

CLIENT SURVEY REPORT

SEPTEMBER 2025

Later Life Choices Glenrothes

info@laterlifechoicesglenrothes.org

01592 756316

Later Life Choices Glenrothes Ltd, 100 Scott Road, Glenrothes, Scotland, KY6 1AE

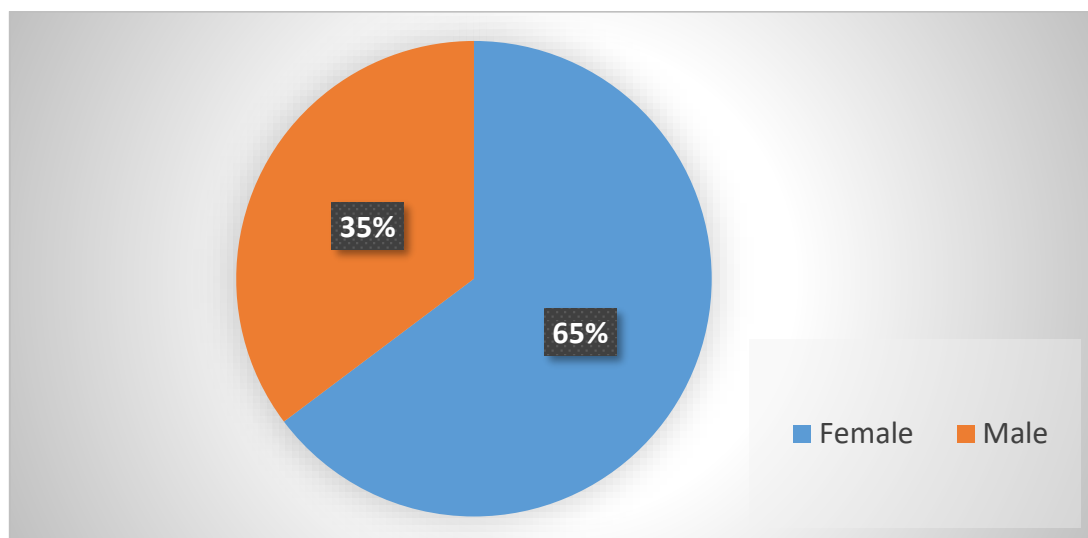
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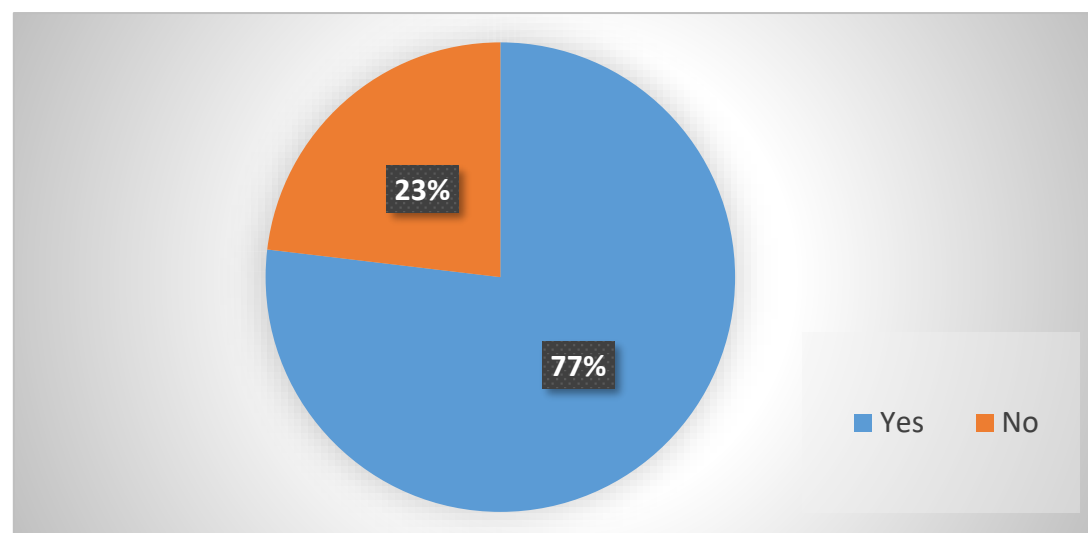
1.0 Later Life Choices Glenrothes (LLCG) General Client Statistics

