



**DEMENTIA SERVICES
ANNUAL FEEDBACK SURVEY**

APRIL 2023 – MARCH 2024

Royal Voluntary Service deliver activity and support groups with people living with dementia, their carers, family and friends. This year we have continued to expand what we do, setting up an additional 14 groups and expanding into one new area – Leeds.

We currently deliver dementia groups in the following areas:

- Dundee
- Scottish Borders
- Northumberland
- Doncaster
- Kirklees
- Leeds
- Staffordshire
- Leicestershire
- Oxfordshire
- Birmingham
- Wales
- West Sussex

To enable us to best support people affected by dementia we seek to gain regular feedback from those who attend our groups, the results of our latest annual survey are presented below.

This year alone, we have supported over 990 people in person at our groups, 620 of whom are people living with dementia.

Over 370 carers/family/friends of those affected by dementia also join our groups, many others utilise this time for a break from their caring role. This is an important aspect of the service we provide accounting for the different needs and different stages of life living with dementia. We have welcomed 419 new people to our groups this year.

The surveys were offered to all our group members, people living with dementia and carers. We received a total of 340 responses, a return rate of 76%.



If Life were like a video
Repeat, stop or rewind.
How different our lives would be
New attitudes we'd find.

Pausing the good times
Stop and then press go
Fast forward to the future
What happens? Who knows.

Delete all the sadness
The negatives, the past
The sound of someone crying
Please forward, make it fast.

My life is on hold I think
Someone has pressed pause.
The tape has a break in it
A kink, a bend, many flaws.

I'll just keep on playing
See what comes along.
Go with the ebb and flow
A movie, an epic song.

***Poem written by Nicky Deacon,
Wales Group member***

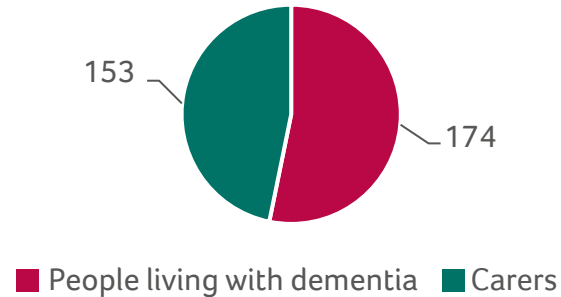


DEMOGRAPHICS

Of those who responded to this question (327), 57% of respondents were living with dementia.

Not all respondents provided an answer to this question.

BREAKDOWN OF RESPONDEES

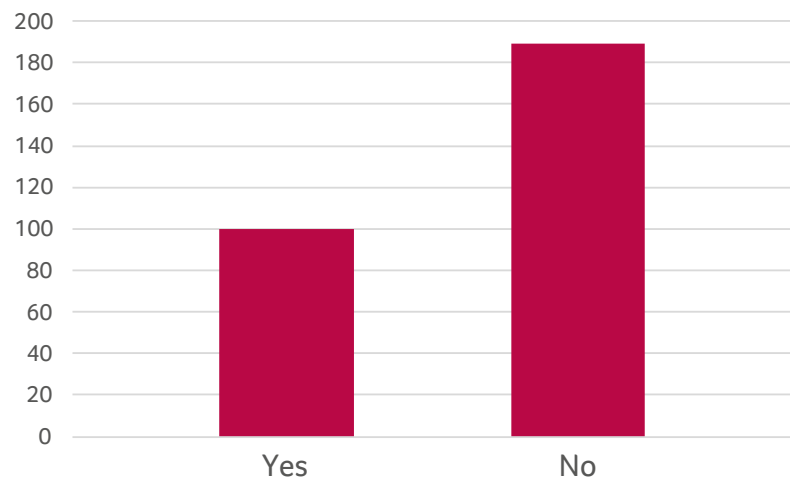


Additional Support

We understand that the external support provided in the areas we cover differs greatly, some with much more available than others.

67% of people who attend our groups do not attend any other social groups.

DO YOU ATTEND ANY OTHER (NON-ROYAL VOLUNTARY SERVICE) GROUPS?

