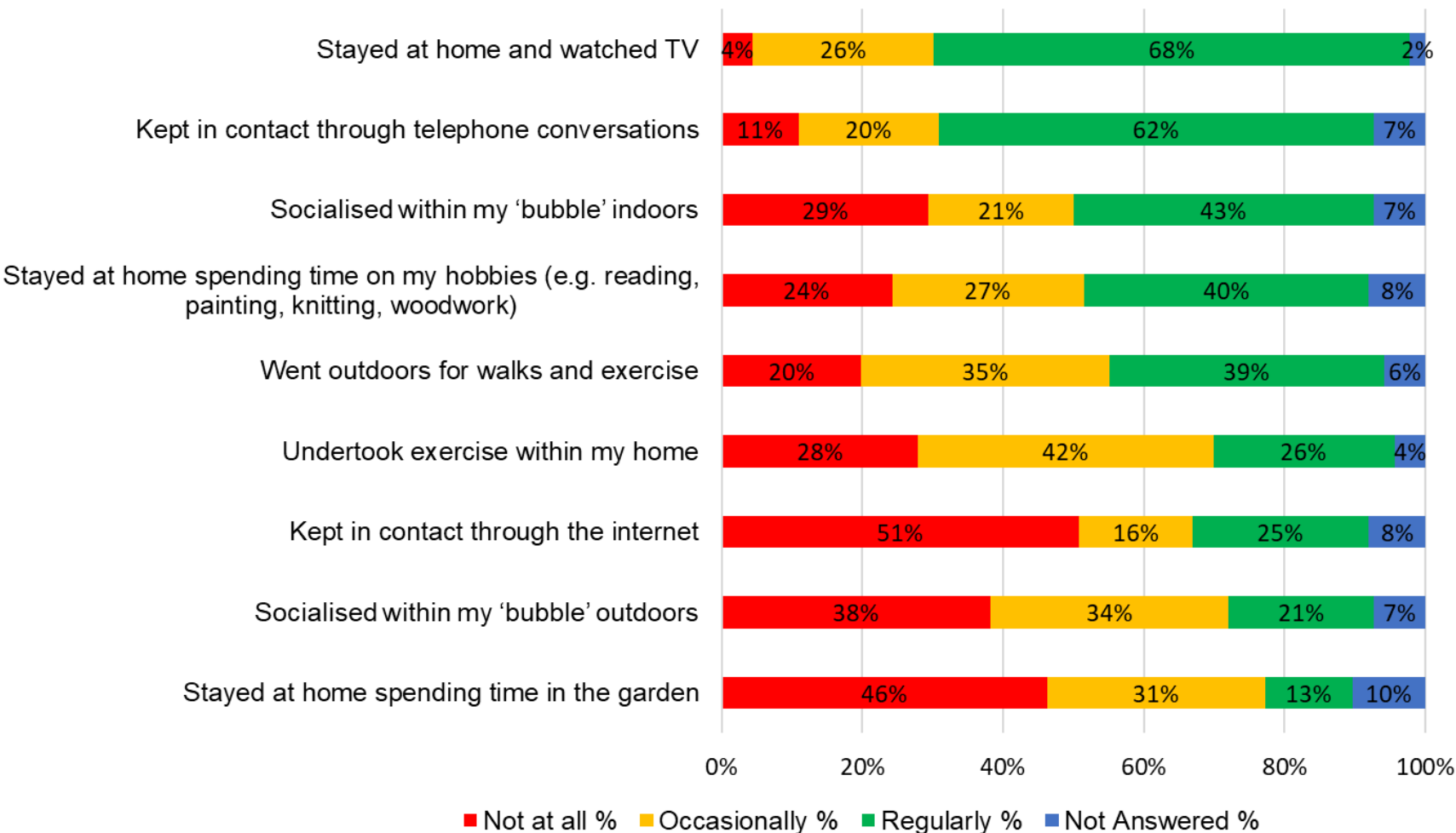
- *Kept in contact through the internet* (51 per cent).
- *Staying at home spending time in the garden* (46 per cent).
- *Socialising with their 'bubble' outdoors* (38 per cent).

A graph detailing all results can be seen on the next page.



# Activities during the pandemic

During the pandemic/past 15 months, when most building-based services such as day centres and community hubs were closed, how often did you do each of the following?



Base: All responses (136)



# Other activities during the pandemic

Respondents were given the opportunity to list other activities that they had undertaken during the pandemic. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to *'exercise/sport'* (ten comments) and *'online activities'* (six comments).

Theme*	Comments
Exercise/sport	10
Online activities	6
Shopping	5
Religious practice	4
Visits from carers/support from carers	4
Bingo/games	3
Cooking/eating in or out	3
Volunteering/helping others	3
Choir/singing	2
Seeing friends/socialising	2

*\*Themes shown with two or more mentions*



# Other activities during the pandemic

***“Cycling, swimming.”***

*Exercise/sport*

***“Undertook exercise indoors and outdoors with the help of my day centre support worker.”***

*Exercise/sport*

***“Online language course, online jewellery making course.”***

*Online activities*



***“Husband did zoom with Wigmore Dementia Choir - dependant on spouse to access Zoom.”***

*Online activities*

***“Support worker from Pullen Day Centre visited me at home three times a week during the pandemic.”***

*Visits from carers/support from carers*

***“Was able to attend Church on Sundays.”***

*Religious practice*

***“Centre staff came and took me for coffee and to do shopping.”***

*Shopping*

***“Playing Bingo and bible study on zoom every week.”***

*Bingo/games*



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# Survey results:

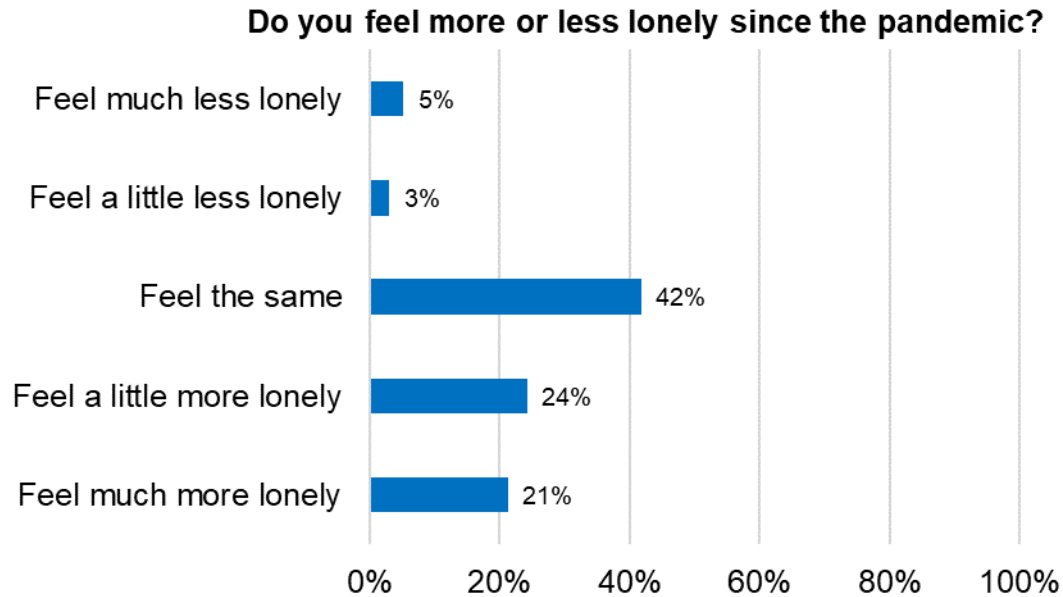
## Health and wellbeing



# Loneliness

Respondents were asked whether they felt more or less lonely since the pandemic.