1.1 Gender Profile of LLCG Clients



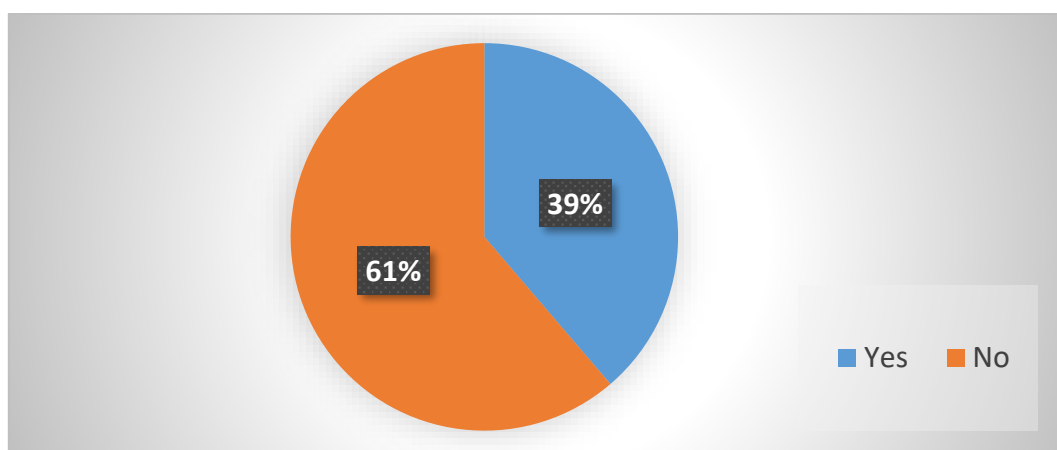
Gender	Total
Female	112
Male	61
Total number of clients	173

1.2 Statistics on LLCG Clients Living Alone



Clients Living Alone	Total
Yes	133
No	40

1.3 Proportion of Clients Living with Dementia



Clients Living with Dementia	Total
Yes	67
No	106

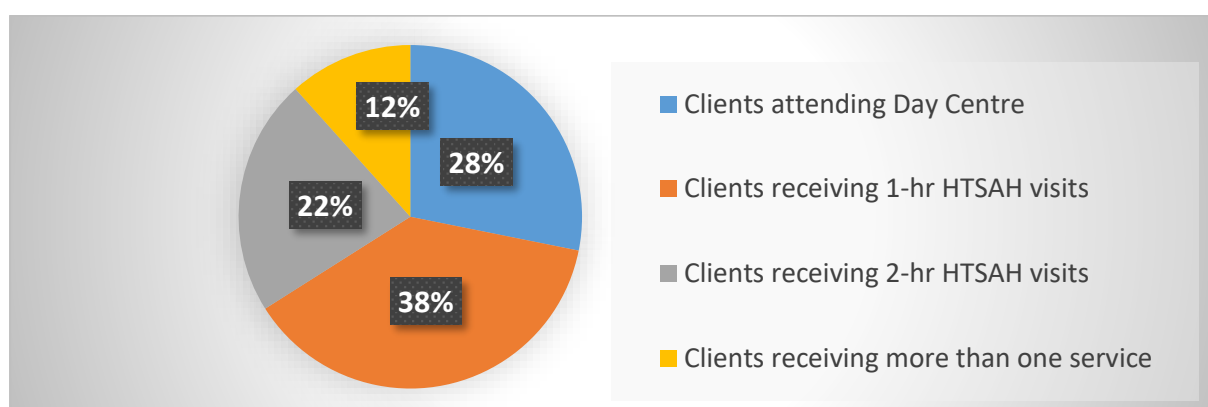
2.0 Services Received by LLCG Clients

2.1 Day Centre Groups at Napier House

- Iris Group (Clients Living with Dementia) - Monday and Wednesday
- Sunflower Group (Active Ageing) - Tuesday and Thursday

