



Lunch Clubs Hackney

Hackney Lunch Clubs Network Satisfaction Survey Impact Report 2020

**Lunch Clubs Service that decreases social isolation and promotes
the health and wellbeing of older people living in Hackney**

Summary

The purpose of this report is to show results of the satisfaction survey carried out by the fourteen lunch clubs. Including brief case studies and feedback from service users, as well listing the diverse range of activities the lunch clubs provide for their members. As with any satisfaction survey the aim is to gauge the levels of service user satisfaction and strive to improve services.

The report is ostensibly for our funders London Borough of Hackney, but can also be shared widely to promote the work of Hackney Lunch Clubs Network and how lunch clubs help their members to age well.

About Lunch Clubs

Hackney Lunch Clubs serve the diverse communities in Hackney by providing lunches and reducing isolation and loneliness for older people by providing leisure and health activities, regular meeting places and opportunities to make new friends.

Whilst some Hackney Lunch Clubs are tailored to meet the needs of specific BAME communities. All lunch clubs are open to Hackney residents aged 55 and over, irrespective of gender, sexual orientation, faith or religion, and residents are free to choose whichever club they feel best meets their individual needs.

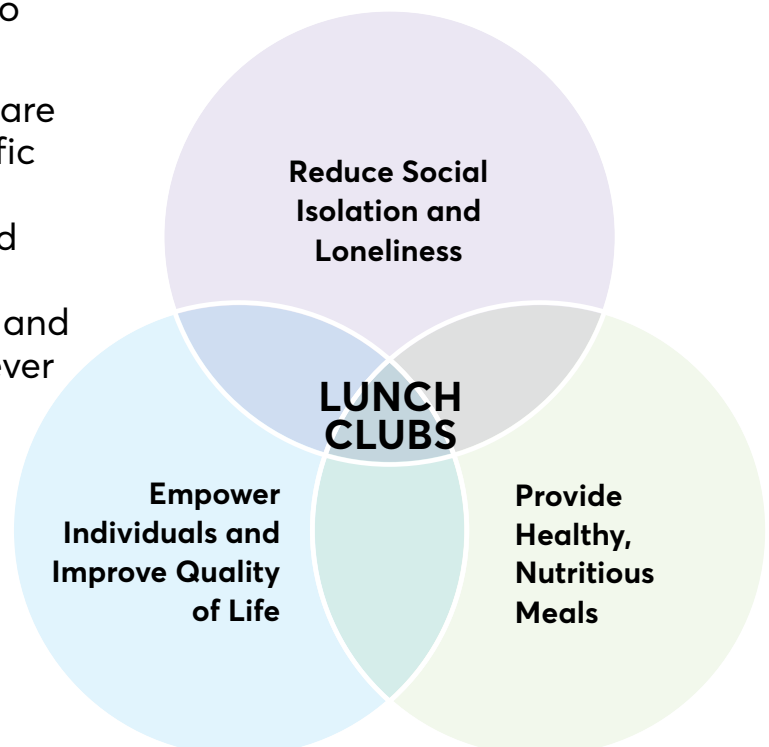
All Lunch Clubs hope to achieve outcomes that improve health and wellbeing by:

- Reducing the number of older people becoming isolated and socially excluded
- Empowering individuals to influence the design and delivery of the service they receive
- Improving individuals' quality of life
- Ensuring Lunch Club services are accessible to disadvantaged groups including people from Black and Minority Ethnic (BAME) communities

As well as hot lunches cooked on the premises, the lunch clubs provide health and wellbeing classes and awareness sessions on a host of topics that benefit their members. As well as outings to places of interest locally, and regionally such as trips to the seaside.

