

Appendix 1 Case Studies Older People Day Services

Case Study A - Age UK

'A' lives alone in Cambridge. 'A' is in her eighties and appears to have some early signs of dementia and has anxiety. Due to a stressful situation at home family members had started to notice that 'A' was becoming very distant towards them and increasingly depressed.

The family told us that 'A' is usually happy and chatty who enjoys the company of others, and they were looking for an opportunity where 'A' could start to rebuild confidence and establish new friendships.

After a taster session, 'A' started to attend one day a week. 'A' is self funding.

Outcomes

'A' has become a valued member of the day club, and now has many friends and genuinely enjoys the social contact. 'A's mood has lifted, and she has good spirits back. 'A's family have said that they are amazed at the way the day club has helped their family member have some structure back in her life, and how attending the day club has boosted confidence. 'A' calls her family when she gets home and tells them all about the day's events.

Quote from service user

"I love this place, and wish I could come on another day, the girls are nice, and I have made new friends."

Case Study B – St Ives Day Centre

'B' has serious mental health conditions including Bi Polar and suicidal tendencies.

'B' has been attending the centre for several years on the advice of the mental health team as 'B' lives alone and can be very lonely. 'B' can become very depressed if not stimulated and has attempted suicide on more than one occasion. 'B' attends the service three times per week.

'B' is very chatty but does have serious mood swings. Without regular visits to the centre, their daughter, care team and 'B' feel that there would be serious risk of self harm. The centre provides refreshments and a two course lunch and it is apparent that there are periods when this can be 'B's only nourishment.

'B' tells us on a regular basis that they love coming to the centre and would not be able to cope without it. 'B' sees the staff and members as friends and views the centre as a social hub which they miss greatly at weekends.

Case Study C – St Martins Day Centre

'C' has been attending the Day Centre for 9 years. They were already attending a day centre the other side of town for 4 days per week and their social worker wished this social input to continue when the person had to relocate their home.

This person has long standing issues with anxiety and depression. This is exacerbated by living in a condition of relative poverty with 2 adult children. The house is unkempt and family relationships are often strained. Social Services have been involved with the family over many years. Coming to the Day Centre has given Person 'C' vital emotional relief from the home situation and provided vital companionship and social input; they say that coming to the Day Centre three times per week is the only time they have out of the house, and at home all they do is watch the television. They enjoy the stimulation of the activities on offer at the Day Centre as well as the companionship.

Attending the Day Centre also provides respite for the person's 2 adult children in that attending vastly improves the emotional health of their parent which helps relationships at home run more smoothly.

Quote from Service User:

"I like everything really. I couldn't ask for anything better. I don't go out anymore."

Case Study D – Warboys and District Day Centre

'D' lives with his wife and has been diagnosed as having dementia and some physical health problems. His wife is his main carer and brings him twice a week to the Day Centre. Prior to retirement, he had an active job and was engaged with the local community. He presents with very poor memory and occasional confusion. Following him having a recent hospital stay, he has been supported with carers to assist with personal hygiene.

'D' has been attending the service for around 6 months and came to the service to get involved in the local community and find out what goes on locally. 'D' has enjoyed getting to know new people.

Feedback from Carer– the Day Centre has saved her life, as she could not cope any longer. She values the fact that when she brings her husband, the Centre team are always inquiring after her well-being, and offering support where necessary. It means such a lot to her, and she is really pleased that she has found the Day Centre.

Case Study E – Over Day Centre

Volunteer's Feedback

“After a hectic and happy life as a teacher, mother and grandmother, I found it difficult to adjust to retirement. SO much spare time and energy, and a void of interaction with people. With an elderly relative at the Day Centre, perhaps, I thought, I could be of some use. So, I volunteered my services and became a lunch-time ‘washer-upper and tea lady’. No qualifications required!.... When I started on my volunteer's journey, I learnt very quickly that the time and energy I give is more than repaid by the satisfaction and friendship that I receive from being part of this charity.

“I have had an affinity with the Day Centre since my late mum attended. She was very happy here and I was very grateful that mum had the opportunity to come somewhere that she really enjoyed. After she died, I still felt a warmth and appreciation towards the Centre whenever I saw the minibus out and about..... So, when I saw an advert asking for people to become escorts on the minibus, I thought this would be a great opportunity for me to give something back. I escort weekly on a Wednesday and also cover when other escorts are unavailable. I know a few of the clients and their families socially, and know that the families really value the care that the Centre gives to their loved ones.”

I've been volunteering at the Day Centre every week since January 2017. I always knew that I wanted to help here, because my husband loved coming here so much. I make the drinks: teas, coffees. I help in whatever way is needed. I help in the kitchen with the tidying up. I like things tidy and clean. I have a chat with the clients. I'm very good at that. When I lived in Birmingham I visited older people who couldn't get out and about. The visits were organised through my local Methodist Chapel. On occasion I've been asked to come in to the Day Centre for an extra couple of hours, and I've always been happy to do that. It's a very friendly place, and this is my way of thanking the Centre and the staff for looking after my husband.”