

## Results of Members' Annual Survey: The Bradbury Centre

This short report has been written to let you know what feedback was received and our response to your comments and suggestions. As previously stated, comments from the questionnaire will also be used in our publicity and reports that are required to give evidence of what is being achieved for older people in Kingston at the Bradbury.

79 people who regularly use this service took part in this questionnaire at a time when membership stood at 276.

### How did you first hear about the Bradbury?

43% of people came to the Bradbury because of a friend. Others saw notices in local hospitals, doctors' surgery or clinic, church notice boards, local libraries with 3 people just walking in as passers-by. Some people were advised of the Bradbury by their social worker or other health/social care professional.

### Bradbury Activities and Therapies

66% of members who completed the survey use 3 or more activities, including the café; 18% use 2 and 16% attend 1 activity only. Only 2 people said they use the café alone. Socialising and café use is the most popular pastime for those who participated in this survey.

### Views and comments on the services/activities used:

**Art Group:** *The art group is very helpful, well organised... I enjoy it when it is more structured....excellent art tutor who is very encouraging...creates a good atmosphere....well qualified, experienced, knowledgeable and patient.*

**Bridge:** *It is pleasant and sociable and benefits my friend who is slowly recovering from a stroke.... not bad....*

**Book Group:** *good...excellent...[leader] has introduced us to vast variety of books and authors which we'd probably not have tried on our own....she keeps order and inspires... the discussion afterwards is the best part.... This is the highlight of my month....very well run....spoilt only by noise from other activities...excellent morning...*

**Computer Course – Monday:** *... tutor was excellent....good...encourages all members to participate ...I was a little confused a times...well run...*

**Computer Course – Friday:** *... very well run...Friday tutor was excellent, made it easier to understand...*

**Discussion Group – Monday:** *... group super...excellent... friendly, lively amusing, informative, tolerant...interesting...Bossy but fabulous....volunteer leader is enthusiastic and forward looking...excellent leadership...group is quite large but [volunteer's] enthusiasm keeps it interesting...*

**Discussion Group – Wednesday** *...lively discussions on a wide variety of topics... well run...group very friendly, varied well run by [volunteer] who is nice to approach for advice.*

**French Conversation:** *[volunteer] kept...group together extremely well run. Everyone enjoys the hour very much and I hope it will continue for a long time to come...marvellous relaxation and good company...*

**Gentle Exercise to Music:** *...well run and enjoyable...excellent....delightful, informative teacher...full of praise and enthusiasm... Always open to any question...makes time after class to help you with any*

areas of problem you may be experiencing. ...helpful exercises to do at home....unfortunately the chatter and talking is so loud it spoils the class especially. 5 minutes relaxation at the end....too long...not gentle – too vigorous...just long enough...

**Line Dancing:** ....well taught ....provides good exercise, increases mental stimulus and laughter...great fun.....brilliant teacher...works us hard... tuition music and exercise

**Patchwork:** ...most enjoyable and very well run, nice to work as a group...good...this activity is enjoyable to attend. The leader is cheerful, patient and helpful.

**Philosophy For Life:** ...- the lovely people who run this group are a living advertisement to their philosophy. It has helped me a lot. I hope it continues for a long time.....is well run but sometimes it is hard to hear because of other conversations

**Salsa:** ...provides a second exercise session and the use of different muscle groups. Teacher is very good...class has fun and laughter...enjoyable...excellent tuition, music and exercise

**Scrabble:** scrabble players rule themselves, sometime sharing tiles - more social than competitive

**Spanish:** ...teacher good when I needed beginners' level...as a beginner, I found these classes well structured, helpful and fun. I think it was difficult for the tutor to manage many levels at the same time - or essentially 2 levels where the more advanced group had been coming for a year or more. ..tutor - nothing was too much trouble for her...attended 3 classes and enjoyed them. Some repetition, but would like to continue.

**Tai Chi :** ...well run and enjoyable....excellent. Very enjoyable....would attend every week if possible...just long enough

**Yoga :** [Tutor] brings calm and focus with gentle but effective yoga positions. We enjoy it as a class and it helps to maintain flexibility... not enough space.... very good

**Chinese face massage/reflexology (Wednesday):** Reflexology, very good....therapist gifted...excellent...reflexology – too pricey...face massage absolutely brilliant...valuable services...

**Massage reflexology (Thursday/Friday):** ...wonderful massage therapist...always held in a relaxing environment....great fun....very enjoyable and relaxing

**Podiatry:** ...was quickly and competently done...pleasant...rather short in time (20 mins)...a valuable service ... average, not suitable for any real problems with feet, his surgery would have better facilities (equipment wise) ...very good having a podiatrist... ok, given the limitations of the service.... happy with Podiatry

**Café/Socialising:** The food is excellent and extremely good for value. The volunteers and staff are always helpful and cheerful....Well run....Marvellous! Good food, friendly staff, gives me uplift by seeing the welcome by all...great coffee, delicious roast potatoes! ...Prices are reasonable and the home made soups and cakes are delicious....We always enjoy the café and chatting to friends

