



July 2010

Kent LINK Users' Perspectives of Day Centres for Older People in Kent

- In July 2009 Kent LINK started a project looking at people's knowledge, experience and ideas about day centres for older people in Kent
- The aim of the project was to find out the views and experiences of current and future service users of day care centres to see whether services continue to meet local needs
- Initially, this project was focused in West Kent but is now extended to East Kent; work here began in April 2010
- The project is split into three stages:
 - Stage 1** A series of focus groups involving current users of Age Concern Day Centres
 - Stage 2** 'Mystery Shoppers' visit the day centres acting as a relative to a potential day care service user
 - Stage 3** A survey of individual users and prospective users with regard to their expectations of future day care services
- Focus groups have now been held at 24 centres across Kent with over 200 clients having their say about how they had first come to hear about the centre, the method of transport they used to get there, what they liked and disliked about it and the help and support which was offered at the centre for clients
- 14 LINK Mystery Shoppers also made visits to the centres, posing as a potential client or on behalf of a potential client and giving feedback on their experiences following the visit
- A survey has also been distributed to a wide number of individuals over the age of 50 across Kent to find out their experiences of current day care services and their expectations of future services
- The information gathered will be used to produce a report to Kent County Council for improved services for communities across Kent
- The report will be available in hard copy on request from the Kent LINK central office and via the Kent LINK website (www.thekentlink.co.uk).