Suj Ahmed

Development Coordinator,
Lunch Clubs



Network Partners include:

- An Viet Foundation
- Chatsworth Road Methodist Church
- Hackney Caribbean Elderly Organisation
- Hackney Chinese Community Service
- Hackney Cypriot Association
- Halkevi
- Holly Street Lunch club
- Hotline Meals Service
- Nightingale Lunch club
- North London Muslim Community Centre
- Salvation Army Cambridge Heath
- Salvation Army Hoxton
- Centre 151 (formerly VLC)
- Woodberry Down – Lunch up



**36,200 Lunches
Delivered in 2019**

About Satisfaction survey

- 496 participants completed the annual survey from all 14 lunch clubs. This is not the total number of people attending the lunch clubs, as some attendees did not want to complete a survey. Some respondents who completed the survey did not want to complete the demographics section.
- The sexuality section of the demographics was uncomfortable for some respondents to complete, and some respondents defined themselves as "normal". We took these to mean Heterosexual and included those responses to the Heterosexual demographics.



**496
Responses**

Satisfaction Survey Results:

Demographics: One of the objectives of the Lunch Club service is to ensure they are accessible to disadvantaged groups including people from Black and Minority Ethnic (BAME) communities. The demographics from the respondents were analysed and found to be as follows (496 Responses):



Chart 1. **Ethnicity**

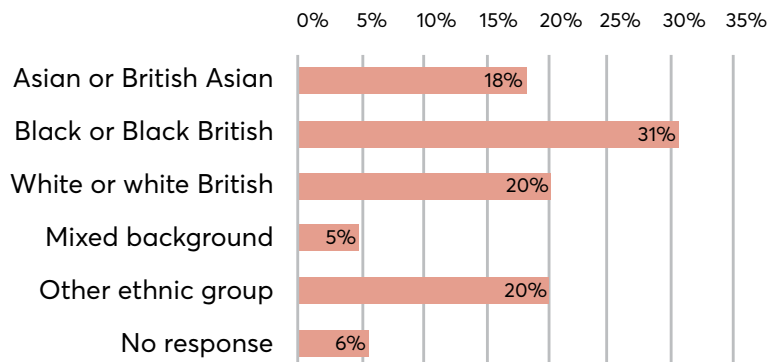


Chart 2. **Religion or Belief** (496 respondents)

- Aethist / No religion - 67
- Hindu - 2
- Sikh - 1
- Buddhist - 46
- Jewish - 5
- Other - 36
- Charedi - 8
- Muslim - 62
- Noreponse - 34
- Christian - 277
- Secular beliefs - 8



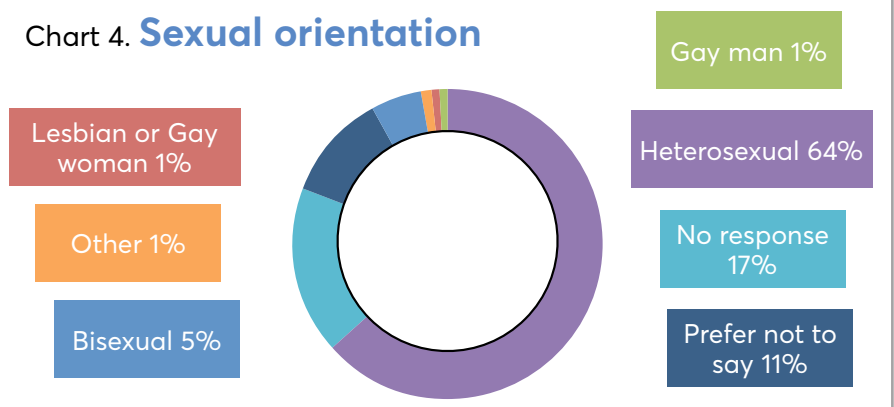
26% Respondents identified as disabled* and
16% had carer responsibilities

*(based on 2010 Equality Act)

Chart 3. **Gender identity different to the sex assumed at birth?**

Different	Same	Noreponse
6%	21%	73%

Chart 4. **Sexual orientation**



Questions and Responses:

Members were asked to rate their responses to the first nine questions using the scale: "Strongly Agree", "Agree", "Disagree", "Strongly Disagree" and "Not Sure". Questions left blank were recorded as "No Response". A comments section was available for each question, as well as an overall comment area.

