



Enliven Day Services

FY2023 Evaluation Summary

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Author

Dr Sheri Zeng
Researcher/Evaluator, Presbyterian Support Northern

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Conflict of Interest Declaration

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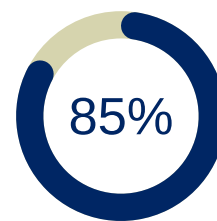
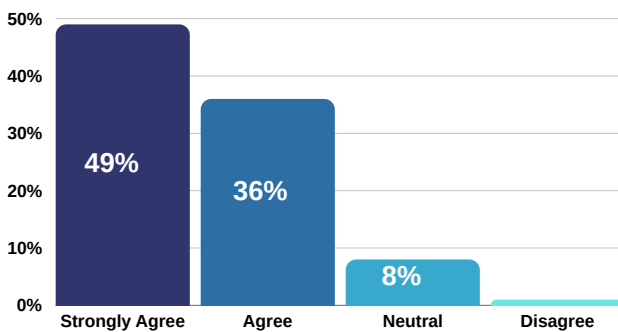


Enliven Day Services

FY2023 Evaluation Results

In total, 350 supported clients were invited to take part in this year's evaluation and were sent hard copies of the survey. There were 138 responses to the Day Services evaluation, resulting in a 34% response rate. Respondents provided feedback about service quality and delivery, and helpful aspects of the service and also provided recommendations for improvement.

HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



Overall Agreement Rate



A vast majority of respondents expressed positive feedback about the Enliven Day Services quality and delivery. The overall agreement rate (85%) was very high. This satisfaction indicator is calculated by summing "Strongly Agree" (49%) and "Agree" (36%) responses.

AGREEMENT RATE BY QUESTION THEMES



Satisfaction with Service



Accessibility & Communication



Goals/Needs Met



Client Wellbeing



Value & Dignity



Connection with Other Services



Privacy & Confidentiality



Inclusion of Family



Recommend Service



- Most respondents (97%) felt that their *privacy and confidentiality* are respected and rated the responsiveness related to *accessibility & communication* highly (94%)
- Lower rates of agreement were received around the Goals/Needs Met domain, while still high, at 75%.

WHAT CLIENTS FOUND HELPFUL

CLIENTS' COMMENTS ABOUT THE MOST HELPFUL ASPECTS OF THE SERVICE

Improving wellbeing - having company, being connected with other people

"It's great to be able to get out and meet people and to have friends, I'm not lonely anymore."

"Enliven has helped [client] to become more independent and he communicates much more with staff and other people."

Engaging in a range of stimulating activities

"As a carer, the social and exercise activities are very beneficial to a dementia sufferer."

"It's fun playing Rummikub, a few laughs along the way. Thank you Enliven I love it."

Receiving respite helps carers and whānau

"Being able to give my wife a rest and space."

"[Client] always comes home in a happy mood. It also gives me a break twice a week to recharge my energy."

Helpful and supportive staff

"Staff are always helpful, pleasant and welcoming."

"The people at Enliven are always helpful, friendly and prepared to go the extra mile. It truly is a life saver."

Overall, for the reporting period, respondents expressed their great satisfaction with the Enliven Day Services and 96% of respondents would recommend this service to others. This is also reflected in comments provided about the positive aspects of the services.

The key areas of improvement identified by respondents related to offering more activities and games, improving the communication and phone response, expanding the service, advertising the service, and recruiting more staff.

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.