**Other comments about events/activities:** Party/disco at Christmas was very good.... Quiz, was very good...The drama group was for a limited period and allowed Bradbury members to actively interact with the students who were in the 2nd year. The production at the end was a good demonstration of the mutual respect of both groups and allowed participants to share skills and information in a non threatening manner....all excellent...All activities are very well run and interesting...Positive ageing talk (first one) - no time for discussion or questions after talk. Assumption by speaker that none of us were positive....camera talk, excellent, at just the right level for me....Swimming have enjoyed the sessions and camaraderie with the Bradbury Group

**We asked you to give your rating on a scale of 0 (does not use) to 5 (excellent) of the following and you replied:**

**Food:** Of the 66 people who answered this question, 91% thought the food was good or excellent.

Comments regarding the food in the café were mainly positive. However, some members have made the following suggestions: *change snacks occasionally e.g. small pizza slice, spring rolls, salad, macaroni cheese, cauliflower cheese...more variety of food...extra fillings in sandwiches e.g. egg.*

**Newspapers:** 68% of those who responded to this question marked excellent or good

**Notice boards:** 75% of those who responded marked excellent or good.

Comments regarding notice boards include:.. *muddily, overcrowded...the information provided in the centre is very helpful...*

**Computers:** Of the 55 who responded, nearly 50% do not use the computers. Of those who do, 56% thought they were good or excellent.

**Books:** 54 respondents answered this question; nearly half do not use the books but the majority thought they were good or excellent.

**Centre Staff:** Of the 69 respondents, 97% thought they were good or excellent

Comments about staff and volunteers were overwhelmingly positive: *staff always pleasant...respectful...cheerful...friendly...a joy...definite improvement since new staff came 6 months ago.*

**What members' most like the Bradbury:**

The main answer related to the how friendly the Bradbury is and what a good place it is to make friends. Comments included:

*... everyone very friendly...welcoming atmosphere...relaxed and friendly...social ambiance that the centre gives out...pleasant friendly environment...you see people chatting and enjoy chatting...I live alone and I have made many new friends...*

Others most liked the staff; the café, the building, the garden, the safe and inclusive environment and the activities. Comments included:

*...the classes I attended and the fact that you meet new people, and can get a meal or drink" Another liked attending: "a place to meet and to learn new things helping to keep both mind and body active" and another: "attending classes with people of similar age and level".*

**Other services members would like to see offered:**

Earlier, later and weekend opening; a hairdresser; more evening events and day outings; quizzes/events on a day other than Thursday; extra yoga and keep fit classes – some more appropriate to older people to aid strength and coordination; group for bereaved people; use of the University transport bus; craft classes; DIY class; cheaper theatre trips; debates' and talks.

## What members most what to see improved at the Bradbury

35 members answered this question with 60% reporting noise being a problem during activities or when people were trying to socialise. Suggestions included drapes, curtains or movable wall to curtail noise or putting a wall up at shut off kitchen. Some respondents recognised that for the Bradbury to retain its atmosphere and ambiance there was probably little that could be done to reduce the noise level. One thought that a fundraising target could be set to raise money for a screen/wall.

Members would like to see more consultation with tutors over timetable changes and also more contact with Age Concern's management with knowledge of any "pre-written objectives..." Others would like to see groups having exclusive use with no overlapping activities.

## Members' attendance at other centres for activities

Interestingly of the 65 respondents, 78% solely attended the Bradbury Centre. The remaining 22% attended a variety of church, library or other organisations that offer various activities such as exercise, craft, gardening or faith based activities.

## Additional comments about services offered at the Bradbury

Comments from members include: *"We need a bigger centre, one room is not enough!"....Entry at a younger age gives Bradbury the edge over other clubs.....I think Bradbury endeavour to cover all services at the Centre very well... The hearing aid visitor is great, I don't have to visit Kingston Hospital...I just hope it continues to be supported enough to keep it going... It is reassuring to know that it is here. It must not be allowed to close. It is a lifeline to many...Good atmosphere, friendly and quite lively. Not what I expected from a centre for the elderly....Too good to be missed.*

## Response to members' survey

In response to some of your comments and suggestions:

- **Timetable changes:** Some minor timetabling changes will take place in April. On a Monday, Yoga will take place between 4pm – 5pm. The Centre will only be open only to Yoga participants during this time in order to provide the calm and quiet needed for this activity. The Centre will now have 2 hours between 2pm - 4pm for socialising; it also allows for a talk or other one-off events from time to time. Other minor changes/additions will be notified shortly but we recognise the importance of good communication and therefore aim to give at least a month's notice, where possible, of any one-off timetable changes.
- **Opening hours:** the Centre will open until 4.30pm on Tuesdays, Wednesdays and Thursdays for the Spring and Summer period after Easter.
- **Café/Food:** we have limited storage space and capacity which is why our selection is limited; however we are currently reviewing our menu and hope to introduce some extra healthy choices such as salads and also a "sandwich of the week".
- **Noise:** the challenge of noise is not so easily answered without structural change and expense. At the Bradbury we try to provide a variety of activities and social opportunities; to provide exclusive use to all groups is not possible without reducing our programme and we feel this would be detrimental to our members. We hope the changes mentioned above may go some way to combating some of the noise issues but we continue to ask for your cooperation and tolerance from all users of the Bradbury.
- **Additional events/outings:** these are currently being planned and we would ask you to look out for various social trips and outings that will be advertised over the coming weeks and months.

The Bradbury Staff wish to thank you for your kind and generous comments.