Q1 I feel that I am treated with respect and dignity as an individual when attending the service. (496 Responses)



99% Feel respected



63% respondents "Strongly Agreed" with the statement that they were treated with dignity and respect, whilst 37% "Agreed".

Both staff and members make me feel valued

Caribbean Elderly Association

The staff treat me like family

Chinese Community Services

They respect me. The staff treat me nicely at all times

Chinese Community Services

My views are respected and staff also treat me with respect and value my opinions

Nightingale

Q2 I feel less isolated and more socially connected as a result of the service

One of the key objectives of the Lunch Club Service is to help to reduce social isolation in the elderly. Age UK report that more than 2 million people in England above the age of 75 live alone, and more than a million older people say that they can go for over a month without speaking to a friend, neighbour or family. Feeling socially isolated or lonely can lead to depression and a serious decline in physical health and wellbeing.

A total of 97% of members reported that they either "Strongly Agreed" or "Agreed" with the statement that the Lunch Club Service had helped them to feel less isolated and better connected socially. (496 Responses)

Chart 5. **Socially connected**



- Strongly agree (55%)
- Agree (42%)
- Disagree (1%)
- Not sure (1%)
- No response (1%)



These results were supported by the comments on the satisfaction survey:

Without this club I would be shut in by myself indoors. I look forward to coming everyday and meeting people.
Nightingale

I have more friends. Not alone now
An Viet Foundation

(If it wasn't for the lunch club) I would be by myself
Caribbean Elderly Organisation

Q3 I am involved in decisions about what activities and food are provided at the service. If yes, how?

Empowering individuals to influence the design and delivery of the service is another objective of the Lunch Clubs Service, for the members personal benefit and to ensure appropriate and enjoyable food, entertainment and services are provided.

Results showed that 75% respondents agreed with this statement ("Strongly Agreed" and "Agreed"), with 13% being unsure. (496 Responses)

Chart 6. I am involved in decisions about what activities and food are provided at the service. If yes how?

Strongly agree	Agree	Disagree	Strongly disagree	Not sure	No response
27%	48%	4%	2%	13%	6%

Some of the respondents referred to the formal way in which they were involved in decisions in the comments section whilst others mentioned more informal processes:

- "Survey/consultation/feedback forms" (An Viet Foundation)
- "Consultation/Group Forum" (Chinese Community Service)
- "Questionnaire/Survey" (VLC-Centre 151)

- "I make comments and suggestions" (Caribbean Elderly Org)
- "[Staff member] keeps me informed" (Chatsworth Road)
- "We share different ingredients and ideas" (Chinese Community Service)
- "We talk about our likes and dislikes" (Muslim Community Centre)
- "The staff speak to members, and ask for their views" (Nightingale)

Q4 I have a greater awareness of other services outside of the lunch club that can help me in my life. (496 Responses)



The other activities and awareness sessions are listed later in the report.



Q5 I feel that the food and drinks served are healthy, nutritious and enjoyable for me

The most apparent of the Lunch Club objectives; a healthy, balanced diet is especially important for the elderly to reduce the risk of potential health problems. 95% of members agreed that the meals were nutritious and pleasant, with 1% failing to respond. (496 Responses)

Chart 7. I feel that the food and drinks served at the service are healthy, nutritious and enjoyable.

- Strongly agree 53%
- Agree 42%
- Disagree 1%
- Strongly disagree 2%
- Not sure 2%
- No response 1%

Very fresh. Very delicious

The food is delicious and healthy
*An Viet Foundation
An Viet*

Food is tasty and healthy Plentiful
They regularly do a good selection of dishes
Chinese Community Services