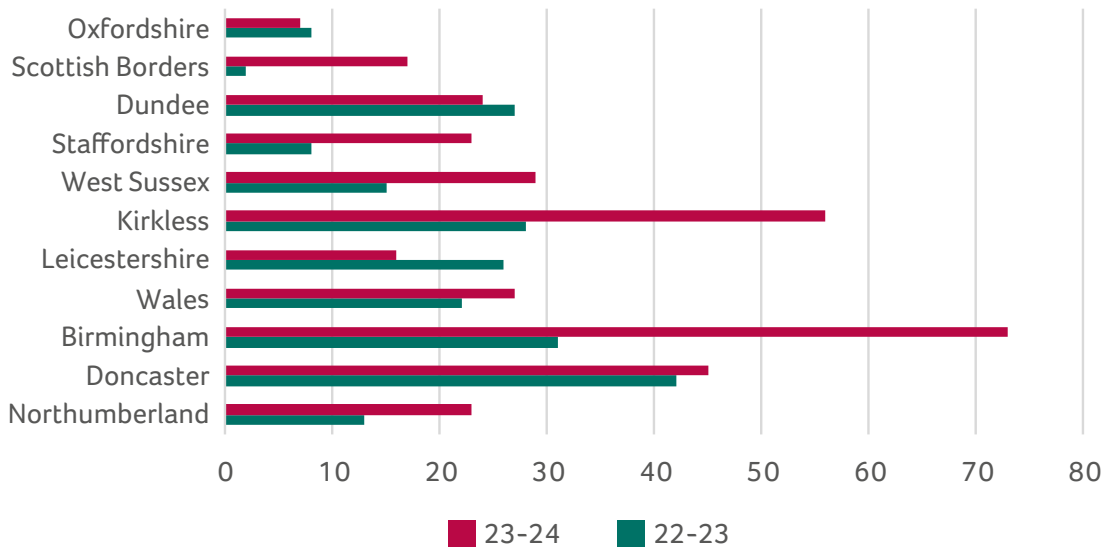


LOCATION

Responses were received from 11 areas we provide services within, a 35% increase in responses from last year.

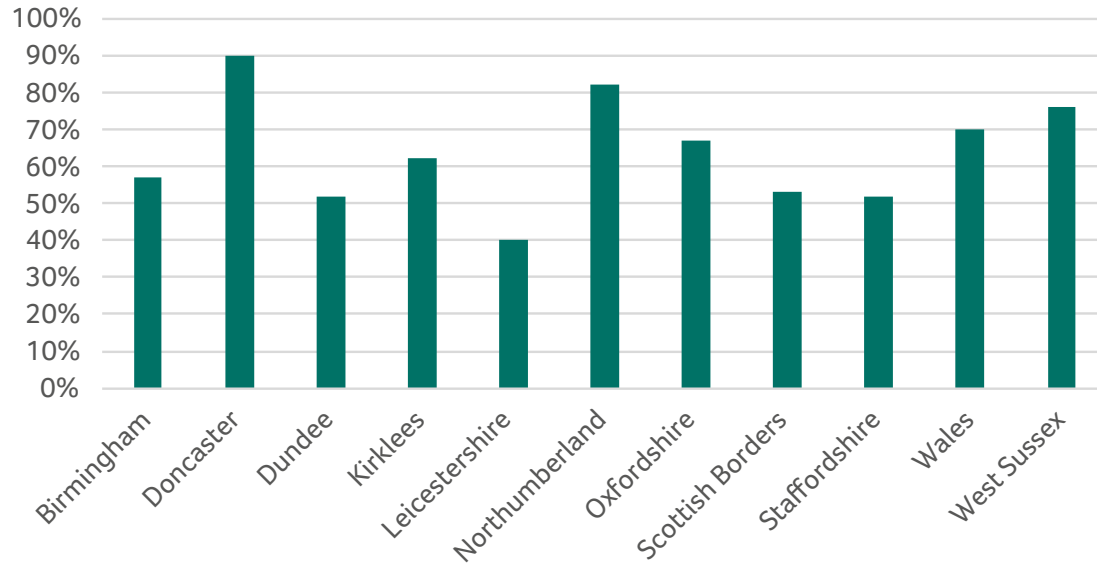
Our Leeds service commenced in January 2024, whilst we offered the opportunity to complete these surveys our group members felt it was too early to contribute to this survey. However, members continue to be instrumental in helping us shape the service delivery in the area.

LOCATION OF RESPONSES



Of the respondents who answered the questions relating to attending additional non Royal Voluntary Service groups, the following percentages are shown per area of those accessing no other group support.

