

North Berwick Day Centre Feedback December- February 2015-2016

“you get noticed here”

“They can't do enough for you here- they all go out of
their way”

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Aim

- To pilot and conduct a qualitative feedback process for the North Berwick Day Centre:
- To capture the members' perceptions of the value of the day centre and its contribution to their lives.
- To identify the needs that are met by the day centre and to capture any unmet needs.

Methods

- Ethical consent obtained from all participants and consent could be withdrawn at any point by the participant. Information sheets given to all participants and verbal explanation and space to ask questions before consent.
- Ethical approval not required as part of a service audit.
- Interview prompts devised with the day centre
- 13 qualitative in-depth interviews- 6 men and 7 women
- 1 focus group- 1 woman and 3 men
- Aged between 75-94 years old
- Interviews conducted on Monday, Wednesday and Fridays between December 2015-February 2016
- Evoke cards used as representations of the day centre
- Qualitative thematic analysis and development of composite stories
- Presented as composite stories and key themes

Prompts

- Tell me what is important to you in your life at the moment? What is good? What is not so good?
- What helps or hinders you to have a good life?
- What would give your life more meaning/satisfaction?
- How does the day centre contribute to your life?
- What do you think other people who use the day centre would say about it?
- Is there anything else the day centre could do to help you or others?
- Anything else you would like to say about the day centre?



“The day centre liberates me and it is something outside my everyday”



“The day centre helps me
to be free”



“You know it is here and permanent”



“The day centre gets me out and about”



“The day centre accepts me as I am
and I can be myself”



“The day centre supports me and holds me”



“The day centre nourishes
me”



“The day centre gives me
peace”



“The day centre feels like home, a place where you don’t feel embarrassed to struggle as there are others the same.”



“Companionship- a place where you are noticed”



Who comes to the day centre?

- Woman aged 90
- Poor health and housebound
- Doesn't cook anymore
- Watches TV all day if not at the day centre
- Interested in current affairs and somebody pops in to see her most days, but only sees family now.
- Bereaved –husband died 7 months ago
- Day centre gives her companionship, stimulation and entertainment and would be bored without it and it gets her out.
- Relieves family
- Day centre is all good



Who comes to the day centre

- Male 88 years old
- Loss of spouse 3 years ago- bereavement an issue for him. Anniversary of death soon
- Last one left in his family
- Nothing important or so good in life now as he lives on his own
- Loss of physical activity in his life and he would like to be able to go to the beach. No crossing in the High Street so it is difficult to get to the beach.
- Not many friends left now.
- Day centre fills up the day and he loves the music, choir and bus trips. Gives meaning to his life and gives him company.



Who comes to the day centre

- Male 86 years old
- Lives alone but does own shopping.
- Some loss of mobility which restricts his life. And aware that this is a significant emotional adjustment for him. Keeping healthy an important issue.
- Watches TV when not at day centre
- Day centre gives him a place where he is accepted for who he is despite memory problems and it is a place where you can talk to people who know you.
- It is a very important part of his life and it gives him companionship, meals and activities. It helps him to have a fruitful life



Who comes to the day centre

- Woman 85
- Feeling part of the family is the most important thing in her life and she has regular support from them.
- Lives alone and watches TV when not at the day centre.
- Generally feels that there is nothing very good in her life except family and the day centre. Life is very difficult.
- Day centre gives her someone to talk to and company.
- It does take her a long time to get ready to come to the day centre and so she only attends once a week.



Who comes to the day centre

- 92 year old woman
- Lives alone
- Family live far away but they do her shopping online for her.
- Frail and finds it difficult to go out
- Finds it difficult to walk
- Days are long
- Watches TV if not at the day centre and she doesn't see anybody all week except her carers. She would like people to pop in to see her.
- Day centre gives her companionship and she enjoys the activities and her lunch. Loves art.



Who comes to the day centre?

- Male 91 years old and lives alone
- 15 years ago lost his wife and finds life challenging
- Important to be as independent as possible and to keep as healthy as you can.
- Having some company is very important.
- Day centre gives you someone to talk to and he enjoys his interactions with the younger staff.
- Important to come somewhere where you are known.
- Values the music and entertainment and his lunch.



What people like most about the day centre

Self esteem and emotional security

- You feel useful here and have a sense of achievement
- Sense of community
- It is a second home
- Day centre is a life saver
- Day centre seen as relieving the pressure on the family

Communication

- Place to be noticed and to be known
- Place to tell your story and be heard
- Catch up with people
- Staff friendly and welcome you
- Chatting is the most important thing

Activities

- Meals- feel nourished
- Activities- music and outings and it keeps you stimulated and mobile
- Place to keep you healthy and it is a way to look after yourself
- A place that helps you along and encouragement to come here and do things.