2.2 Help to Stay at Home (HTSAH) visits

- 1-hr HTSAH visits
- 2-hr HTSAH visits (community outings/carers respite)



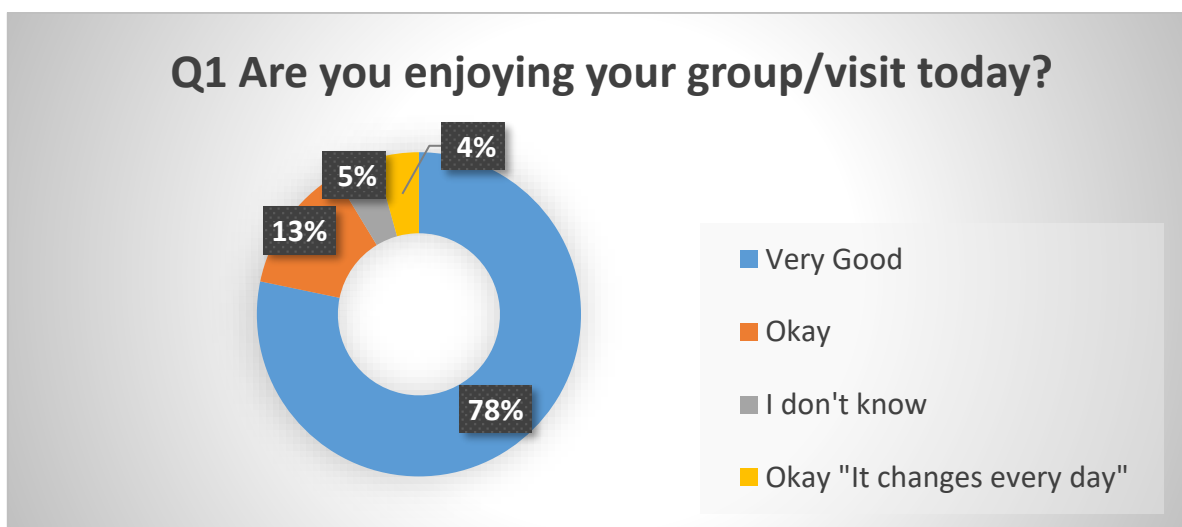
Services Received by LLCG Clients	Total
Clients attending Day Centre	58
Clients receiving 1-hr HTSAH visits	78
Clients receiving 2-hr HTSAH visits	46
Clients receiving more than one service	24

3.0 Iris Group Client Survey

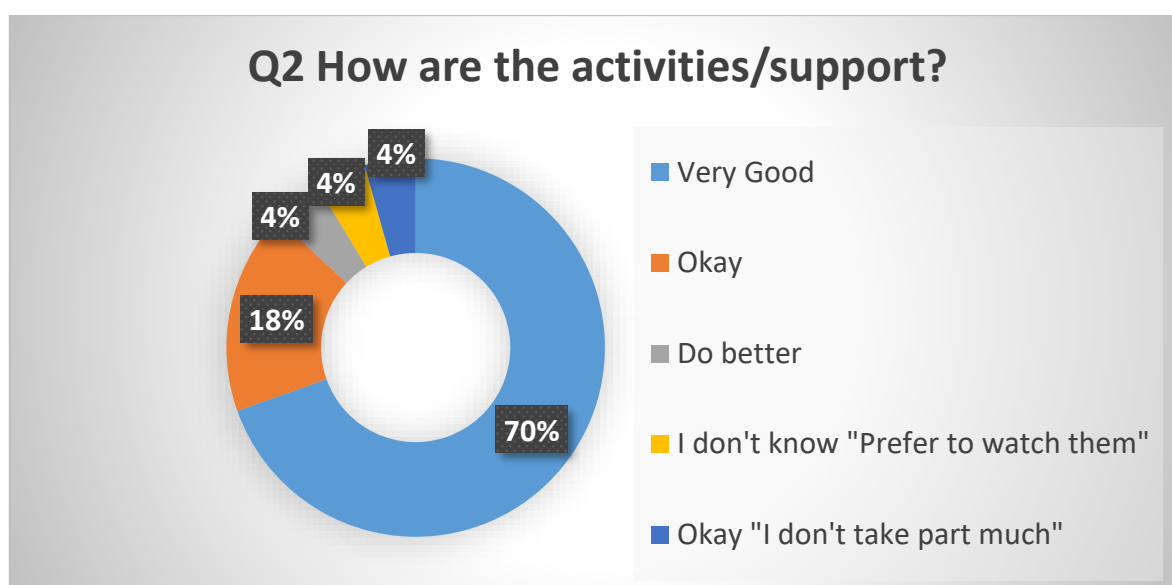
3.1 Total Number of Iris Group Clients Surveyed