NO ADDITIONAL GROUP SUPPORT



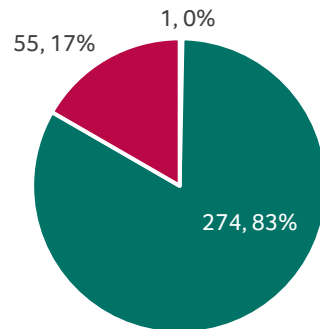
FREQUENCY OF ATTENDANCE

The groups we facilitate are specifically for people living with dementia, memory issues or concerns and/or carers, family and friends of those living with dementia.

The majority of our groups run on a weekly basis to support with continuity and routine for our members, with most running for 2 hours. Some run for 4 hours providing lunch and longer varied activity support. We have a small number of groups that run on a fortnightly or monthly basis, with some members joining us at different groups to increase their regularity of attending.

77% of responses on frequency of attendance were from people who attend either once or twice a week.

FREQUENCY OF GROUP



■ Too often ■ Just right ■ Too infrequent



Overall, our group members are happy with the frequency of the groups, with some stating they would like to attend more frequently.

Of those who felt group frequency was too infrequent, we explored this against their frequency of attendance, with 60% attending weekly, 31% attending monthly, 5% attending fortnightly and 4% attending twice a week.

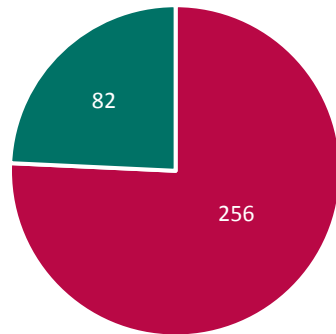
Regularity and frequency of attendance is reviewed regularly as part of our service developments and where possible, invite people to join us at a second group to offer a greater level of support. As part of this survey, we asked people to offer comments of how the groups could be improved upon with 15 people asked for groups to run more often, with 4 asking for longer sessions.



GROUP RATINGS

It is fantastic to see that 100% of people rate the groups as overall Good or Excellent.

OVERALL, HOW WOULD YOU RATE THE GROUP?



■ Excellent ■ Good

“The service provided by these brilliant volunteers is absolutely fantastic. It really makes a huge difference, and my mum loves it.”

“Really enjoy the group. Staff are fantastic and provide fun/engaging activities. We really enjoy coming thank you.”

“The staff, volunteers are excellent and have made us very welcome. It is a lovely friendly group. Please continue to fund this group, it makes a difference to lives and gives confidence to people who are struggling with this horrible illness.”



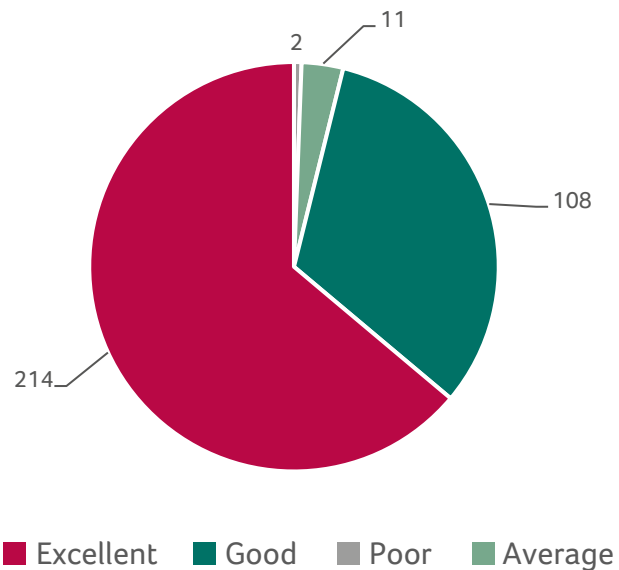
ACTIVITY CHOICE

We asked people how they felt about the choice and range of activities offered at our groups, 96% felt our activities were Excellent or Good.

A variety of activities is extremely important in our sessions to, with staff taking time to get to know members and their interests and involving them in delivering the activities we host. Activities vary greatly from Tai Chi to seated exercise, food making sessions such as soups, banana split and fruit mandalas to craft and gardening activities.

"I like the mix of physical exercises, brain games and socially meeting new people."

HOW WOULD YOU RATE THE CHOICE OF ACTIVITIES AT THE GROUP?