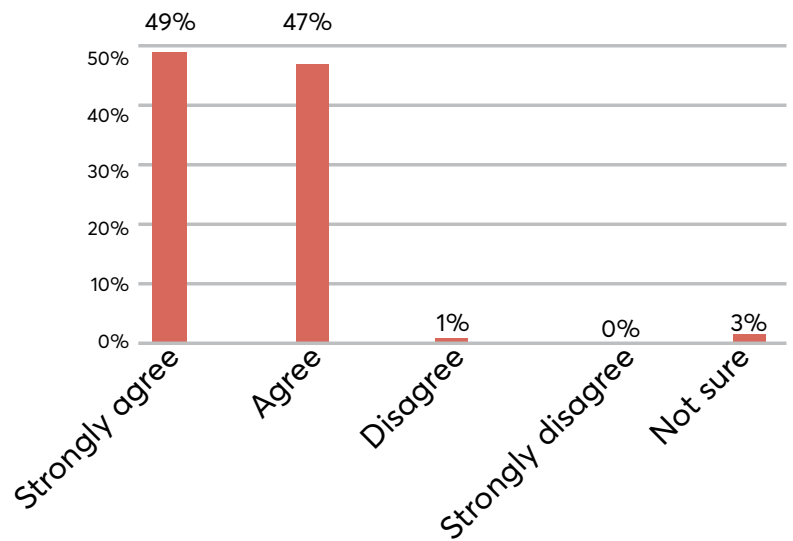
The Centre will pass the culture to the next generation
An Viet Foundation

Reminiscing is so enjoyable
Cypriot Association

My grandchildren learn our culture from the centre
Chinese Community

Q6 I feel my cultural needs are met and understood. (496 Responses)

Chart 8





Q7 I am clear about the role of lunch clubs in meeting my needs and what they offer.
(496 Responses)



97%

AGREED

(35% Strongly Agreed, 62% Agreed with 2% Not Sure, 1% no response)

Q8 I feel confident to make a complaint which would be taken seriously and appropriate action is taken. (496 Responses)



97%

AGREED

(47% Strongly Agreed, 50% Agreed with 2% Not Sure, 1% no response)

Q9 I feel safe and secure while receiving this service from the lunch club.
(496 Responses)



97%

AGREED

(62% Strongly Agreed, 37% Agreed, 1% no response)



Activities and Awareness Sessions

All the lunch clubs offer a wide range of activities and awareness sessions. Some examples include:



Advise and support	
<ul style="list-style-type: none"> • Advice and advocacy services • Advice sessions with volunteer Lawyer • Ageing Well Strategy consultation with Hackney Council • Carer services 	<ul style="list-style-type: none"> • Carers first sessions • Computer learning/assistance with forms • ESOL Class • Fire safety awareness sessions
<ul style="list-style-type: none"> • Health and Safety in our homes session • Healthwatch consultation • Home / hospital visiting following surgery • Keep warm sessions 	<ul style="list-style-type: none"> • Power of Attorneys, Wills, with volunteer Solicitor • Scam awareness and how to keep safe



Celebrations	
<ul style="list-style-type: none"> • Black History Month Activities • Chinese & Vietnamese New Year Celebrations • Christmas Celebrations 	<ul style="list-style-type: none"> • Eid Celebrations • Yom Kippur



Fitness	
<ul style="list-style-type: none"> • Ballroom and Latin dance classes • Chair Exercise • Light exercise • Table Tennis 	<ul style="list-style-type: none"> • Tai Chi classes • Tea Dance • Yoga



Games & Hobbies

- Arts and Crafts
- Bingo
- Board games
- Brush calligraphy

- Heritage project
- Mah Jong
- Reading Together initiative
- Singing Group

- Card games
- Chess
- Flower arranging
- Handwriting sessions



Health & Medical

- Acupuncture consultations and treatment sessions
- Assistive equipment awareness raising
- Blood pressure measurement sessions
- Bowel Cancer Information session
- Cancer Support Group with St Joseph's Hospice

- Dementia awareness session
- Dental hygiene sessions
- First Aid session with St Johns Ambulance
- Flu Jab sessions with local GP practice
- Head Massage Course

- Health checks including blood pressure & diabetes
- Healthy eating sessions
- Linking with Alzheimer's Society
- Memory loss support group
- Mental Wellbeing sessions

- NHS Workshop – bowel screening.
- Orthopaedics consultation/treatment sessions
- Pedicures and foot care
- Personal hygiene sessions
- Physical therapies and meditation



