

## Service User Engagement: Older People's Day Opportunities



**"...its just nice to be with other people, even if you don't talk to them".**

### Penfold Engagement Session 29.11.22

#### Key Themes:

- Residents have found the Hub's IT sessions helpful but would like more one-to-one sessions for support with specific issues.
- Digital exclusion was an issue raised several times.
- Residents come to the hub to get a healthy meal.
- Residents want to see more activities which involve going out to different places as a group.
- Some residents thought exercise opportunities were beneficial some did not.

### The Reed Engagement Session 2.2.23

#### Key Themes:

- Residents enjoy activities such as yoga and think there is a good range of things to do at the Reed.
- The Reed has helped residents to build new friendships, with some meeting outside of the day centre for a coffee etc.
- People value the day centre as somewhere to go instead of being at home.
- There is appetite to go on trips and do other activities outside of the day centre.
- Some residents were not aware of other day opportunities in the borough.



**"I just want a nice dinner and that will do me for the day".**

### Age UK Engagement Session 26.1.23

#### Key Themes:

- There is a good level of activities available.
- Residents often attend a range of activities including those provided by Open Age and Chelsea and Westminster Forum.
- Residents enjoy walking, group activities, exercise classes, quizzes, and puzzles.
- Groups tend to be female heavy.
- Some residents were concerned that there are people in the borough who don't necessarily access services because they aren't aware of them or don't have the initiative to find them.
- The social aspect of activities was important to residents.

## Open Age, Second Half Centre, St Charles Engagement Session 10.2.23

### Key Themes:

- Open Age classes are a great way for residents to make and see friends.
- Outside of classes some people do meet up.
- Zoom classes are not so popular, but some residents with mobility issues appreciate having them.
- Residents appreciate training on computer use, it helps them keep in touch with their families.
- Suggestions for other activities include line dancing, ballroom dancing, beginners' language classes, and sign language courses.
- Residents like that classes keep them healthy and active. They don't want to be stuck at home, as it can get lonely.
- Desire for more intergenerational activity.
- Desire for more information about health conditions and how to get help.



**“During the pandemic I didn’t see anyone in person for 2 years! It’s all about seeing people!”**



**“Staying home alone made me lonely and depressed before I found Open Age”.**

## Open Age, New Horizons Centre, Chelsea Engagement Session 10.2.23

### Key Themes:

- Appetite for more day trips.
- Appetite for longer activity sessions e.g., 2 hours.
- Would like to have more opportunities to learn a language.
- Residents like to participate in exercise classes.
- A need to have good and reliable tutors.