- Almost half (45 per cent) felt either *'a little more lonely'* or *'much more lonely'* since the pandemic.
- A similar percentage (42 per cent) felt *'the same'* since the pandemic.
- Just eight per cent felt either *'a little less lonely'* or *'much less lonely'*.



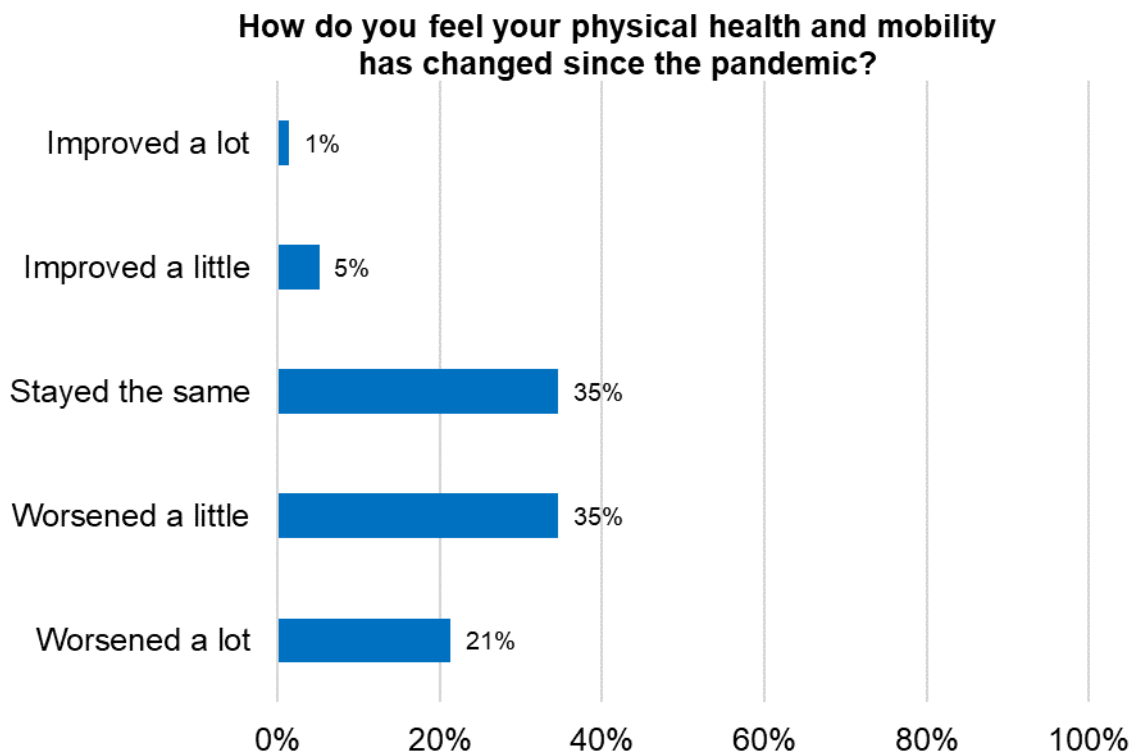
*Base: All responses (136)*



# Physical health and mobility

Respondents were asked how their physical health and mobility has changed since the pandemic.

- Over half (56 per cent) felt their physical health and mobility had either '*worsened a little*' or '*worsened a lot*'. This included 21 per cent that felt it had '*worsened a lot*'.
- Around a third (35 per cent) felt it had '*stayed the same*' since the pandemic.
- Just six per cent felt it had either '*improved a little*' or '*improved a lot*'.



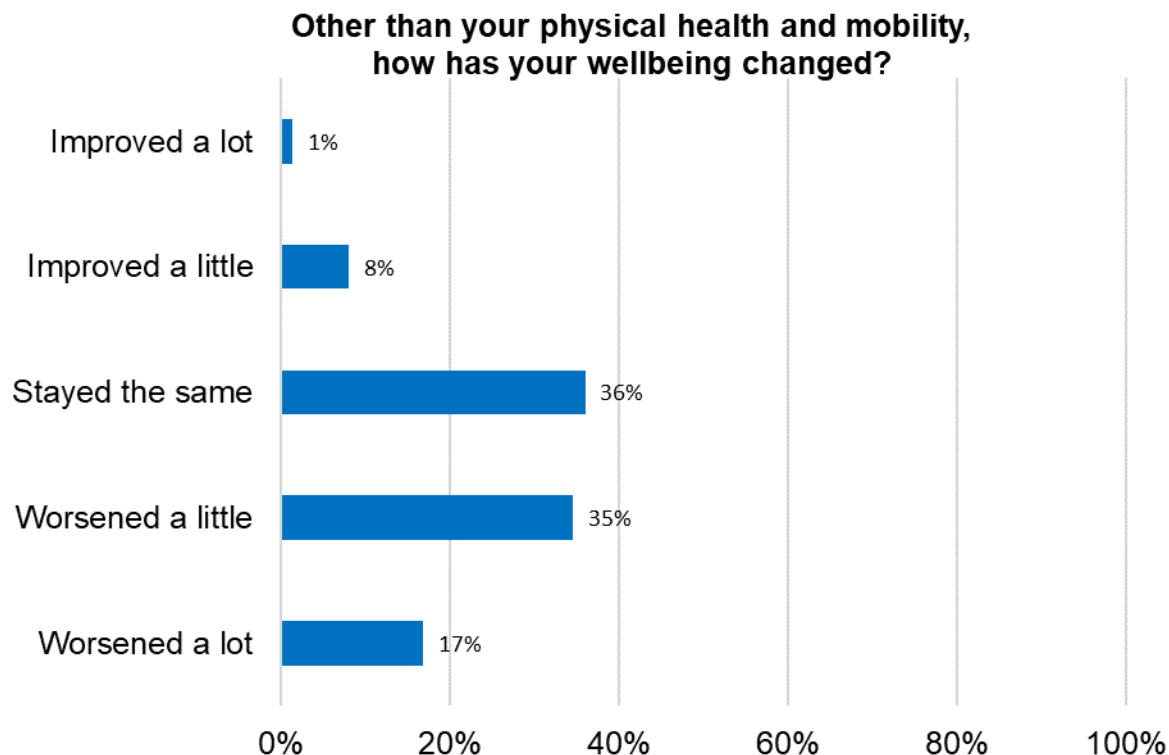
Base: All responses (136)



# Wellbeing

Other than their physical health and mobility, respondents were asked how their wellbeing has changed.

- Over half (52 per cent) felt their wellbeing had either '*worsened a little*' or '*worsened a lot*'. This included 17 per cent that felt it had '*worsened a lot*'.
- Over a third (36 per cent) felt it had '*stayed the same*' since the pandemic.
- Just nine per cent felt it had either '*improved a little*' or '*improved a lot*'.