Iris Group Client Survey Response	Count of Clients
Total number of clients surveyed	27
Total number of clients who responded to this survey	23
Response rate	85%

3.2 Iris Group Client Survey Findings

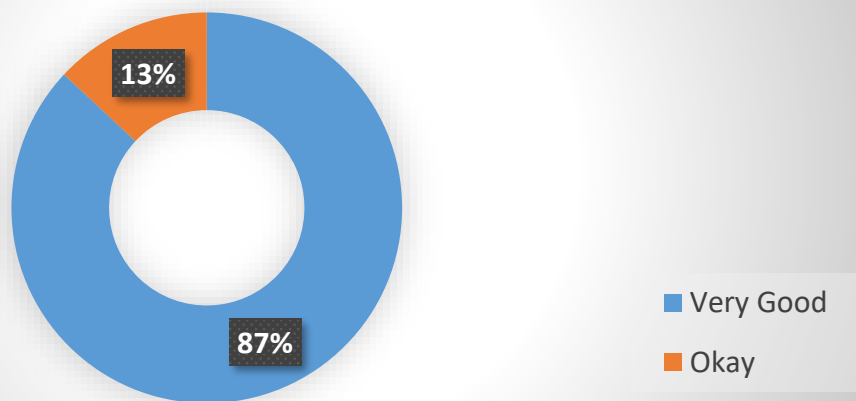


Very Good	18
Okay	3
I don't know	1
Okay "It changes every day"	1
Grand Total	23



Very Good	16
Okay	4
Do better	1
I don't know "Prefer to watch them"	1
Okay "I don't take part much"	1
Grand Total	23

Q3 How are the staff/volunteers?



Very Good	20
Okay	3
Grand Total	23

Q4 How are you feeling/are you happy?



3.3 Iris Group Client Feedback Sample

“Good mix of people and activities. I enjoy the entertainment.”

“It's not easy to do various activities, add things on as people have different interests.”

“All very well done. I enjoy the activities on offer and a good blether.”

“I enjoy gardening, getting out more in the summer would be good for me.”

“My life is around this club. This is great for me, and I really enjoy it.”

“My suggestion is to integrate men and women together, mixing groups up would be good to get a laugh, etc. “

“I would like to see more dancing activities.”

3.4 Key Findings from the Iris Group Client Survey

78% responded that their group is very good for them.

70% stated that the activities/support we offer are very good and **18%** expressed that they are okay.

87% reported that staff and volunteers are very good.

87% stated that they are feeling very good/happy when attending their group.

