

# **St Denys Day Service Review**

A report on the success of service provisions  
since the opening of St Denys Day Service in  
May 2006

Prepared for Southampton Day Services: St  
Denys

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19 February 2009

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# Executive Summary

## 1.0 Introduction

The aim of this review was to investigate how successful service provisions have been since St Denys Day Service opened in May 2006 after the closure of the Brookside Centre. The Day Service is based in St Denys Community Centre and is part of the Health and Social Care Directorate within Southampton City Council and works with adults with learning disabilities.

The Government's aim through the modernisation of Day Services was to ensure that the resources committed to the centres were focused on providing people with learning disabilities with new opportunities to live full and purposeful lives (Department of Health 2001). In order for this aim to be successful, emphasis was placed on supporting people in developing their capacity to do what they want to; to help people develop the skills and capacity to form friendships and relationships with a wider range of people; to enable service users to develop skills and enhance their employability; and to help communities welcome people with learning disabilities.

## 2.0 Method

It was decided that it was important when reviewing the day service to get the views and opinions of both staff and service users; and that the most appropriate method in doing so would be through distributing questionnaires; one for staff and one for service users.

Both the staff and service user questionnaires were designed so that the questions would cover the important areas of service provisions offered at St

Denys Day Service. Answers were treated with total confidentiality and given complete anonymity.

Quantitative data responses were summarized and examined, and tables and charts were produced to illustrate the data clearly. Thematic analysis was used for the qualitative responses, whereby common themes were identified until saturation point.

### **3.0 Output**

64 per cent of staff returned the questionnaire; whereas the return rate for service users was much lower at only 22 per cent.

100 per cent of the service users stated that they enjoyed coming to St Denys Day Service and that they enjoyed the activities and sessions that they did whilst accessing the service. 57 per cent of staff at St Denys Day Service totally agree and 43 per cent partially agree that there is a wide range of activities available to service users.

100 per cent of staff considered that service users felt fully supported by the staff whilst at St Denys Day Service. This is verified by the opinions of the service users.

73 per cent of service users do enjoy the food and refreshments available from St Denys Day Service. 18 per cent were unsure and 9 per cent said that they do not enjoy the food and refreshment. This is not dissimilar to the views of the staff at St Denys Day Service.

Table 10 shows that 91 per cent of service users that completed the questionnaire are happy with their transport arrangements. Only 9 per cent were

unhappy with how they get to and home from the centre. These positive feelings towards transport are also substantiated by staff.

91 per cent of service users felt that attending the day service helped them to feel part of the community; however, 82 per cent of service users would like to be more involved in the community than they are currently.

91 per cent of service users are happy with the community centre building and that it is suitable for running a day service in. 71 per cent of staff partially agree that the community centre is a suitable building to run the day service in; the remaining 29 per cent neither agree or disagree, and no staff totally agree.

86 per cent of staff partially agree and 14 per cent totally agree that communication between the team is good. 71 per cent of staff partially agree and 29 per cent totally agree that they are supported by the rest of the team at St Denys Day Service. 86 per cent of staff totally agree and 14 per cent partially agree that they receive suitable training in order to carry out the job that they do effectively.

## **4.0 Conclusions**

Staff and service users feel that the range of activities available at St Denys Day Service is very good and generally suitable for the needs of the service users. However, the issue of service users opting out of sessions is one that needs to be addressed. There does seem to be very good support offered by the staff to the service users and service users recognise this.

It is generally thought by both staff and service users that the food and refreshments available at the café are adequate; although healthier options could be encouraged more by staff. The current transport arrangements for service

users seem to be working well, with the majority of service users being happy with their provisions.

Both staff and service users were very much in agreement that St Denys Day Service helps to integrate service users into the community. It was also well announced that service users feel that they would benefit from even more community involvement than they currently get.

Looking to the building location and accessibility, there is a differing of opinion between staff and service users. Service users generally seem to be happy with the community centre building and that it is suitable for running the day service in. Staff opinion of the building was a lot less positive; with issues including not enough storage space, rooms being too small and there not being enough rooms to run a service in. The feedback for staff communication, support and training was very positive.

#### Recommendations

1. The issue of service users opting out of sessions is one that needs to be addressed.
2. The consistency of pricing in the café needs to be reviewed.
3. The most should be made of the space available in the community centre.
4. Service users should be encouraged and given further opportunity to access the community.
5. It is recommended that a review is undertaken in a year's time to evaluate the success of these recommendations if put in place.

# 1.0 Introduction

## 1.1 Aim of review

The aim of this review was to investigate how successful service provisions have been since St Denys Day Service opened in May 2006 following the closure of the Brookside Centre, after it was felt that it no longer met the needs of the service users.

The review was undertaken by a final year social work student from the University of Southampton whom was undertaking his final placement at St Denys Day Service. Having worked at, but not being linked directly to the centre, this has allowed for an objective review to take place.

## 1.2 Background information

The Day Service is based in St Denys Community Centre and is part of the Health and Social Care Directorate within Southampton City Council and works with adults with learning disabilities living in the Southampton area.

St Denys Day Service has up to thirty service user places per day, and approximately fifty individuals attend the service throughout the week. A variety of sessions are offered to service users depending on their wants and needs; including, self-advocacy, cookery, dance exercise, walking and personal presentation groups.