Base: All responses (136)



# Survey results:

## Future day opportunities



# Future day opportunities

Respondents were asked, thinking about the future, how often they would like to do a range of activities (from a list) if they had a need.

The most common activities that respondents would like to do *'at least weekly'* were:

- *A mix of some 1:1 activity in their own home or in the community and some group activities in a building (54 per cent).*
- *Drop in for a cuppa and conversation with other people within a space and service designed for this (54 per cent).*
- *Meet up with other people and undertake indoor based exercise (48 per cent).*

The most common activities that respondents would like to do *'up to once a month'* were:

- *Joining organised community cultural event (43 per cent).*
- *Undertake independently organised cultural activities within the community (40 per cent).*
- *Meeting up with other people and hear wellbeing information (26 per cent).*

The most common activities that respondents would like to do *'not at all'* were:

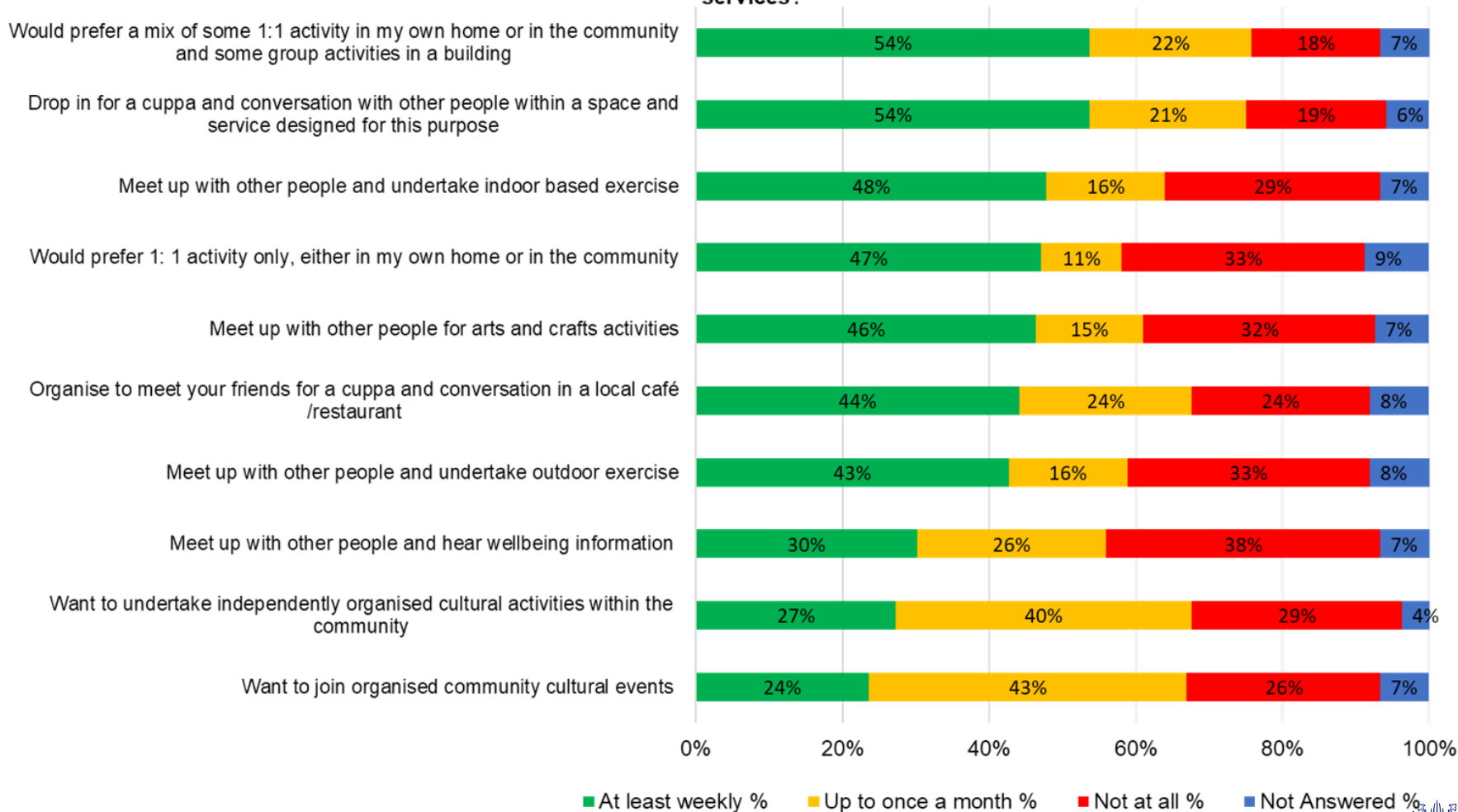
- *Meeting up with other people and hear wellbeing information (38 per cent).*
- *Meeting up with other people and undertaking outdoor exercise (33 per cent).*
- *1:1 activity only, either in own home or in the community (33 per cent).*

A graph detailing all results can be seen on the next page.



# Future day opportunities

Thinking about the future, how often would you like to do each of the following if you had a need for these services?



# Other activities would like to do

Respondents were given the opportunity to list other activities that they would like to do in the future. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

The most commented on themes were in relation to *'exercise/sport'* (seven comments), *'day trips'* (four comments), *'visit day centre'* (four comments) and *'online activities'* (four comments).

Theme*	Comments
Exercise/Sport	7
Day trips	4
Online activities	4
Visit day centre	4
Arts and Crafts	2
Cinema/Theatre	2
Discussion/debate groups	2
Drinking/eating out	2
Games	2
Meet other people/friends	2
Nature/Wildlife	2
No other activities they would like to do	2

\*Themes shown with two or more mentions





# Other activities would like to do

*“60+ yoga classes.”*

*Exercise/sport*

*“Play tennis, badminton and table tennis.”*

*Exercise/sport*

*“Play Bridge either locally in person or online, Zumba and Pilates either online or nearby Earl's Court.”*

*Online activities*



*“Online language courses and online jewellery making or knitting course.”*

*Online activities*

*“Enjoy outings - some of the outings my day centre organised during the pandemic included a visit to London Zoo, trip to the Countryside and afternoon cream tea.”*

*Day trips*

*“Attend a day centre.”*

*Visit day centre*

*“Pottery, country crafts, swimming, coach trips to stately homes or gardens, cinema.”*

*Arts and crafts*

*“Regular visits to the cinema/plays.”*

*Cinema/theatre*



# Survey results:

## Access to services



# Access to services

Respondents were asked how much of an impact a range of issues (from a list) had on preventing them accessing services.

The most common issues that respondents felt had a *'big impact'* on preventing them accessing services were:

- *Fear of catching COVID-19* (43 per cent).
- *Mobility issues* (26 per cent).
- *Safety concerns* (26 per cent).

The most common issues that respondents felt had *'some impact'* on preventing them accessing services were:

- *Safety concerns* (43 per cent).
- *Wider health issues* (38 per cent).
- *Lack of information and advice* (36 per cent).