Visits and Visitors

- Epping Forest Trip
- Intergenerational work with Ihsan Children's Centre
- Living Well activities with Geoffrey Museum
- Outing to places of interest

- Visiting Hos Sada Choir
- Visiting Ridley Market
- Waterworks gardening project

- Seaside Trip
- Southend Day Trip
- Trip to cable cars
- Visiting art gallery

Q10 I come to the club by which primary mode of transport?
(496 Responses)



153 Walked



**49 Dial-a-ride/
community transport**



36 by Car



229 by Bus

**21 Other
8 No response**

Q11 I attend the lunch clubs for the following reasons (all that apply). (496 Responses)



**349
Companionship/
Socialising**

**284 Fun /
Interesting
activities**



**266 Chance to
get out**

**235 Support /
Advice**



**244 Cost /
(affordability)**



**198 Warmth/
Heating in
Winter**



**243 Tastiness
of meal**



26 Other



**144 Convenience
(not having to cook)**



Case Studies and Feedback

'We have noticed that many of our members are interested in alternative therapies and herbal medicine. So this was the perfect workshop for them to learn more about plants available around the Borough and plants that they could even grow themselves. They had the opportunity to make some tea bags that they took away with them and we received great feedback from them regarding this workshop: "Thank you so much for inviting Hackney Herbal, I learnt so much today and I am going to start growing verbena on my balcony, it smells so good!", "I really enjoyed this workshop and it was great to exchange with other members about personal recipes. I believe this is crucial information that we should pass on to the younger generations before we all forget".' **Centre 151-VLC**

'One of the members declared: "I am very lonely, my son lives in Scotland and I live by myself. I wait Wednesdays and Saturdays to come to VLC, to have good food and see my friends".' **Centre 151-VLC**

'A Vietnamese member, he isn't able to work because of his health condition. He stays at home most of the time but when he joined our membership, he made lots of new friends, he joined the table tennis club and found his health and physical fitness improved overtime.' **An Viet Foundation**

'Sylvia H, lost her grand-daughter, who was very young, yet despite her grieving she manages to attend and support the club. She finds the community of members take care of each other and even when the club is not running.'

Chatsworth Road Lunch Club



'Louise has been attending the club for over 25 years, and she says that she enjoys the socialising, the weekly exercise, the planned outings and enjoys being a member of the club. She often comments that she will avoid booking hospital or G.P. appointments on a Thursday in order to avoid missing the club.'

Chatsworth Road Lunch Club

'We organise to go to a classical Turkish music concert and couple of people they said they would like to join the choir. We had musical evening at the centre also had a quiz night. Ayhan who attended the quiz night said it was a long time he has not laughed so much in ages.'

Hackney Cypriot Association

'A female member, who was struggling as a single parent and had domestic violence problems with her ex-husband. When she first came to the HCCS Lunch Club she was very timid and 'introverted'. However after been coming to the Club for about 9 months, she is now much more confident and sociable. Through helping and participating in the Club has been made many friends and sometimes brings her daughter to the Centre to meet the staff as well. Through joint activities organised by the Centre she has improved her relationship with her daughter. Now, she's joined the HCCS volunteer team and she said he would like to help more people like her.'

Hackney Chinese Community Services



'One couple followed up on Martina's suggestions and visited their GP to get a diagnosis of memory and other symptoms showing in their partner's behaviour. They reported back to our group that "this was the best thing to have done. We both felt properly listened to and examined. Follow up examinations have been arranged, and we now know where to go to for advice".' **Hackney Caribbean Elderly Organisation**

'Mr D is an 88 year-old Caribbean gentleman whose wife brought him to our Centre two years ago. He was referred to us by his GP. She was looking for somewhere he could go for social activities and interaction with Caribbean elders. She also wanted some respite for a few hours as she was exhausted as a carer.

After assessment we agreed to accept D to the lunch club, first on a trial basis with his wife remaining at the centre because of his frailty. Very slowly, Mr D began to have longer conversations with the other members. Our cook made some adjustments to his lunch to suit his dietary requirements. He reconnected with old friends and made new ones.