## **1.3 National context of the review**

To put this review into a national context, it would be prudent first to look at the White Paper, Valuing People (2001) which sets out the Government's commitment to improving the life chances of people with learning disabilities, as well as their visions for the future of services and provisions. The Government's aim through the modernisation of Day Services was to ensure that the resources committed to the centres were focused on providing people with learning disabilities with new opportunities to live full and purposeful lives (Department of Health 2001). In order for this aim to be successful, emphasis was placed on supporting people in developing their capacity to do what they want to; to help people develop the skills and capacity to form friendships and relationships with a wider range of people; to enable service users to develop skills and enhance their employability; and to help communities welcome people with learning disabilities. As the Government has recognized that for many families, day centres provide essential respite from the day to day demands of caring, the modernisation of day services that have taken place since the publication of the White Paper had to result in improvements for both service users and their families.

## **1.4 Projected output**

The projected output from this review will add to the anecdotal evidence of how service provisions have changed since the opening of St Denys Day Service. This will add to the evidence of the success of the day centre, as well as highlight any necessary recommendations for service improvement.

## 2.0 Method

### 2.1 Planning the review

It was decided that it was important when reviewing the day service to get the views and opinions of both staff and service users; and that the most appropriate method in doing so would be through distributing questionnaires. Questionnaires are useful tools to evaluating and reviewing services that are aimed at individualised outcomes and at capturing and describing service processes and possible areas for improvement (Breakwell *et al* 1995).

### 2.2 Staff and service user questionnaires

A questionnaire for staff (See Appendix I) and a separate questionnaire for services users (See Appendix II) were designed and both used a series of closed questions so that quantitative analysis could be made from the data gathered; and open questions where it was felt necessary to allow a degree of freedom in gathering information from the respondents.

Both the staff and service user questionnaires were designed so that the questions would cover the important areas of service provisions offered at St Denys Day Service; including, sessions and activities, service user support needs, food provisions, transport, service user community involvement, and building location and accessibility. The staff questionnaire had a further section of questions regarding staff communication, support and training.

The service user questionnaire was given to every service user that accesses St Denys Day Service; the staff questionnaire was given to each member of staff at St Denys.

When designing the service user questionnaire, much consideration had to be given as to the best way to present the questions so that they were understood by the majority of the service users whom access the centre. In order to present the information in a clear fashion, Mencap's guidelines for accessible writing (2000) were looked at in detail. Following this, two focus groups with two sets of service users whom access the centre were undertaken to gather thoughts and ideas regarding how best to present the questionnaire so that it was understandable to most service users.

## **2.3 Ethical considerations**

Both the staff and service user questionnaires adhered to the Code of Professional Conduct (Department of Health 2003) by clarifying their purpose and ensuring that the answers were treated with total confidentiality and given complete anonymity. All of those that completed a questionnaire gave permission for their answers to be used in the report.

## **2.4 Data analysis**

When analysing the Quantitative data gathered from the staff and service user questionnaire responses, the data was summarised and examined, and tables and charts were produced to illustrate the data clearly.

Before any analysis of the qualitative data provided from the questionnaires could be carried out, a suitable method had to be decided upon. The data received from the staff and service users were explored thoroughly and analysed using the qualitative method of thematic analysis. Thematic analysis was chosen as it is a methodology that describes the data set in detail with minimal organisation, and it reports patterns and themes within the data (Braun & Clarke 2006). Through the analysis of the questionnaires, common themes were

identified until saturation point was reached; by which no further themes could be located (Braun & Clarke 2006).

Staff and service users were sub-divided; allowing for true analysis of the output of each group, and to observe any comparisons between the two groups to see if there was any correlation of thoughts. Each member of staff and each service user were allocated an identity number for ease of classification, as well as to preserve anonymity.

# 3.0 Output

## 3.1 Analysis of data

Presented below is the analysis of the data gathered from the staff and service users that answered the relevant questionnaire. 64 per cent of staff returned the questionnaire; whereas the return rate for service users was much lower at only 22 per cent.

### 3.1.1 Sessions and activities

100 per cent of the service users that completed the questionnaire stated that they enjoyed coming to St Denys Day Service and that they enjoyed the activities and sessions that they did whilst accessing the service.

Table 1:

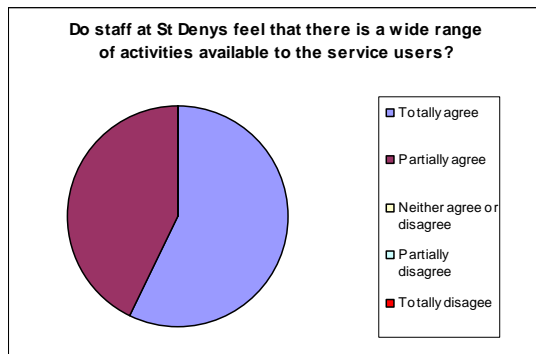


Table 2:

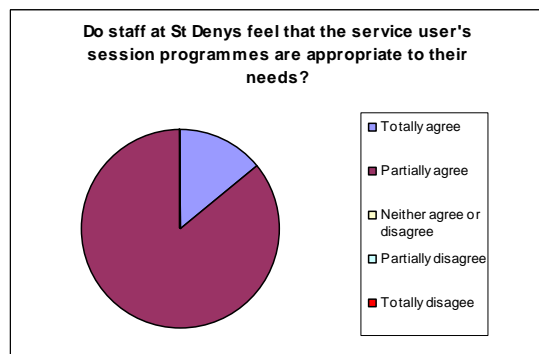


Table 1 shows that 57 per cent of staff at St Denys Day Service totally agree and 43 per cent partially agree that there is a wide range of activities available to service users.