The most common issues that respondents felt had *'no impact'* on preventing them accessing services were:

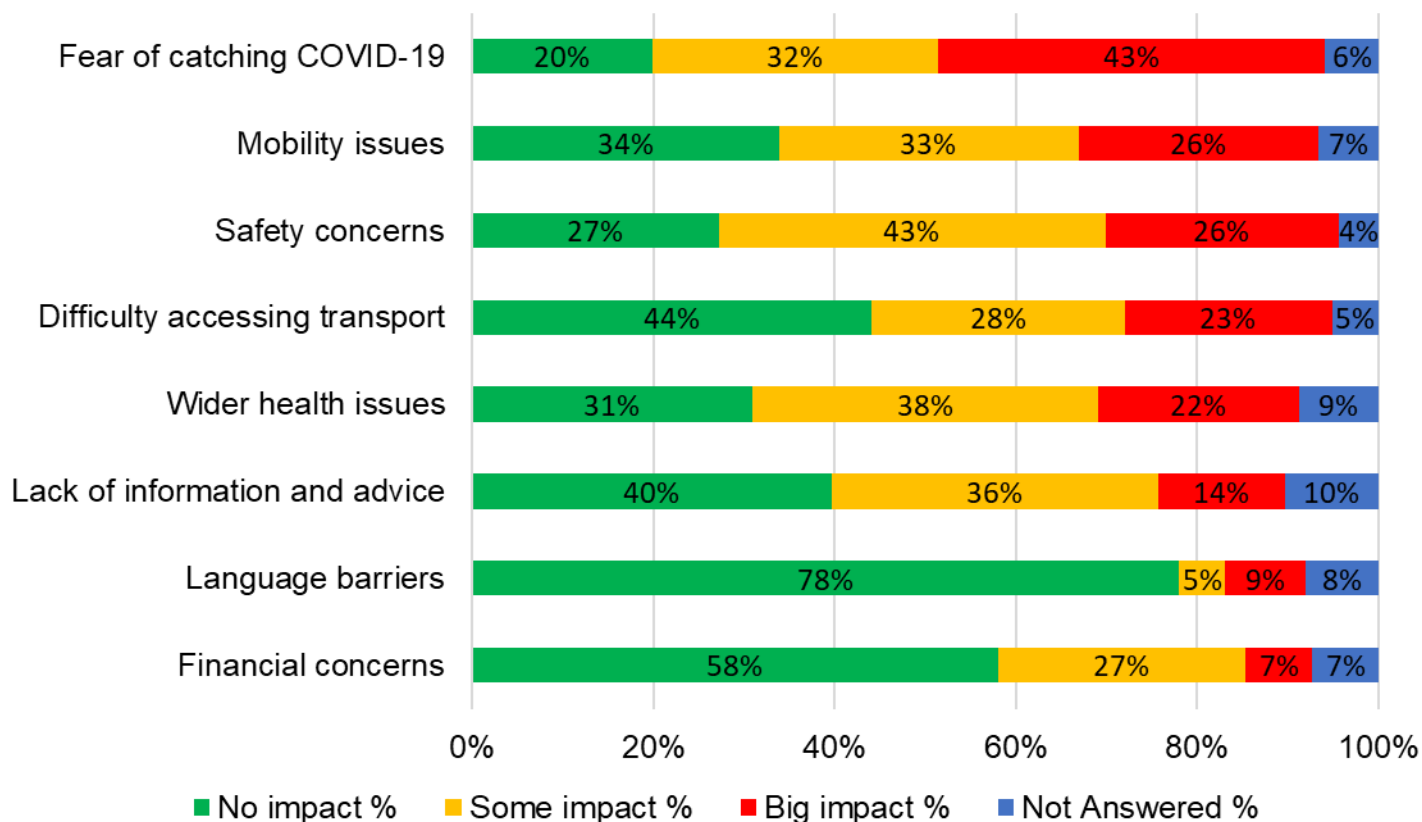
- *Language barriers* (78 per cent).
- *Financial concerns* (58 per cent).
- *Difficulty accessing transport* (44 per cent).

A graph detailing all results can be seen on the next page.



# Access to services

How much of an impact do each of the following have on preventing you from accessing activities in the borough?



Base: All responses (136)



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# Survey results:

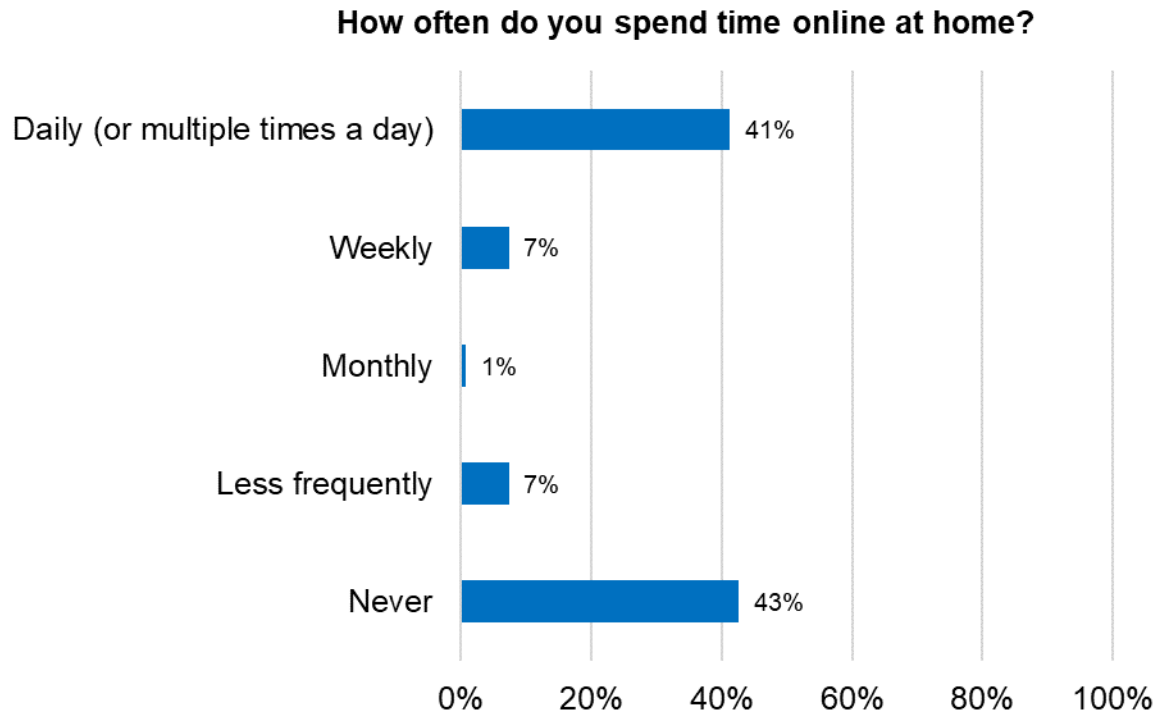
## Information technology



# Spending time online at home

Respondents were asked how much time they spend online at home.

- A total of (43 per cent) of respondents 'never' spend any time online at home.
- Slightly less (41 per cent) indicated that they go online 'daily'.