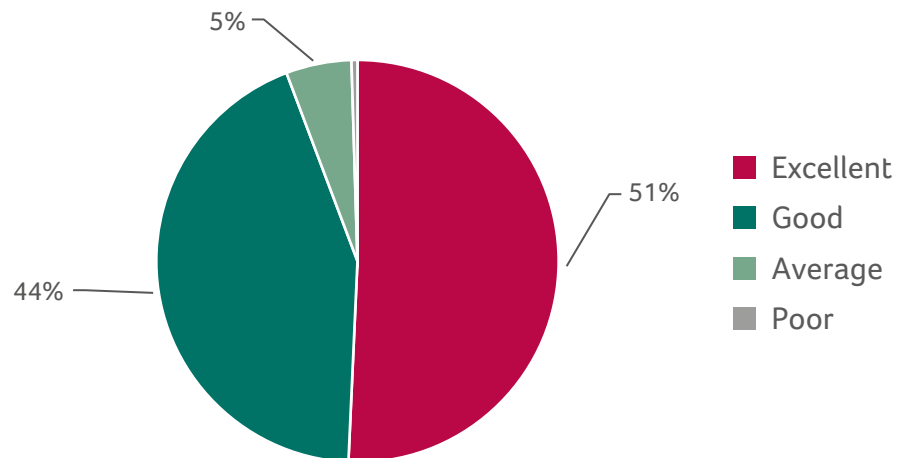


SUPPORTIVE NETWORK

To support people through what can be an isolating and worrying time, our teams aim to offer a supportive network through regular attendance at our groups, giving people someone to talk to and seek advice from as and when the need arises, but most importantly to realise they are not alone.

It is wonderful to see that 96% of people feel the groups provide them with a network of support.

HOW WELL DOES THE GROUP PROVIDE YOU WITH A SUPPORTIVE NETWORK?



We continue to expand our networks within each locality, inviting in speakers to offer information advice on expert areas, with Dementia Advisors or Support Workers from external organisations becoming involved as a means or regular support at our groups.

“This group has helped me enormously and I find it has helped my mum making friends and always looks forward to attending. The team are amazing!”

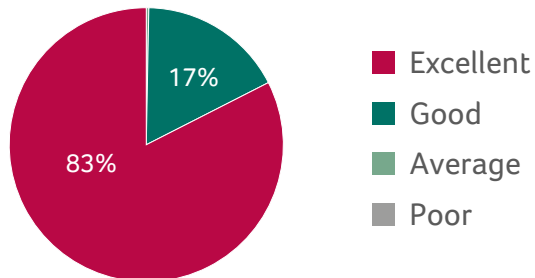


STAFF AND VOLUNTEERS

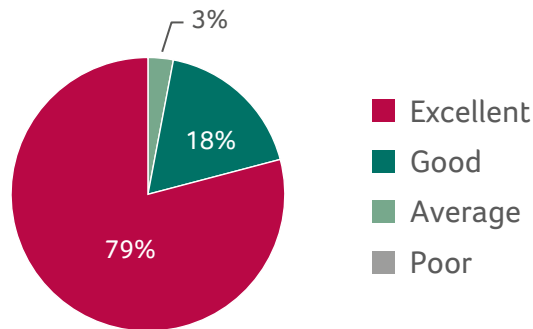
Our groups are supported by a team of staff and volunteers, all of whom undergo regular dementia awareness training.

100% of people feel the support they receive from our staff and volunteers is Excellent or Good, with 97% feeling the team have a good level of knowledge about dementia.

HOW WOULD YOU RATE THE SUPPORT YOU RECEIVE FROM STAFF AND VOLUNTEERS AT THE GROUP?



HOW WOULD YOU RATE THE STAFF AND VOLUNTEER KNOWLEDGE AND SUPPORT OF DEMENTIA?



"The staff are fantastic. They try and get everyone involved and well communicated."

"The volunteers do a wonderful job and it gives me peace of mind when he's here."

"Very caring, very helpful, nothing too much trouble, always someone there for you."

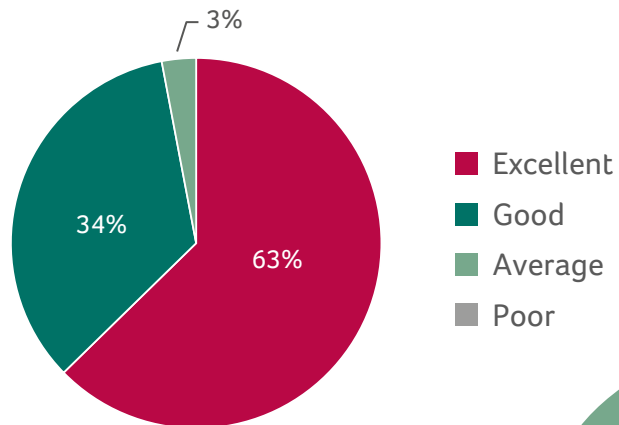


SOCIAL CONTACT

Dementia can be isolating with many people reporting losing existing friendships and support networks, others state their group is the only time they leave their home.