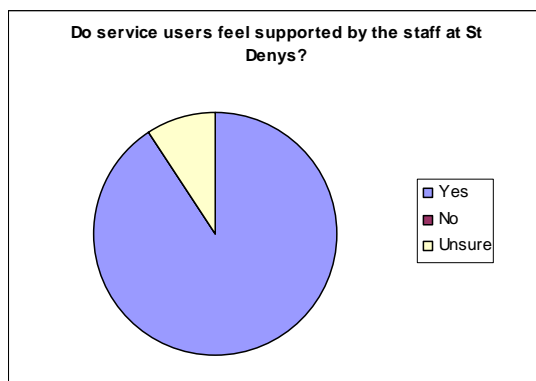
Table 2 illustrates that 86 per cent of staff partially agree and 14 per cent totally agree that the service user's session programmes are appropriate to their needs.

It has been highlighted from the staff questionnaire that it is felt that there is a fine line between allocating a service user to a session that they would like to do and whether it will be any use to them. It is also felt that the percentage of service users opting out of sessions is too high.

The service is beginning to develop some interesting sessions for its service users; including the recent introduction of monthly evening activities. It is felt that this movement away from the traditional day centre based activities is a positive step; however, it is very much dependent on the flexibility and adaptability of the team, as well as the limitations of staffing and financial resources.

### 3.1.2 Service User support needs

Table 3:



100 per cent of staff considered that service users felt fully supported by the staff whilst at St Denys Day Service.

This is verified by the opinions of the service users. Table 3 shows that of the service users that completed the questionnaire, 91 per cent said that they did feel supported by the staff at St Denys Day Service. The remaining 9 per cent felt unsure by the support they received and no service users felt unsupported by staff members.

100 per cent of service users were aware of whom their key worker was and that they felt supported by their key worker with any issues that they had.

Table 4:

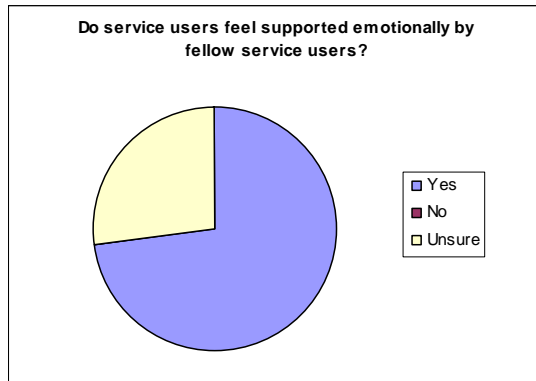


Table 5:

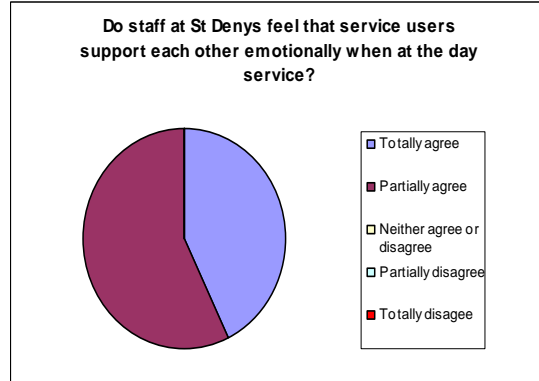


Table 4 shows that 73 per cent of service users felt supported emotionally by fellow service users. The remaining 27 per cent were unsure of this and none of the service users that responded to the questionnaire felt completely unsupported by their peers.

Table 5 illustrates that 57 per cent of staff partially agree and 43 per cent totally agree that service users support each other emotionally when at the day service.

It is felt by some staff that a lot of service users find it difficult to express their feelings and emotions; coupling this with limited staff time to deal with emotional issues, this can reduce the level of emotional support available to the service users. In contrast to this, the size and structure of the building allows staff to pick up incidents and issues that arise quite easily; although, because of this, finding a quiet area to talk to a service user can be very hard.

### 3.1.3 Food and the café

Table 6:

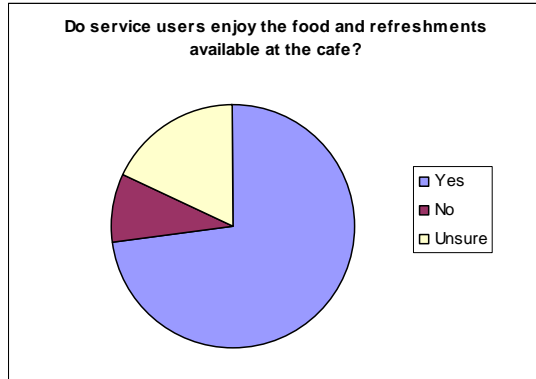


Table 7:



Table 6 shows that 73 per cent of service users do enjoy the food and refreshments available from St Denys Day Service. 18 per cent were unsure and 9 per cent said that they do not enjoy the food and refreshment.