*Base: All responses (136)*

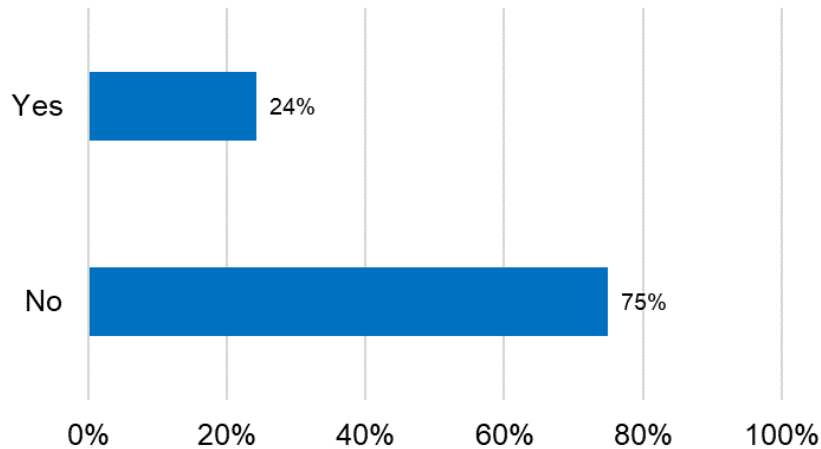


# Hubs/Centres' online activities

Respondents were asked if they had taken part in any Hubs/Centres' activities during the pandemic, when buildings were closed and whether they would want to attend computer classes (if there were no more restrictions in the future).

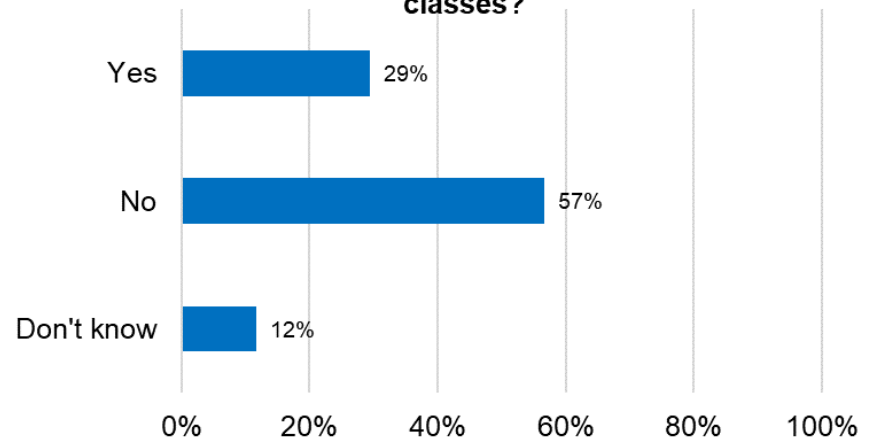
- Almost a quarter (24 per cent) indicated that they did take part in Hubs/Centres' online activities.
- Slightly more (29 per cent) indicated that they would like to attend computer classes.
- However, three quarters (75 per cent) indicated that they had not taken part in online activities and over half (57 per cent) would not like to attend computer classes.

**Did you take part in any of the Hubs/Centres' on-line activities during the pandemic?**



*Base: All responses (136)*

**Assuming there are no more restrictions relating to COVID-19, would you want to attend computer classes?**



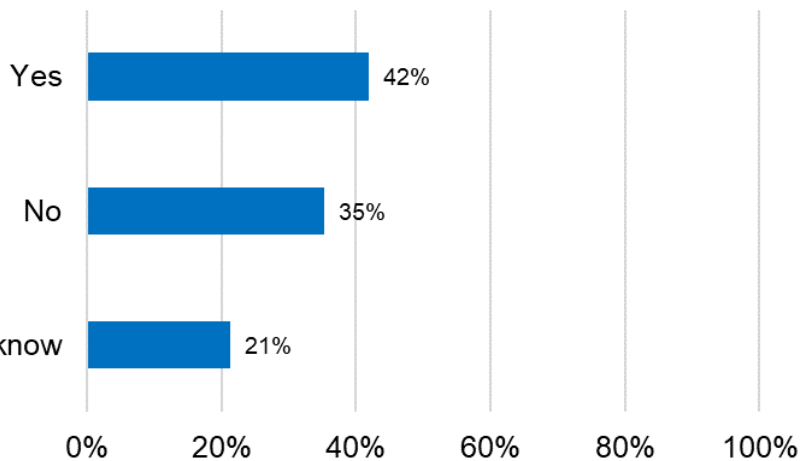
*Base: All responses (136)*

# Future online activities and support

Respondents were asked if they would like to take part in online activities in the future and if they would like support to access online activities.

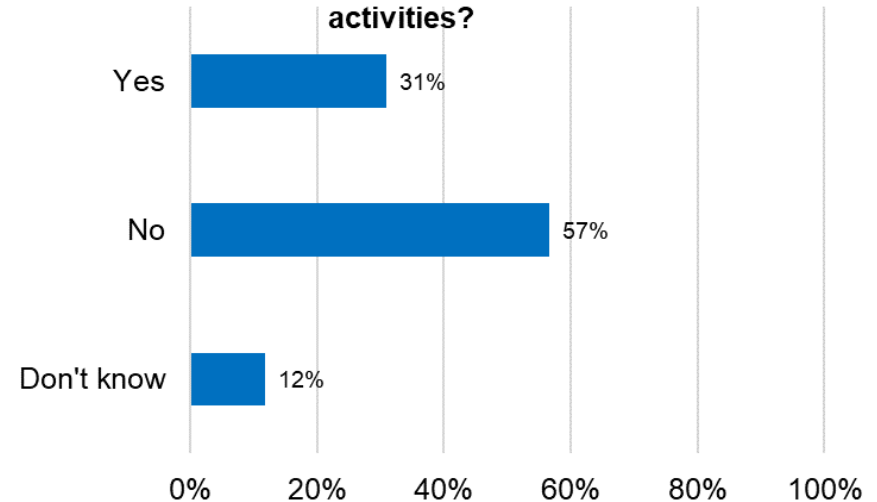
- A total of 42 per cent of respondents would like to take part in online activities in the future.
- Almost a third (31 per cent) would like support to access online activities.

