

North Berwick Day Centre Evaluation 2017

The aim of the North Berwick Day Centre evaluation in May 2017 is to explore the views of the members of using the centre and to celebrate their successes over the preceding twelve months.

Methods

A visual narrative method (Riessman, 2008) is used as evidence of the members' responses to some of the issues identified in the 2016 evaluation and included the use of the garden, bereavement and the choir. The images produced by the members are a record of the changes they had made to the day centre. The images used creative techniques such as painting, tapestry and mobiles and photographs to illustrate the processes of change that had been adopted. The images were celebratory and positive. These images were available on the evaluation day when a range of different audiences attended (funders, councilors, council staff, MSP, relatives, local community and school pupils). This allowed these audiences to be active participants in the evaluation day.

In the evaluation in 2016, it was evident that members were reluctant in one to one interviews to be critical of the day centre. This year we decided to engage in a different process of a co-collaboration between members and the invited audiences in the format of a world café. A world café is used to create a collaborative dialogue around questions that matter to a service and a community. The assumption is that people already have the answers to difficult challenges and these experiences and solutions are generated through dialogue. To ensure that all members had an opportunity to voice their views the process was repeated over three afternoons. So that all participants could share their collective views with each other, the records of each dialogue were displayed after the group conversations. A further audience attended after the world café

for celebrations and scrutinised the records. This ensured a transparent process. The questions posed represented the real life concerns of the centre. The questions were:

1. What is a good day at the Day Centre Like for you? Don't like so much?
2. Are there other things you would like to do outside the Day Centre?
3. What does coming to the Day Centre mean to you? Good and not so good?
4. How do you think the town could help you more?

Analysis

Scribes on flipcharts recorded the answers to the questions posed. There was a consistent response across all the group conversations each day. Each record was scrutinised and consistent themes emerged. The themes are identified as follows:

1. Support

There is consistent agreement that members feel supported by the quality of the relationships with the staff. The centre was a lifeline. Members valued that the staff knew them as individuals and there was help available if needed.

Several comments about valuing the bus driver and the support this provides to access the service. Members valued that they were taken to their front doors and this added to their feelings of safety. There were a few comments about the timing of the bus and if it was late, this had an impact upon their carers. They felt that the atmosphere of the day centre was comfortable and relaxing and helped them feel at home. One quote sums up the overall comments of how the day centre means so much to the members:

“ Socialising, company, meeting people, a lifeline with transport to and from the Day Centre, excellent staff; good food; saves making arrangements for

meal alone at home; variety of entertainment; exceptional help from volunteers and staff”

Members commented that they valued the opportunity to give feedback.

2. Social Interaction and activities

Social interaction with other members was valued as the most important part of attending the day centre. This is appreciated as a way to combat loneliness.

Many members would be alone without the day centre. Good food, company, laughter, new friends and a wide range of activities contributed to the quality of the day. Members particularly mentioned the importance of having a structured day. Members looked forward to their day at the centre. Members also felt that there was no pressure to participate. Members mentioned many of the activities that they appreciated. Overall, the variety of the programme was excellent and some groups were unable to mention anything they did not like. Some suggestions for improvements and new activities were made. There were some suggestions for activities that took place outside of the centre.

Table One: Evaluation of Activity Programme

Valued Activities	Activities not valued	Suggestions for New Activities	Suggestions for Outdoor Activities
Speakers and entertainers;	People who were left behind when the other members were on trips did not like it	Modern music would be good sometimes and more music.	Shorter trips and particularly garden centres, as they are easy to access. Merryhatton at Christmas
Singing and music, especially Scottish music; dancing;	Quiet days in the centre were difficult and less enjoyable;	Watching tennis together (Wimbledon)	Some suggestions of visiting new places were: Falkirk wheel, Tynninghame, the North Berwick Museum; runs in the bus to look at the countryside; trips around East Lothian; bird sanctuary and Aberlady; sail around the Bass Rock; new Forth Road Bridge; Museum of Flight; Prestonpans Museum;
Games	People didn't like activities that they were no longer physically able to do anymore such as dancing	Talks on local history;	Painting outside
Exercise and Tai Chi and reflexology		Jigsaw puzzles	To go on a train
Reminiscence talks and telling stories.		Musical bingo	Pub lunch
Visits: Seabird centre and Dunbar Garden Centre mentioned; members felt days in and days out were important;		Yoga	Theatre and concerts trips
The big screen and cinema		More gardening	To be pushed in a