This is not dissimilar to the views of the staff at St Denys Day Service. Table 7 illustrates that 86 per cent partially agree and 14 per cent totally agree that the food and refreshments available at the café were adequate for the service users.

It was highlighted from the staff questionnaire that food ordered from the pub is not always of a high standard. Staff would also like to see a healthier approach taken with the café.

Table 8:

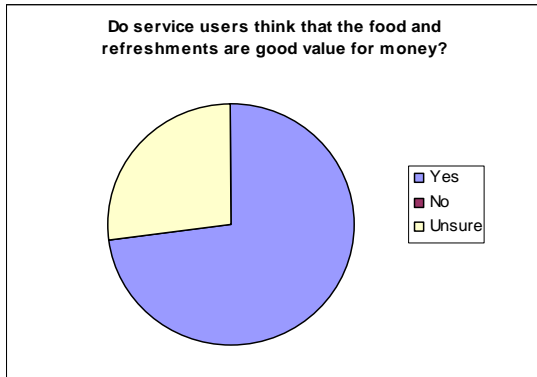


Table 9:

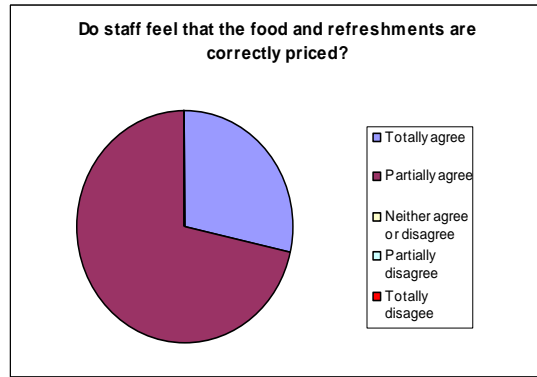


Table 8 represents whether service users feel that the food and refreshments on offer are good value for money. It shows that 73 per cent of service users did feel that good value for money is offered; the remaining 17 per cent were unsure.

Table 9 illustrates that 71 per cent of staff partially agree and 29 per cent totally agree that the food and refreshments are correctly priced.

It has been highlighted by some staff members that there is confusion over the price of some of the items sold on the café; and that this can often lead to inconsistent pricing. This could be confusing for service users.

### 3.1.4 Transport

Table 10:

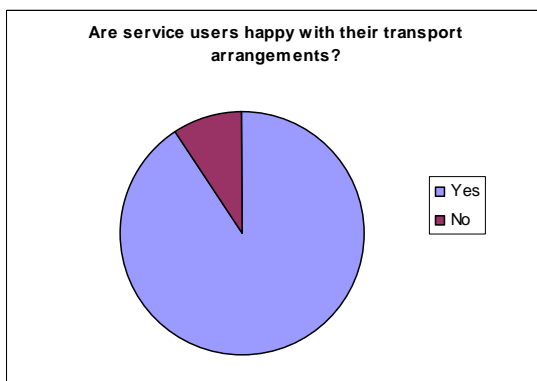


Table 11:

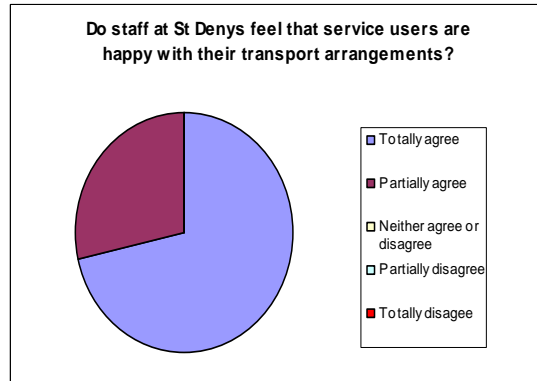


Table 10 shows that 91 per cent of service users that completed the questionnaire are happy with their transport arrangements. Only 9 per cent were unhappy with how they get to and home from the centre. It is important to mention that 100 per cent of service users that receive transport organised by the day service are happy with these arrangements.

These positive feelings towards transport are also substantiated by staff, with 71 per cent totally agreeing and 29 per cent partially agreeing that they feel that service users are happy with their transport arrangements.

Table 12:

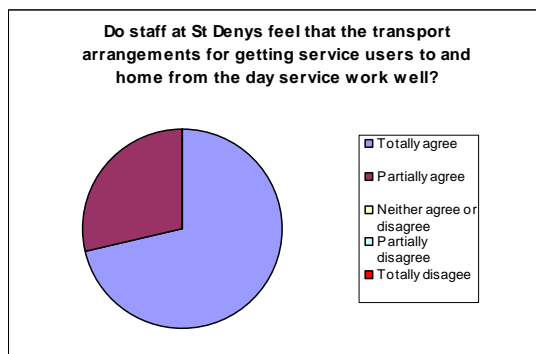


Table 12 shows that 71 per cent of staff totally agree and 29 per cent partially agree that the transport arrangements for getting to and home from the day service work well.