**Would you like to take part in online activities in the future?**



*Base: All responses (136)*

**Would you like support to access online activities?**



*Base: All responses (136)*





# Survey results:

# Personalisation

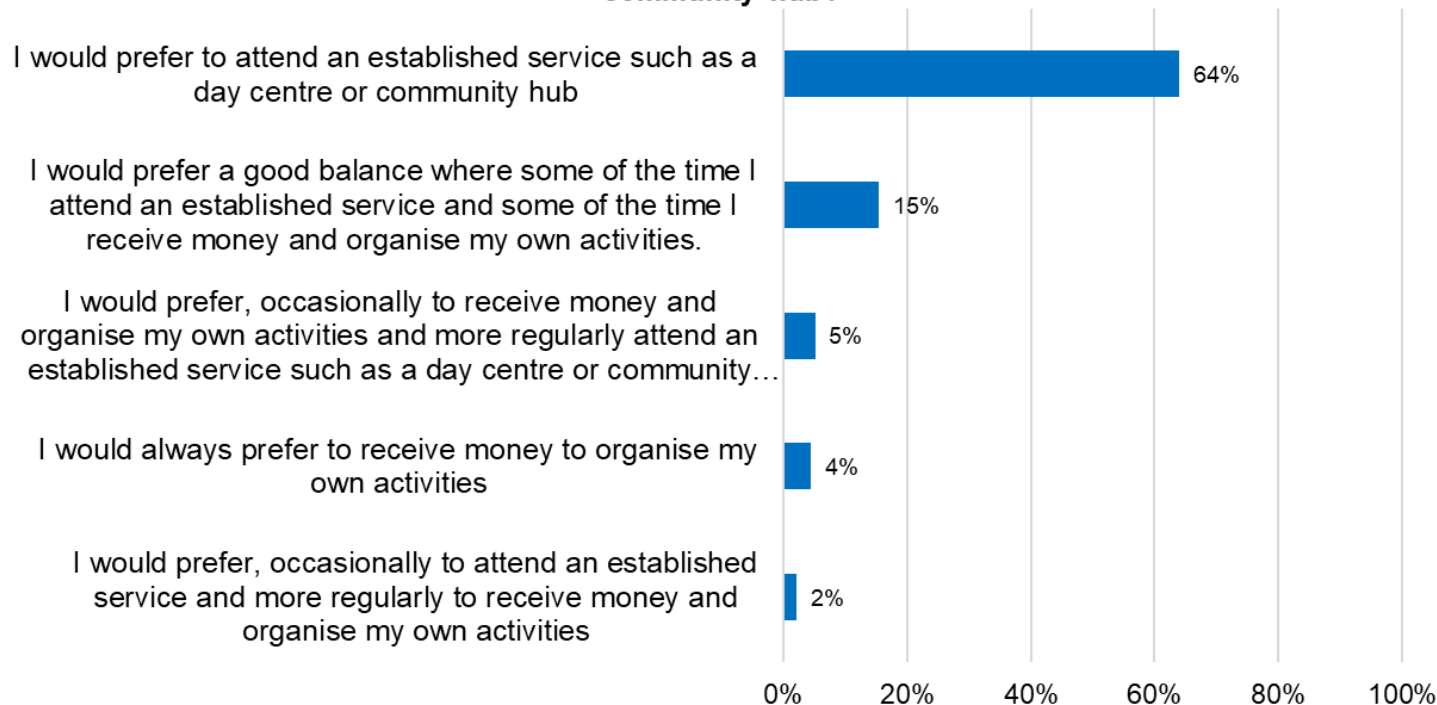


# Personalisation

Respondents were asked to indicate, if they are eligible, which option they would prefer in selecting the activities they attend.

- Almost two-thirds (64 per cent) indicated that they *'would prefer to attend an established service such as a day centre or community hub'*.
- A total of 15 per cent would prefer *'a good balance where some of the time they attend an established service and some of the time they receive money and organise their own activities'*.

**Would you prefer to receive some money so that you can organise your own activities in the community rather than attending an established service such as a day centre or community hub?**



Base: All responses (136)



# Survey results:

## Profile of respondents

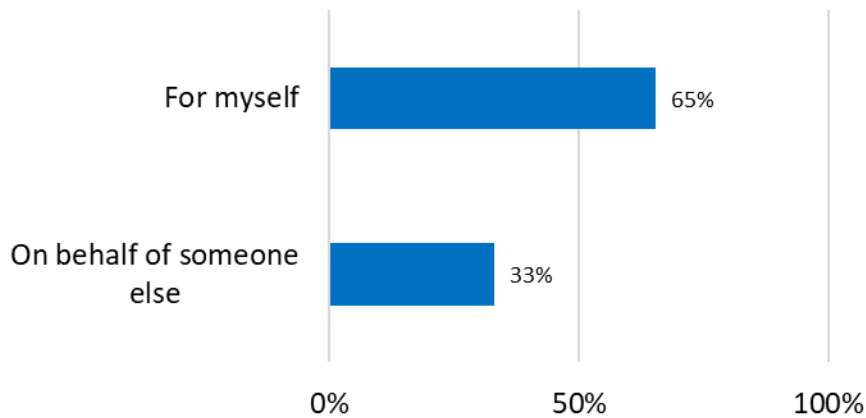


# Profile of respondents

The following pages detail information on the respondents responding to the consultation.

In some cases completion of the survey was carried out on behalf of the respondent.

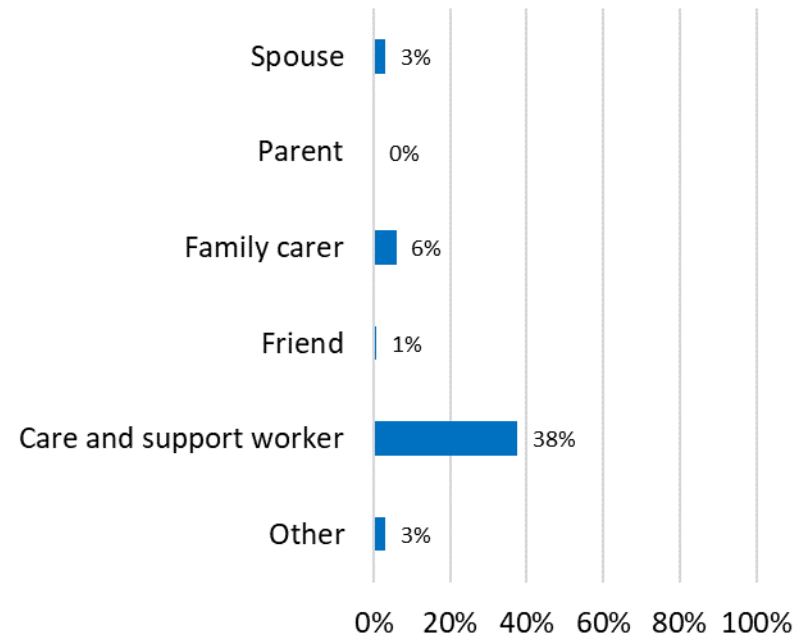
**In what capacity are you completing this survey?**



*Base: All responses (136)*

Those that indicated another relationship to the respondent were asked to indicate why. Top answers included: Care worker/support worker or other staff member (eight) and son/daughter (three).