He greatly benefitted from the exercise and his social interaction and communication improved as he participated in the arts & craft, dominoes and other activities. Soon his wife was able to get some respite, after which she became actively involved with the Centre, and is now one of our most avid supporters. Additionally, our Advocate helped them with various applications for benefit claims and signposted to a Solicitor for advice on Wills and Power of Attorney. Mr D's health and mobility have improved sufficiently so that his

wife recently felt confident to take him on a trip to his country of origin to visit family & friends. She said that "their lives have improved significantly since attending the centre". **Hackney Caribbean Elderly Organisation**

'Mrs E. was particularly challenging and preferred to stay in her room rather than come out and eat among peers in the dining room. She is a real sea-side fan, so when we offered a sea-side outing she attended and had a great time with the others. This broke the ice and she's been coming to eat in the dining room ever since. 'Mrs S. started attending the lunch club on regular basis. Her children reported that her whole demeanour and outlook to life changed. She used to be an angry, bitter woman but is now so much more positive, happy and her grandchildren are no longer afraid of her.' **Hotline Meals**

Barbara: I love this club, you do a really good job for us all and I would like to thank all of you. **Betty:** You are marvellous putting all these events together for us, we really appreciate everything you do for us. **Pat:** This club has been going for years and it just keeps getting better and better, thank you for all your hard work that you put in week in and week out to make sure that we are all so well looked after. **Nancy:** Another great year at our Luncheon Club, this place is absolutely marvellous.

Tony: I have not long been out of hospital and if it wasn't for the staff in this club I probably wouldn't be alive now, they saw that I wasn't well and took

me to the doctors to get me checked out, I was rushed straight to hospital from there, I would just like to say thank you to everyone at the club for looking after me. **Nightingale Lunch Club**

'FS loved helping people, and felt that she wasn't contributing as much as they would like now that they have retired. We gave them information on volunteering at St. Joseph's Hospice near Bethnal Green. FS has started volunteering at St. Joseph's Hospice near Bethnal Green. The hospice were looking for volunteer carers, and this opportunity has given FS the chance to get out of their home and make a positive contribution towards the health and wellbeing of others.'

North London Muslim Community Centre

'One of our regular user was always wanted his lunch to be a takeaway so that he could eat it at evening. But a member of his family (daughter) call me to inform us that her dad was not eating but taking away for her mom. Until her telephone call we never knew that his wife was alive. We now serving him on site and prepare a takeaway for his disabled wife. ' **Halkevi Centre**

'Pamela is a seventy-plus lady whom has been attending lunch club for a number of years. Recently Pamela has been showing signs of dementia her family have been particularly worried as they do not live close by. She now attends lunch club five days a week, we believe having the option to attend allows her to live a full and active life and to continue to be as independent as possible while being supported. It also helps us to build stronger ties with families of service users.' **Salvation Army Cambridge Heath**

'Pat used to attend regularly around eight years ago but a stroke meant a

prolonged stay in hospital and a long slow recovery. In recent weeks she has been determined to become more mobile and independent. Dial-a-ride now bring her in her mobility scooter and using a Zimmer frame that we have on site she has started attending again on a Wednesday. Although still battling with the effects of her stroke (a very weak left side) she is an inspiration and now also attends our Craft Class.' **Salvation Army Cambridge Heath**

'One of our service user's needed help with their benefit claims and freedom pass renewal. Help was given as needed. Another service user needed clothing - help was given. Another service user needed to be escorted to a hospital consultant meeting and a staff member assisted with this.' **Salvation Army Hoxton**

'We had the Windrush celebration dinner in June, and had a wonderful gentlemen over the age of 100 years old and his wife, who is 94 years old come in specifically for Lunch at our club.' **Woodberry Down Lunch Club**

'MB "I have been coming to holly street lunch club for just over a month, my friend invited me. I like coming here because the people are friendly and the services are excellent". JH "It is so much better than being at home on your own. I get to see my friend Dorren whom I haven't seen for a long time".' **Holly Street Lunch Club**

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