However, it has been highlighted that there can be difficulty in finding driver cover in the absence of the permanent driver. It is felt though that the transport provided is flexible and the best is made of the budget and resources available.

100 per cent of responding service users stated that they found it easy to get to and home from St Denys Day Services.

### 3.1.5 Service user involvement within the community

Table 13:

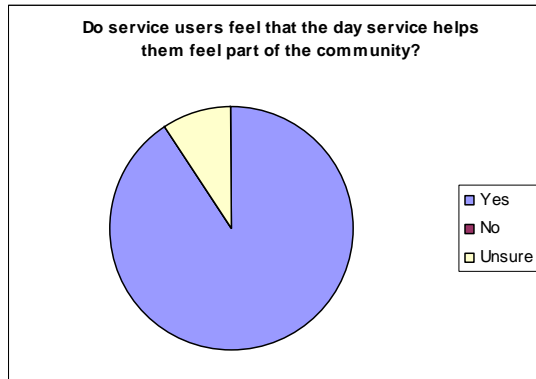


Table 14:

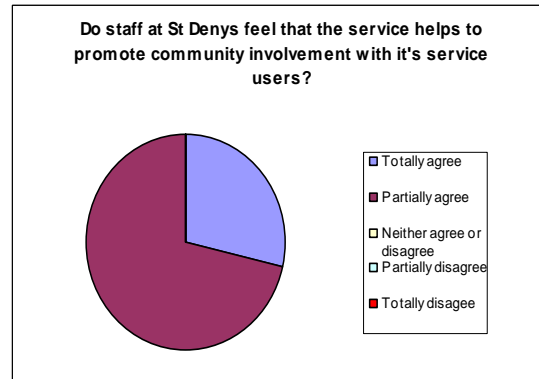


Table 13 shows that 91 per cent of service users felt that attending the day service helped them to feel part of the community. The remaining 9 per cent were unsure of this.

Table 14 illustrates that 71 per cent of staff at St Denys Day Service partially agree and 29 per cent totally agree that the day service helps to promote community involvement with its service users. All staff agreed that any further community involvement would be welcomed; however, it is important to be aware that the need to be involved in the community follows the wishes of the service users rather than it being the staff's perception of what service users need.

Table 15:

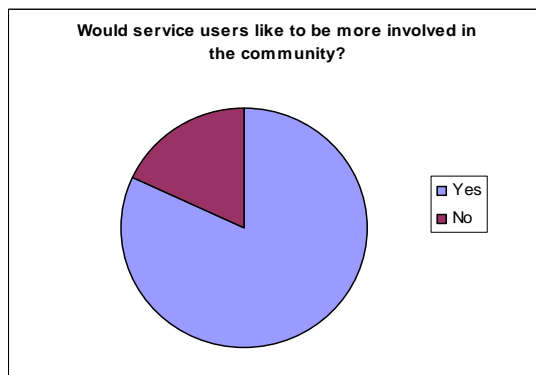


Table 16:

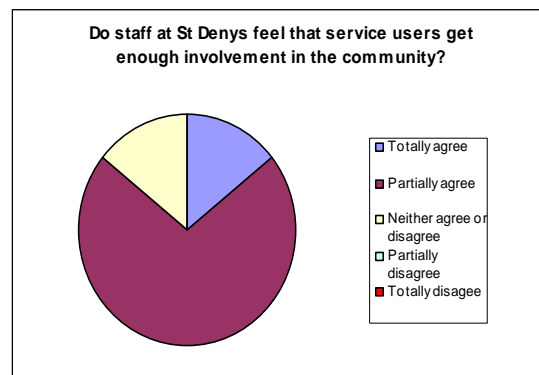


Table 15 illustrates that 82 per cent of service users would like to be more involved in the community than they are currently. The remaining 18 per cent felt that they would not like to be anymore involved in the community.

When asked whether they felt that service users get enough community involvement, 72 per cent of staff partially agreed with this; 14 per cent totally agreed; and 14 per cent neither agreed nor disagreed.

### 3.1.6 Building location and accessibility

Table 17:

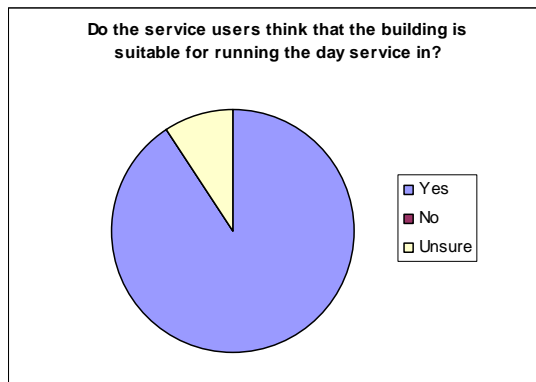


Table 18:

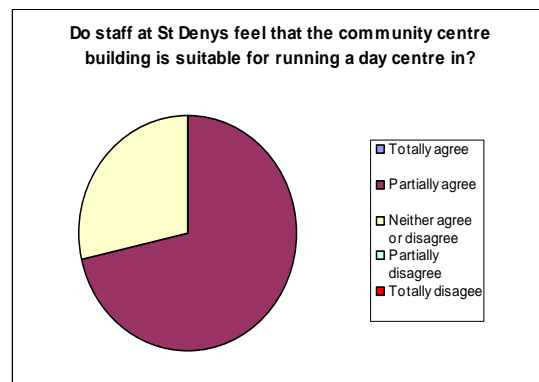


Table 17 illustrates that 91 per cent of service users are happy with the community centre building and that it is suitable for running a day service in. 9 per cent felt unsure and no service users acknowledged that the building was unsuitable.