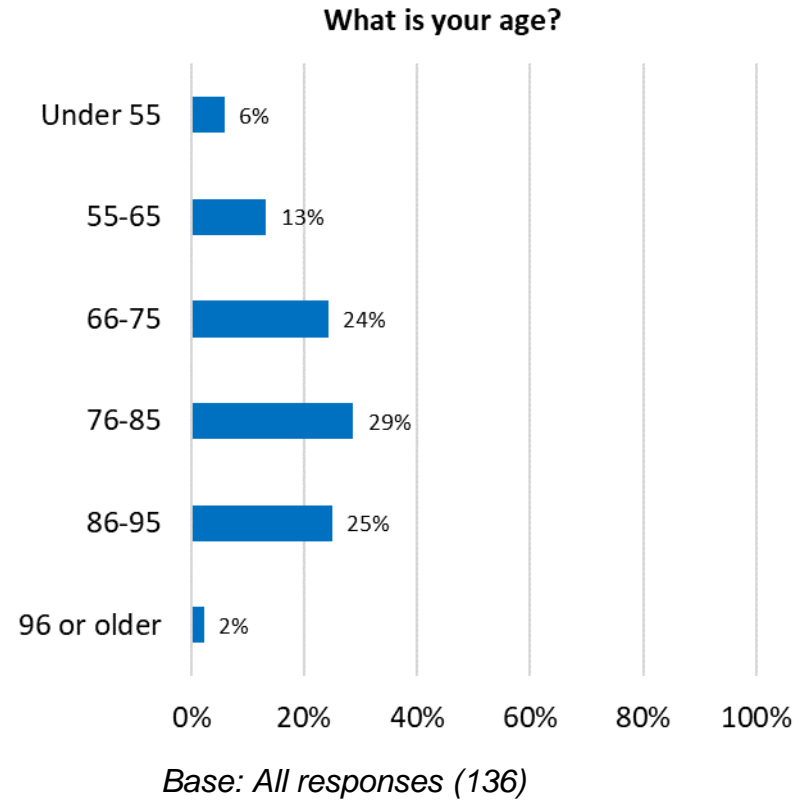
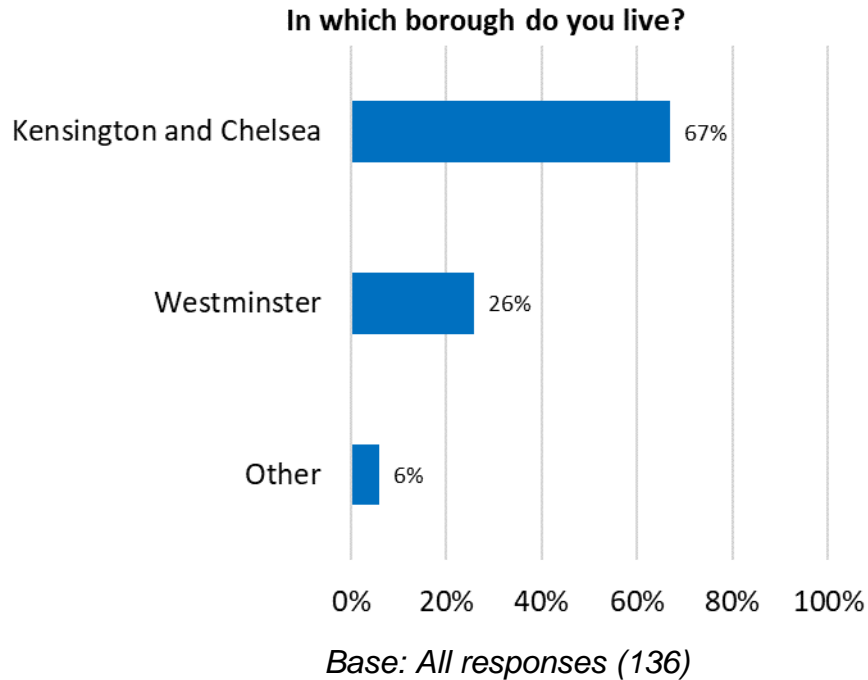
**If you are completing this on behalf of someone else, what is your relationship to them?**



*Base: All responses (136)*



# Profile of respondents

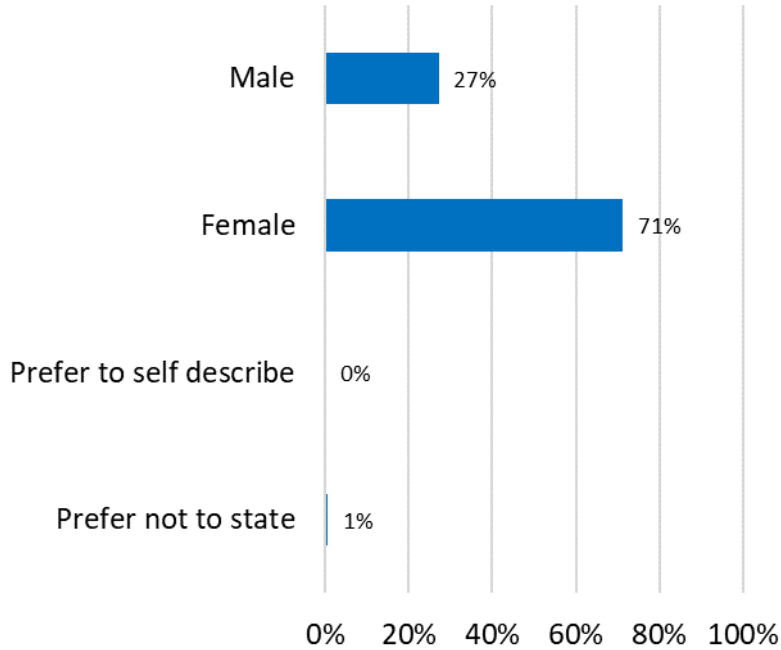


Other boroughs where respondents indicated they live were:

- Angel
- Brent (two)
- Fulham
- NW8
- Wandsworth

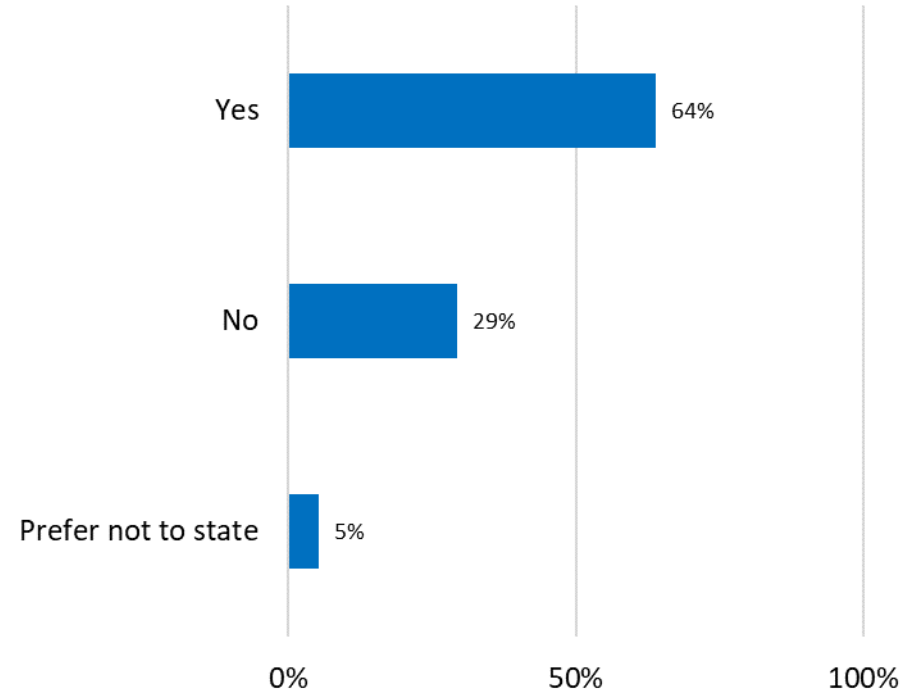
# Profile of respondents

What is your sex?



Base: All responses (136)

Do you have a long-term illness, health problem or disability which limits your daily activities?

