



Enliven Day Services

FY2022 Evaluation Summary

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Conflict of Interest Declaration

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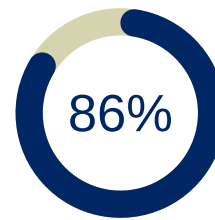
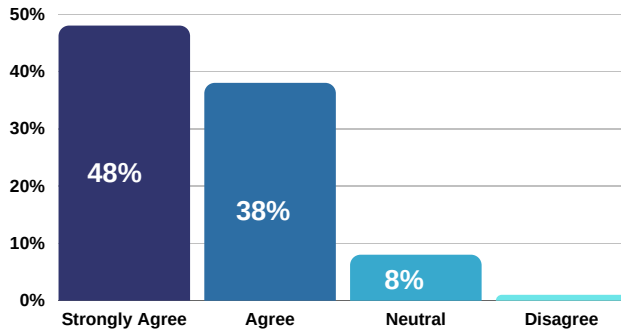
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In total, 307 of the 318 supported clients were sent a survey, which is a sample size of 97%. There were 138 responses to the Day Services evaluation, which is a response rate of 45%.

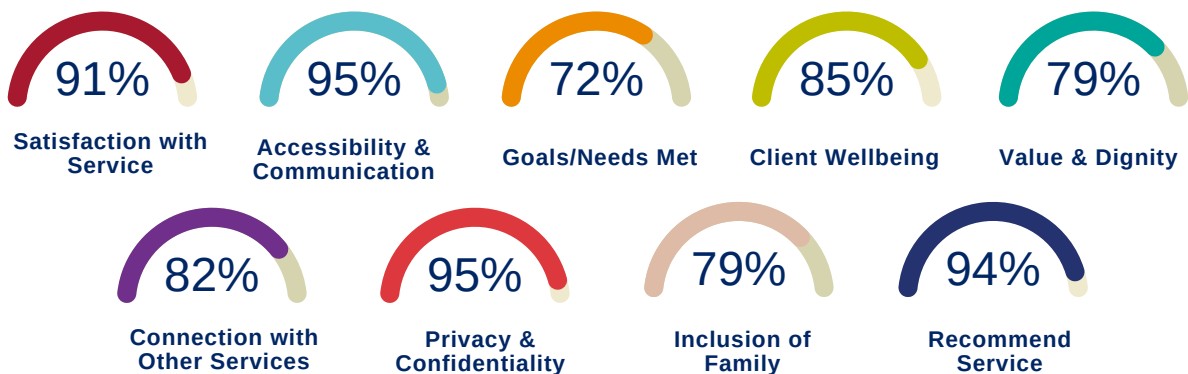
HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



Overall Agreement Rate

- A vast majority of respondents (86%) expressed positive feedback about the Enliven Day Services quality and delivery. Almost half of responses (48%) were "Strongly Agree" and 38% "Agree" which shows that the clients are very happy with the service.
- The overall agreement rate (86%) was very high. This satisfaction indicator is calculated by summing "Strongly Agree" and "Agree" responses.

AGREEMENT RATE BY QUESTION THEMES



- Most respondents felt that their privacy and confidentiality are respected and were satisfied with the communication and responsiveness.
- Lower rates of agreement were received around the Goals/Needs Met domain.

WHAT CLIENTS FOUND HELPFUL

CLIENTS' COMMENTS ABOUT THE MOST HELPFUL ASPECTS OF THE SERVICE

Improving wellbeing - having company, being connected with other people

"I am not lonely now. My vocabulary has improved. My cognitive impairment has improved. My family and I are very happy about everything."

"Gives me a sense of belonging, thus I am happy. I love sharing what I have done with my husband."

Engaging in a range of stimulating activities

"You people showing me how to play games. I didn't know how to play and understand until I came to the Enliven Program."

"The day outing is a good stimulating for the mind."

Receiving respite helps carers and whānau

"It has been most helpful for family to get a break."

"As I am my husband's carer, it enables me to have a daytime for 'me' to be able to do my own thing knowing he is in safe hands for a few hours."

Helpful and supportive staff

"Kindness shown by the staff to my needs."

"The staff are very kind and supportive. It also supports my Whānau so they can carry on with their work. They are very grateful."

The key areas of improvement identified by respondents related to providing a wider range of activities, offering additional sessions and different times, improving the staff communication and skills and for some, provide more transport options.

Overall, for the reporting period respondents expressed their great satisfaction with the Enliven Day Services they received and 94% of respondents would recommend this service to others. This is also reflected in comments provided about the positive aspects of the services.

Enliven thanks all respondents for participating in this survey. The Day Services teams value the feedback provided and will make improvements based on the suggestions. This helps us to continuously improve our service to clients and their families.