Our groups aim to give people the opportunity to meet and make new friendships, both people living with dementia and their carers. 97% of people feel that the groups help them to increase their social contact.

TO WHAT EXTENT DOES THE GROUP HELP INCREASE YOUR SOCIAL CONTACT?



“The group is very beneficial and definitely improves social interaction.”

“The group increases my mood and wellbeing. Without this group I wouldn’t get any other social interaction or stimulation.”

“We enjoy coming to this group and feel we have made new friends.”

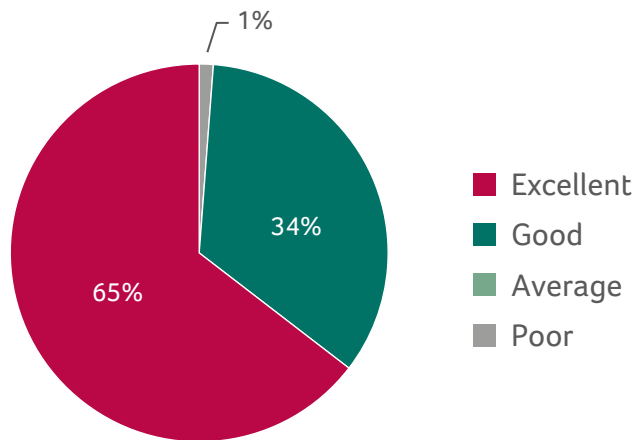


IMPACT OF THE GROUP

Our groups aim to give people the opportunity to retain skills, whilst keeping them active within their local communities.

In 22/23 94% of people reported a positive impact of attending groups, this year this has risen to 99%. It is brilliant to see that the support provided through groups can offer help and positivity to those affected by dementia.

HOW WELL DOES THE GROUP HELP YOU FEEL BETTER PHYSICALLY AND EMOTIONALLY?



“My husband seems to enjoy the group it makes him calm and settled.”

“We have noticed an improvement in his sociability as he is much brighter and motivated because of the groups he attends. Thank you all.”



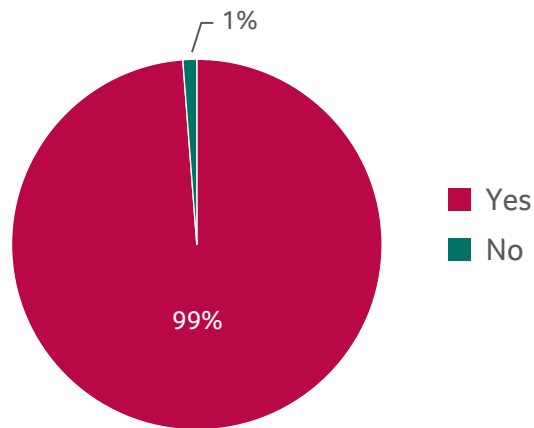
OVERALL GROUP SUPPORT

Providing the necessary support whilst living with or supporting someone living with dementia is essential to what we do.

We recognise the need for diverse support at different stages, with each person's journey being unique, yet often with commonalities so people can share tips and support mechanisms that help others. We focus on supporting people to have fun, retain skills but also try and learn new things, therefore it is encouraging to see that 99% of people feel that attending our groups provides them with the support they need.

We continue to work with our members to coproduce the groups, whilst recognising and acting when additional support outside of a group setting may be required.

DOES THE GROUP, STAFF AND VOLUNTEERS PROVIDE YOU WITH THE SUPPORT YOU NEED?



“We love coming to the group and both really benefit. It is so welcoming and supportive and a chance to switch off and do something really positive. It has definitely benefitted my mum greatly, she looks forward to the class, as do I and the class really enhances her wellbeing. The class is one of our favourite things to do.”

“This group, volunteers, leaders have been a lifeline for me. I look forward to coming.”

“We are well looked after, home from home. Have a laugh when here, miserable at home. Made new friends. Staff lovely and helpful.”