There were however a couple of issues with the building highlighted by service users. The first issue was that it was felt that the building was too small for the number of people accessing the day service; and secondly, that there are not enough windows in the building.

Table 18 shows that 71 per cent of staff partially agree that the community centre is a suitable building to run the day service in; the remaining 29 per cent neither agree or disagree, and no staff totally agree.

Problems with the building highlighted by staff include, a lack of storage space; not enough windows and there not being enough rooms. However, the positive aspects include its location (easily accessible, close to other agencies and service user's homes). Staff need to ensure that the building is warm, bright and welcoming and that the space available is made best use of.

### 3.1.7 Staff communication, support and training

Table 19:

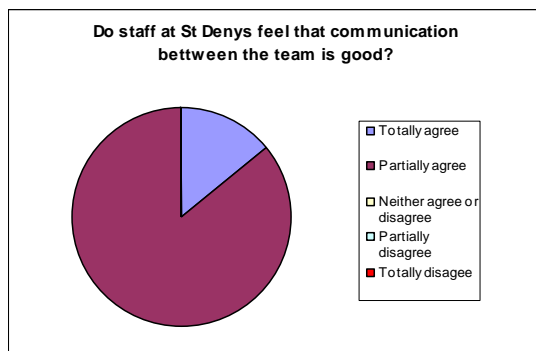


Table 19 illustrates that 86 per cent of staff partially agree and 14 per cent totally agree that communication between the team is good. It is thought that staff need to ensure regular access to e-mails and to use staff meetings appropriately to pass on relevant information.

Table 20:

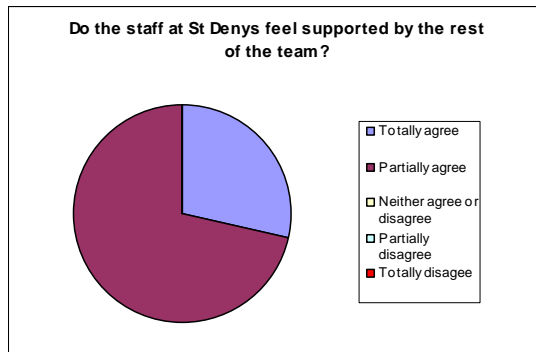


Table 20 shows that 71 per cent of staff partially agree and 29 per cent totally agree that they are supported by the rest of the team at St Denys Day Service.

Table 21:

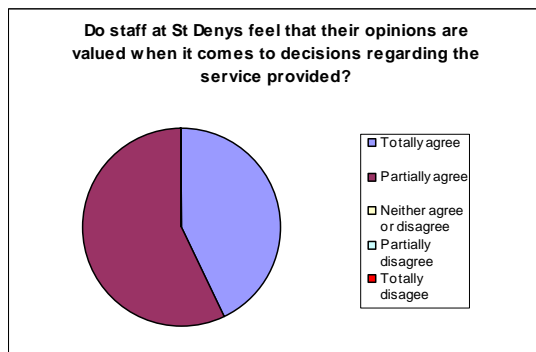


Table 21 illustrates that 57 per cent of staff partially agree and 43 per cent totally agree that their opinions are valued when it comes to decisions regarding the service provided at St Denys Day Service.

Table 22:



Table 22 illustrates that 86 per cent of staff totally agree and 14 per cent partially agree that they receive suitable training in order to carry out the job that they do effectively.

### **3.1.8 Areas of strength and further ideas for change or service improvement**

The service user questionnaire (Appendix 2) included an open question asking for the service user's opinions on the best thing about coming to St Denys Day Service. 100 per cent of respondents answered this question. Table 23 illustrates the main themes emerging from the responses.

Table 23:

Themes	Responses
Socialising	<p><i>'Like the staff and socializing with other people.'</i></p> <p><i>'Making friends.'</i></p> <p><i>'Meeting up with my friends.'</i></p> <p><i>'See my friends.'</i></p> <p><i>'Meeting other people.'</i></p> <p><i>'Meeting friends.'</i></p> <p><i>'People are nice.'</i></p> <p><i>'The fun I have with staff and friends.'</i></p> <p><i>'Meeting up with friends.'</i></p>
Activities	<p><i>'I like the activities provided.'</i></p> <p><i>'Learning new things.'</i></p> <p><i>'I enjoyed the different activities.'</i></p> <p><i>'Doing lots of different things.'</i></p> <p><i>'Doing activities.'</i></p>
Community Involvement	<p><i>'The best thing about coming to St Denys is; going out in the minibus and going shopping.'</i></p>

Table 23 shows that there were 3 main themes; socialising, activities and community involvement. These themes correspond well with the aims of the day service and also the objectives of the government's modernisation of day services agenda (Department of Health 2001). From the responses collected, it is not clear whether it is the staff or fellow service users that those who access St Denys Day Service enjoy socialising with. This could be a possible area to look into in future reviews of the service.