night with ice cream; movie days with old movies;			wheelchair to the beach. Days out to the beach with ice cream and fish and chips outside.
Sitting in the garden		Photography	Shopping trips to Dobbies, Tesco and ALDI. Some members wanted to go shopping to bigger stores, also to be able to buy their own birthday cards. One to one shopping trips were seen as helping to make them feel part of society.
Plenty of tea and biscuits and a cuppa on arrival;		Cooking demonstrations with proper chef	Putting green and Bowling Club
Young people in the centre;		More mixing between men and women	Mystery bus tours
Cooking		Open at the weekend	
Arts and craft		GP surgery at the day centre	
		Smaller meals	

3. Wider Community

The themes identified by the members for wider community support were:

Moving around the community- Overall people felt that the town was too busy and there were many barriers to accessing the High Street in particular. Members were concerned about the changes in North Berwick and felt that the infrastructure was not improving to maintain their quality of life. Many members found the pavements too narrow in the High Street and this prevented them from participating in community life. Members would like to have someone to accompany them shopping. Transport around the town and more parking for older people who have mobility problems was a consistent issue.

Table Two: Moving Around the Community

Problem	Solutions
Lack of crossings at Dirleton Court, St Andrews Blackadder, Co-Op.	Crossings in the High Street at strategic points. Volunteers to be shopping buddies Lowered pavements – more required
Busy High Street	More parking for people with mobility issues. Parking on one side of the street. Bus around the town on a circle loop. Courtesy Bus to High Street, Supermarket Tesco and ALDI and station. Deliveries to shops at certain times. Parking outside the town- park and ride. Pedestrianize part of the High Street.
Poor eyesight –difficult to navigate around	Bigger buttons and lettering and crossings for visually impaired
Narrow pavements make it difficult to use mobility aids	Widen pavements
Parking and busy traffic	Traffic management plan
Getting around	A car share service. Cheap taxi fares. More bus stops. Timetables at bus stops. More benches for resting. More toilets- station and West Bay

Accessing Services and support

Many members requested easier access to local health services. Some people found the cost of taxis to attend the surgery prohibitive. Loneliness and lack of informal support meant that people led restricted lives and ideas for a ‘pop in service’ and shopping buddies was suggested.

Table Three: Accessing Services and support

Access to health services- cost of taxis Easier access to all health professionals	GP surgery in day centre once a week. More central Health Centre- and courtesy transport. More volunteer drivers for car scheme.
More help around the house and only bathed once a week	Communicate with Health and Social Care
Lonely and need help	Better neighbours, pop in scheme, shopping buddies and companions.
Access to dentist	Transport

Shopping

Difficulties in transport and the moving around led to difficulties in shopping. Some gaps in the provision of certain shops were identified. People were keen to know which local shops delivered.

Table Four: Shopping

Difficulty in shopping	Transport and somebody to take you shopping, shopping buddies.
No information on which shops deliver	List of all local shops that do home deliveries
Identification of gaps in shops	Need a shoe shop, fruit and veg shop. M and S.

Recommendations

1. Social interaction is highly valued. Wider community support could be considered (good neighbours, companion/pop in, shopping buddies).
2. To consider the suggested new activities.
3. To feed the wider community concerns into the North Berwick Coastal Area Partnership and Health and Social Care Partnership.

References

Reissman, C (2008) *Narrative Methods for the Human Sciences*. Thousand Oaks, California: Sage