Key Themes

- Companionship
- Bereavement- the emotional adjustment of loss and recognition of loss.
- Restrictions in the community-not able to get out and about
- Family
- Health and resilience

Companionship

- *“When I am here I can talk to people, otherwise I would be watching the TV all day.”* (member 1 male)
- *“I live by myself and I don’t see anybody and day centre helps to keep everything going.”*(member 1 male)
- *“on my own all the time, I cope but day centre has opened a new interest.”* (member 2 female)
- *“It makes a big difference to be able to walk in and have someone to speak to.”* (focus group)
- *“I have an empty house and it is good to know it is here, to have someone to talk to. They really know you and know your story.”*(focus group)
- *“You are noticed here and you are not alone.”* (member 3 male)

Companionship

- *“A place not to feel embarrassed to struggle. (member 4 female)*
- *“Apart from the cleaner I don’t see anyone, the day centre gives you the simple pleasures of life and coming somewhere where you are known.” (member 5 male)*
- *“ I don’t want to be a burden but I like the company, I suppose it has given my life more.....I wasn’t lonely, I didn’t fret on my own, but some sense of doing something and meeting people. Another dimension to my life and an extra sense of belonging.” (member 6 female)*
- *“It is a small community here.” (member 7 male)*

Companionship

- Many members are socially isolated apart from attending the day centre.
- Members value highly being known and being noticed by people at the day centre.
- Members value communication with other people as the most important contribution that the day centre makes to their lives.
- The day centre is a place where people feel okay to show that they are struggling and they feel accepted and supported.



Bereavement

- *“It {day centre} has given me a new lease of life, I lost my husband four years ago. It was a very hard time for me . The first time I came here it felt very strange, everybody felt very strange. The staff have been my rock ever since I came here. Just before Xmas I wasn’t feeling right and I wanted to go beside him and the Doctor put me on tablets”. (member 9, female)*
- *“He is always there at the back of mind, if he had still been here I probably wouldn’t have come here,” (female member 10)*
- *“I am widower and my wife died ten years ago and so life has changed a lot since then. And life is more difficult.” (member 13 male)*

Bereavement

- Members expressed a continuing need for some recognition of the bereavement and to be able to talk about the loved person and anniversaries. Even when the loss of their spouse was several years ago.
- Many members talked about their bereavements before they spoke about other things that were difficult in their lives.
- Many members appeared to not have been able to access bereavement counselling or advanced listening to support them with their loss.
- Bereavement is a key transition for many members in exacerbating isolation and the day to day struggle of coping.
- An issue raised about wanting to know what happens to people who don't come anymore. Have they gone into a home or have they died?

Restrictions to active life in our community

- *“Crossing the High streets is difficult. My daughter wrote to the council about having a crossing, to get to the bus stop at the end of the High Street, but they said North Berwick doesn't need it. It is too far to walk to the other end. But with people with sight problems it is very restrictive. But they haven't taken it up. They sympathised but they wouldn't do anything about it, but there are a lot of older people here and there are so many cars in the summertime and it makes you quite nervous. The cars go too fast if you are slow. I was nearly knocked over by a bicycle one time. I used to like to go to the beach but the lack of crossings makes it impossible for me unless the family take me there.” (member 8 female)*

Restrictions to active life

- Members who are less mobile and slower or who have sight problems find crossing the High Street to access the beach or the bus stop very difficult.
- Some members find the traffic too fast and at times the flow of traffic is constant so there is no time to cross slowly.
- Walking to the other end of the High Street to access a crossing is too far for some members.
- Some members have complained and highlighted the problem to the council and councilors, but have not been effective.

Family

- *“I am very lucky I have two daughters. I used to go shopping with them but I can’t see any more. I miss it. I am very fortunate with my family.” (member 8 female)*
- *“The family are good to me and take me out in the car and we might have a meal. Yes life is very full.” (focus group)*
- *“My family live far away and I see them now and again but they do my shopping online with Tesco, but I don’t see anyone.” (member 11 male)*
- *“I have two daughters so that is good and they give me company.” (member 13 male)*

Family

- Some members have significant support from their family, particularly those members who have family living locally.
- Being part of their family is the most important thing in their lives.
- Some members do not see their family very often or do not have any family.
- Although new technology supports their family to order their food online to maintain their basic needs many members do not have any visitors to their house apart from paid carers.
- Some members without family support have a socially restricted life.



Health and resilience

- *“I have some health and that is important to me. I can hear and enjoy music. But I can’t see well anymore” (member 8 female)*
- *“but my balance is a problem and there is nothing they can do and I have to live with it but I am frightened to go out alone” (member 9 female)*
- *“Life has changed but I want to live with comparative ease and be independent. The older I get the more difficult life becomes. It is all associated with ageing”. (member 13 male)*