The service user questionnaire also included an open question asking for service users opinions on the worst part of coming to the day service. Only 45 per cent of service users opted to answer this question. Table 24 illustrates the main themes emerging from these responses.

Table 24:

<b>Themes</b>	<b>Responses</b>
Building unsuitability	<i>'Building is too small.'</i> <i>'The noise.'</i>
Conflict with service users	<i>'When ..... is being rude to me and swearing.'</i>
Food	<i>'Sometimes wrong food is given to me.'</i>
Other factors	<i>'Getting up early.'</i>

As less than half of the service users that completed the questionnaire answered this question, there are no real reoccurring themes that have emerged. The only theme that was raised more than once was in reference to the suitability of the building. The fact that only 45 per cent of respondents answered this question does suggest that more than half of the service users accessing St Denys Day Service are satisfied with the service that they receive.

## 4.0 Conclusions

As far as sessions and activities are concerned, both staff and service users feel that the range of activities available at St Denys Day Service is very good and generally suitable for the needs of the service users. However, the issue of service users opting out of sessions is one that needs to be addressed. Although service users should have choice, it might be that those that constantly opt out of sessions should have their service reviewed to discover the reasons behind it.

There does seem to be very good support offered by the staff to the service users and service users recognise this. Each service user having an allocated key worker is a system that works well and service users feel able to go to their key worker for help and support when they need it. Alongside staff support, service users also feel supported emotionally by each other.

It is generally thought by both staff and service users that the food and refreshments available at the café are adequate; although healthier options could be encouraged more by staff. The food available from the pub at lunch times is not always at the same high standard as that cooked during sessions. However, this is an opinion raised by staff rather than service users; therefore it seems that service users are happy with the lunches provided by the pub. Both staff and service users are generally in agreement that the refreshments available at the café are correctly priced; although, consistency of pricing needs to be looked at.

The current transport arrangements for service users seem to be working well, with the majority of service users being happy with their provisions. This opinion is also shared by the staff; although there are concerns over finding driver cover when the permanent driver is off from work. This is a difficult issue to resolve as it cannot always be predicted when the permanent driver will not be available, e.g. in times of illness.

Both staff and service users were very much in agreement that St Denys Day Service helped to integrate service users into the community. It was also well announced that service users felt that they would benefit from even more community involvement than they currently get. Staff are also in agreement of this, but it is felt that there are issues over resources and staff numbers that can limit the amount of community involvement provided. The introduction of evening activities is a welcome concept; and it would benefit service users to develop this and similar activities further.

Looking to the building location and accessibility, there is a differing of opinion between staff and service users. Service users generally seem to be happy with the community centre building and that it is suitable for running the day service in. Size and limited a number of windows were however an issue with a small number of service users. Staff opinion of the building was a lot less positive; with issues including not enough storage space, rooms being too small and there not being enough rooms to run a service in. Although service users do not generally recognise a problem with the community centre, it should be ensured that the most is made of the space and that the building is made to look warm, bright and welcoming.

The feedback for staff communication, support and training was very positive. Communication is agreed to be good; although it needs to be ensured that staff pass on relevant information to the rest of the team. Staff generally feel supported and valued within the team; and it is felt that the training received is suitable for the jobs that are done; so should therefore continue as at present.

## **4.1 Limitations**

Although the service user questionnaire was designed specifically for the client group; for most of those that access St Denys Day Service, support would still have been necessary in order for them to complete the questionnaire and

sufficiently put across their opinions. Therefore, the number of responses received was heavily dependent upon whether the service user had a carer or family member at home who was happy to assist with the completion of the questionnaire. From gaining feedback from those that did not return the questionnaire, a common theme emerged that these service users would have preferred to have filled out the questionnaire whilst at St Denys Day Service with the support of a member of staff. However, although this method would have had its benefits, this in its self would have posed issues surrounding confidentiality and may have skewed the data received as the staff member would have been directly linked to the day service (Berrick *et al* 2000, cited in Baker 2007).

A further limitation of this review was the return rate of the service user questionnaires. As only about a quarter of service users completed and return the questionnaires, the findings from the data gathered may not necessarily be representative of the service users whom access St Denys Day Service as a whole.

Acknowledgments should also be made to the limited time scale (1 week) that staff members had to complete the questionnaire. Alongside their busy working schedules, this may have accounted for a somewhat lower return rate than if more time had been available. Likewise, this may have compromised the level of detail in which the staff questionnaires were completed.

It may also have been beneficial to analyse whether there were differing views and opinions from the staff at St Denys Day Service depending on their position within the team; for example, was there a correlation of opinions with all Day Service Officers and if so, how did that compare with the views of support workers. However, due to the time constraints in constructing the review, this was not possible. Confidentiality would also have been compromised here, as by disclosing the job position of the staff that answered the questionnaire; this in some cases could have led to the identification of certain staff members.