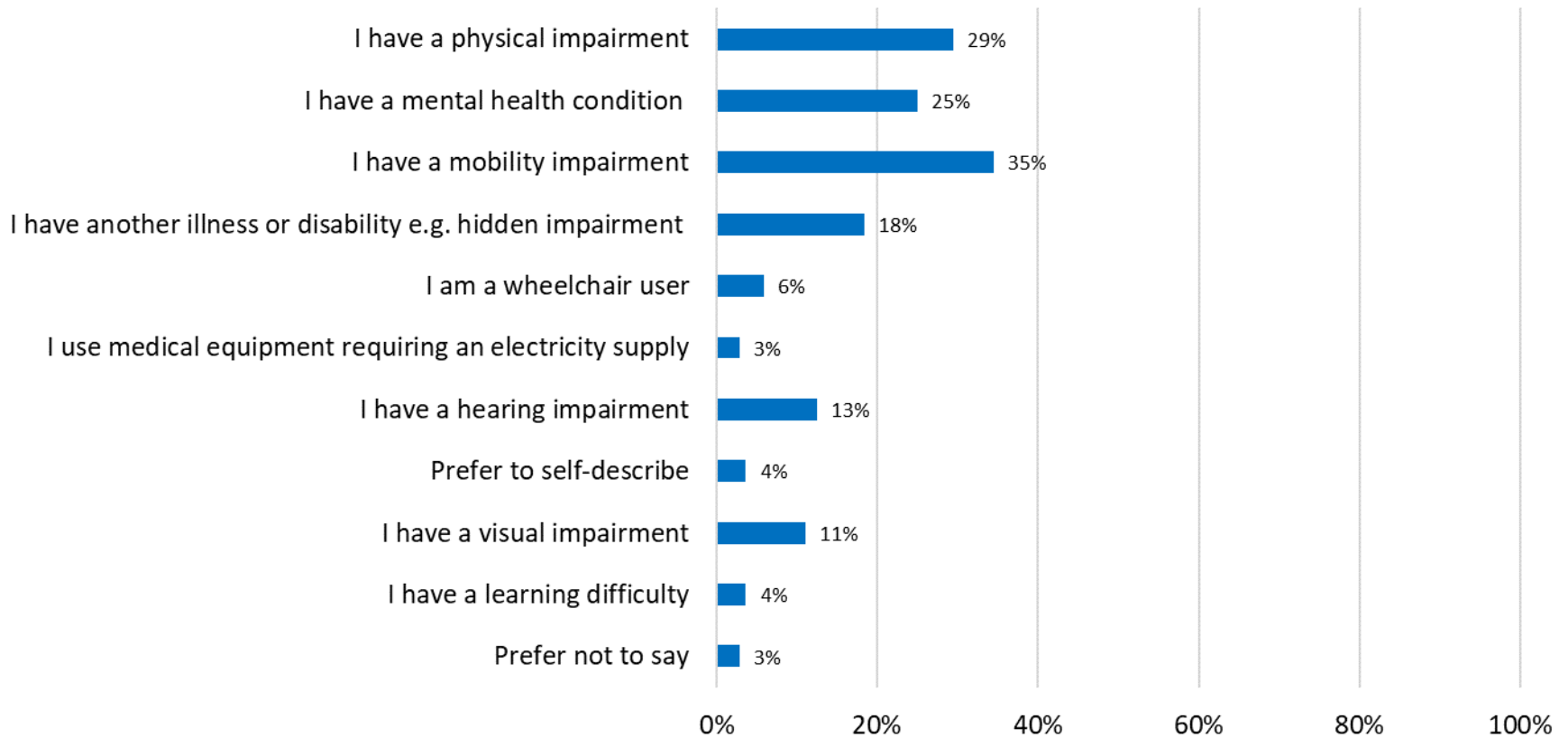


Base: All responses (136)



# Profile of respondents

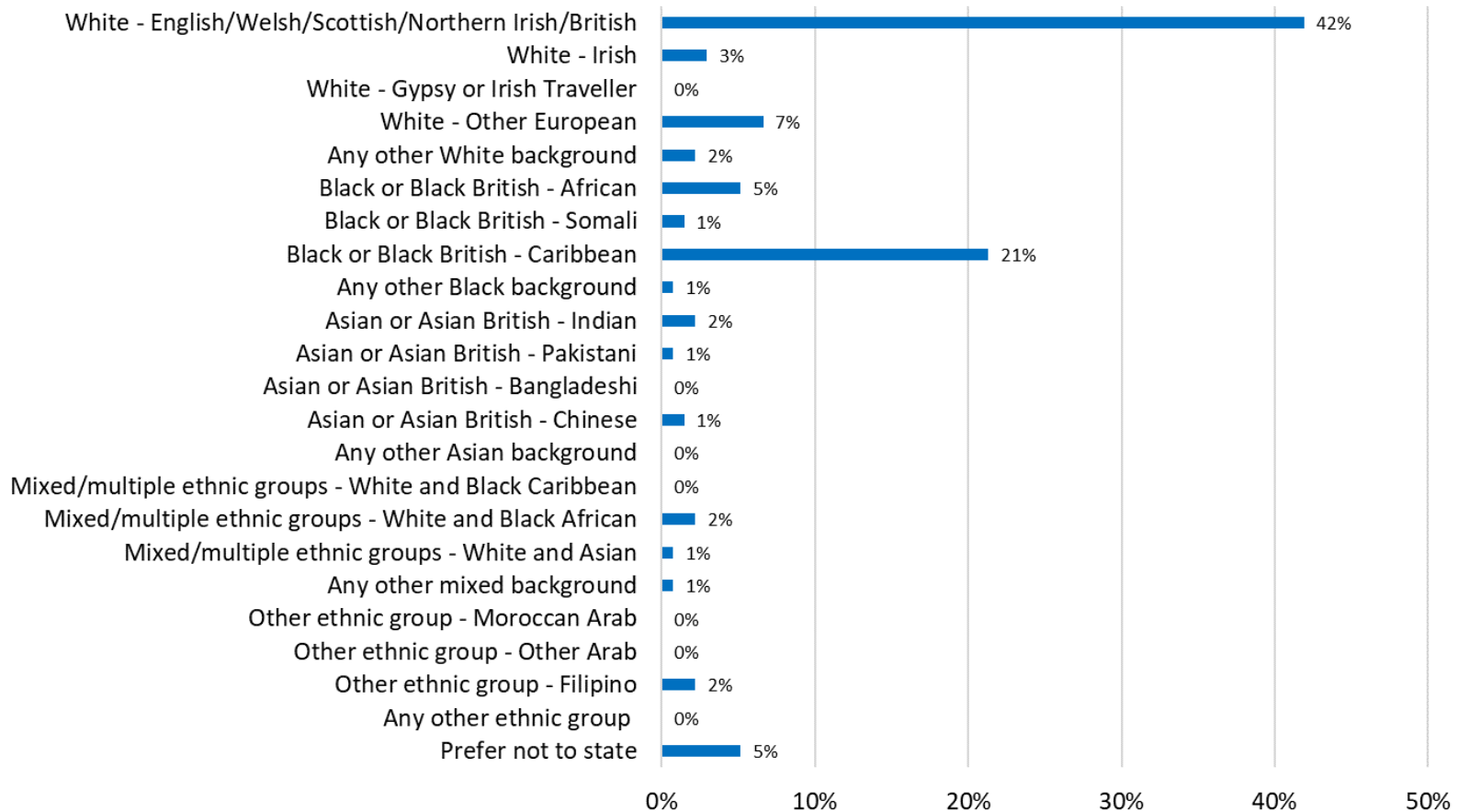
If yes, what is the nature of your health problem or disability?



Base: All responses (136)

# Profile of respondents

How do you describe your ethnic origin?



Base: All responses (136)