Health and resilience

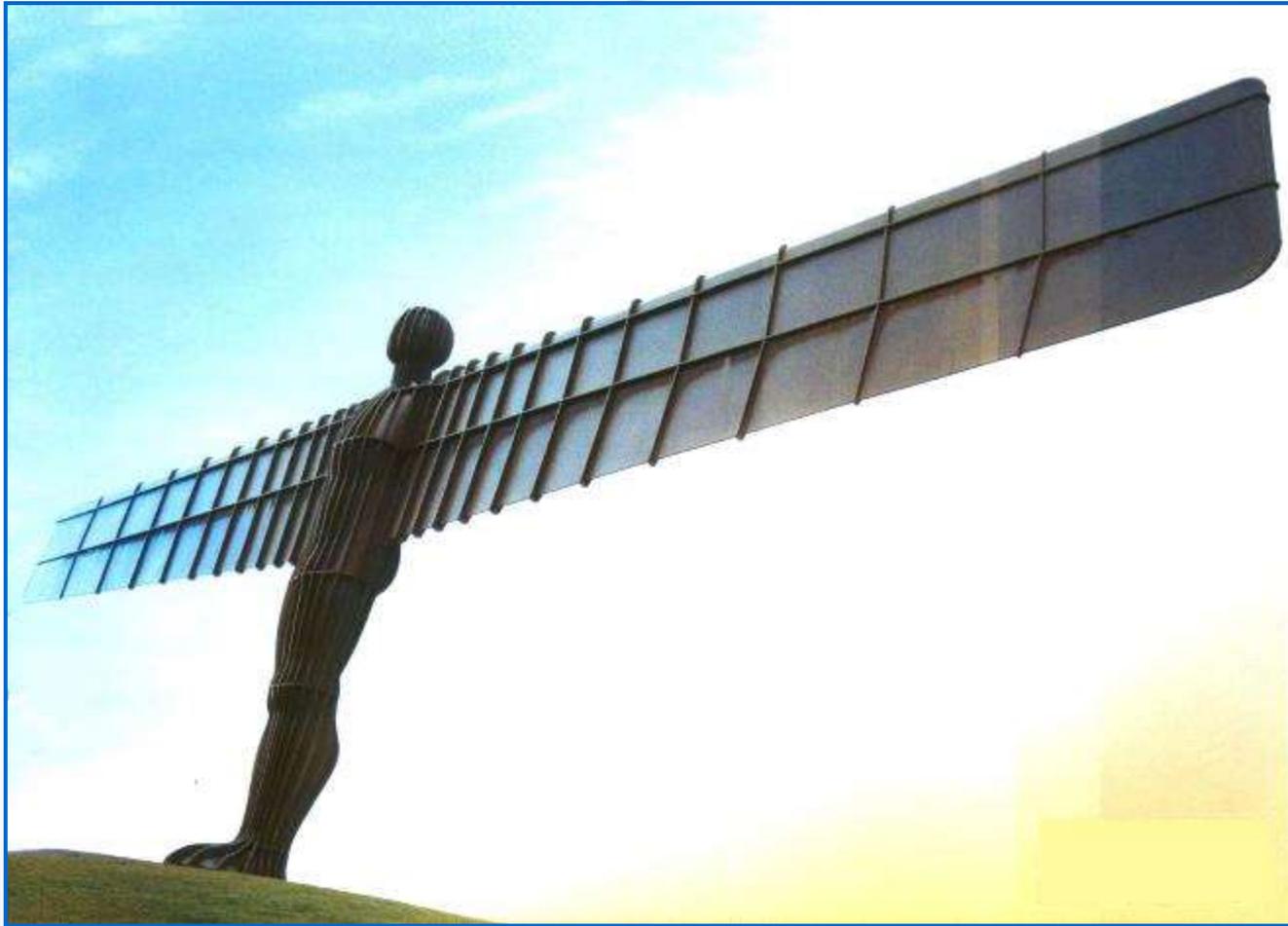
- *“Poor lighting makes it difficult for me to get out of the building and I can’t see to put my key in the door.” (member 8 female)*
- *“Not much good in my life as I am handicapped and life is very hard and I struggle and it helps to come here and get a break.” (member 12 male)*
- *“I am getting older and I was always active until a few months ago and now I am slowing down physically and mentally. I live on my own and I need people to talk to and my mind is still young even though I am in my 90’s. But I am so slow”. (member 13 male)*

Health and Resilience

- Many members felt that there was nothing good in their lives because of their health problems.
- Despite health problems keeping what health you had was an important goal.
- Many members are very resilient despite poor health but are reluctant to ask for more help to get out and about.
- Many members valued the respite offered by the day centre from the daily struggle of coping with their health.
- Many members felt that their changing health capacity is part of the ageing process and were resigned to a more restricted life.
- However the emotional adjustment required to manage a less active identity was evident.
- Environmental barriers in the community compound health restrictions.



So how can we make it fly?



Recommendations

- **Some suggestions from members**
- Active life sessions
- Book club-short pieces/short stories/readings
- Cultural outings
- More performances with the choir
- More short talks- finance and health suggested
- More mixing of gender- at lunch perhaps
- Open 7 days a week
- People who would come and help you cross the road to get to the beach and escorted walks to give you confidence to walk (a lollipop person for older people?)
- Baking
- **But no complaints about the day centre**

Recommendations

- **Day centre and wider community response to unmet needs**
- Pop in service for North Berwick 'Forget me not'
- Bereavement support and recognition of loss- memory day for loved ones
- How to communicate to the members when someone leaves or dies?
- How to increase communication with members? Sharing their stories with each other more and more life review sessions.
- Link with beach wheel chairs to access the beach
- A crossing in the High Street to access bus stop and beach.



Questions and responses and your recommendations

- My email deborah.ritchie@me.com