## 4.2 Recommendations

The following recommendations for future practice and service improvements have been highlighted:

1. The issue of service users opting out of sessions is one that needs to be addressed. Although service users should have choice, it might be that those that constantly opt out of sessions should have their service reviewed to discover the reasons behind it.
2. The consistency of pricing in the café needs to be looked at as staff pricing items differently can be confusing for the service users.
3. The most should be made of the space available in the community centre. It should be ensured that the building is warm, bright and welcoming. One idea could be to display more service user art work to brighten up the space.
4. Service users should be encouraged and given further opportunity to access the community. The introduction of the evening activities has been successful and this would benefit from being developed further to offer the service users a wider range of community experiences.
5. It is recommended that a review is undertaken in a years time to evaluate the success of these recommendations if put in place. Also, it would be beneficial to gain the thoughts and opinions of wider agencies.

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# APPENDIX I

**Please tick the answer that most represents your opinion.  
You may add further comments if you wish.**

## **Sessions and activities**

Do you feel that there is a wide range of activities available to the service users?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

As far as it is possible, do you feel that the service user's session programmes are appropriate to their needs?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Any further comments/suggestions:

## **Service user support needs**

Do you feel that the service users are fully supported by the staff at St Denys?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you feel that the service users receive effective emotional support as well as with day to day issues that arise?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you feel that the service users support each other emotionally when at the day service?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Any further comments/ideas:

**Food and the café**

Do you feel that the food and refreshments offered at St Denys are adequate for the service users?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you feel that the food and refreshments are correctly priced?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Any further comments/ideas:

**Transport**

Do you feel that the transport arrangements for getting services users to and home from St Denys Day Service work well?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you think that the service users are happy with their transport arrangements?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Any further comments/ideas:

Do you feel that our service users get enough involvement within the community?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you feel that St Denys Day Service helps to promote community involvement with its service users?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Any further comments/ideas:

### **Building location and accessibility**

Do you feel that the St Denys Community Centre building is suitable for running the day centre in?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you feel that there are any issues with the building, its location or accessibility?

Any further comments/ideas:

**Staff communication, support and training**

Do you feel that communication between the team is good?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

If not, how can we improve?

Do you feel supported by the rest of the team?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you feel that your opinions are valued when it comes to decisions regarding the service provided?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

Do you feel that you receive suitable training for the job that you do?

Totally agree \_\_\_\_\_ Partially agree \_\_\_\_\_ Neither agree or disagree \_\_\_\_\_  
Partially disagree \_\_\_\_\_ Totally disagree \_\_\_\_\_

If not, what areas of training do you feel need improving?

**Finally**

Please use the space below to comment on any further issues regarding any area of St Denys day service, including any ideas for change or service improvement.

**Thank you for your time and participation in completing this questionnaire**

## **APPENDIX II:**

### **St Denys Day Service**

#### **Voice Your Opinion**

#### **How good is the service offered at St Denys Day Service**

#### **What is this questionnaire about?**

The team at St Denys day service is trying to find out your opinions on the service that we offer you here at the centre.

This leaflet explains what the questionnaire is about and why it is so important.

#### **Why is this questionnaire important?**

Filling out this questionnaire will help to improve the services that you receive from St Denys Day Service.

#### **Why have I received this questionnaire?**

As a person that accesses the centre, it is your views and opinions that are most important when reviewing the service we provide.

#### **Who should fill it in?**

You may ask somebody you trust to help you fill it in, maybe a member of your family, a carer or advocate if you have one. However, it is your views we would like, not there's.

## **How do I fill it in?**

Tell us what you honestly think of the service we provide. There are no right or wrong answers.

There will not be any information in our report that will lead to you being recognized.


You do not have to give your name and what you say will be treated in full confidence, unless it raises issues about your or anyone else's safety or well being.

## **Where and when should I return the completed form?**

Please return the form back to a member of staff at St Denys.

The deadline for completion is: Tuesday 23 December 2008

**Thank you for your help**

Please tick  the face that represents your opinion.  
You are welcome to add further comments.

### Things that you do



Do you enjoy coming to St Denys Day Service?



Do you enjoy the activities you do at St Denys?





Are there any activities that you would like to do that you do not do now?

**Please comment:**

## Support



Do you feel supported by the staff at St Denys?





Do you know who your keyworker is?



Does your keyworker support you with any issues that you have?





Do you feel supported emotionally by the staff?



Do you feel supported emotionally by fellow service users?



## Food and the Café



Do you enjoy the food and refreshments available at the café?



Do you think that food and refreshments are good value for money?



## Transport



Who brings you to St Denys Day Service?



How easy do you find it to get to the day centre?





Are you happy with your transport arrangements?

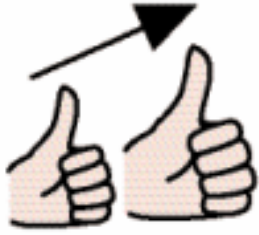


### Involvement within the community



Does St Denys Day Service help you feel part of the community?





Would you like to be more involved in the community?



### **Building location and Accessibility**



Do you think that the building is good for running a day service in?





What would you change about the building if you could?

**Please Comment:**

**Finally**



What is the best thing about coming to St Denys Day Service?

**Please Comment:**



What is the worst thing about coming to St Denys Day Service?

**Please Comment:**

**Thank you for you time and help in completing this questionnaire.**