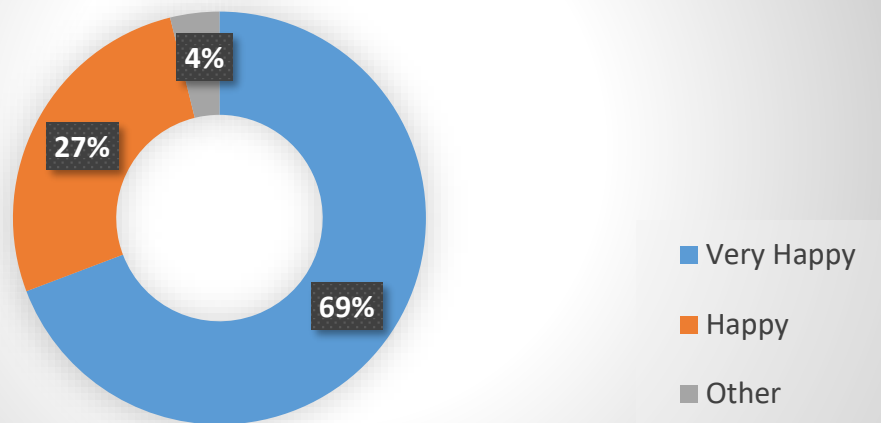
4.0 Sunflower Group Client Survey

4.1 Total Number of Sunflower Clients Surveyed

Sunflower Group Client Survey Response	Count of Clients
Total number of clients surveyed	32
Total number of clients who responded to this survey	26
Response rate	81%

4.2 Sunflower Group Client Survey Findings

Q1 How happy are you with the services we provide?



Very Happy	18
Happy	7
Other	1
Grand Total	26

Q1 Client Feedback Sample

"Really enjoying the service."

"Coming here lifts my mood."

"It would be good to mix things up a bit more and sit at different tables to chat to other people."

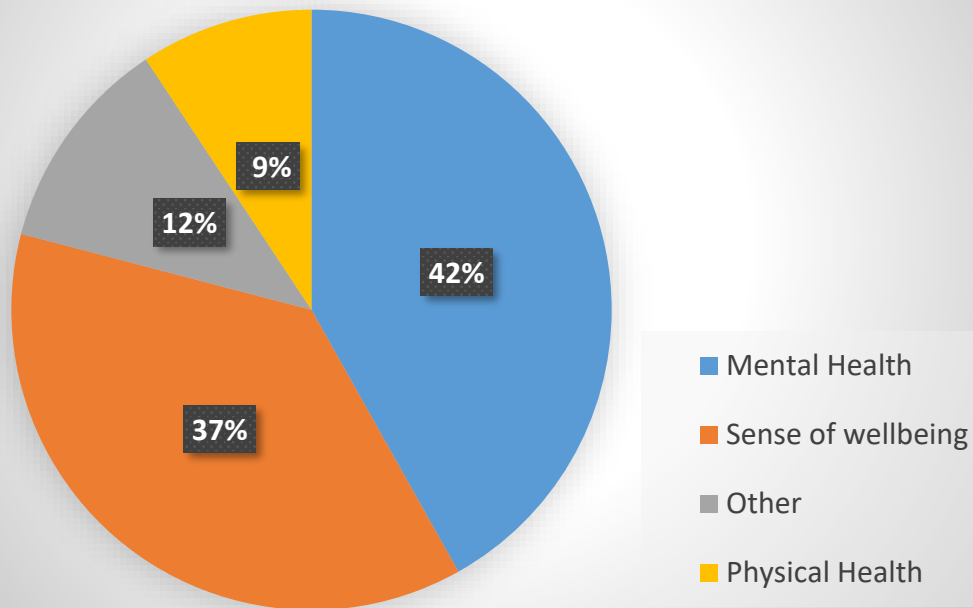
"Enjoy staff/people otherwise would feel very isolated. Good company."

"I would like to spend more time on doing activities rather than just chatting."

"Very happy with the company, food and activities."

"I can't fault the girls, good laugh and good company."

Q2 Please specify all the benefits this service brings to your life.



Mental Health	18
Sense of wellbeing	16
Other	5
Physical Health	4
Grand Total	43

Q2 Client Feedback Sample

"I was in a bad place this morning but coming here lifted up my mood."

"More exercise would be beneficial. I am always glad I come."

"Feeling braw, top of the world."

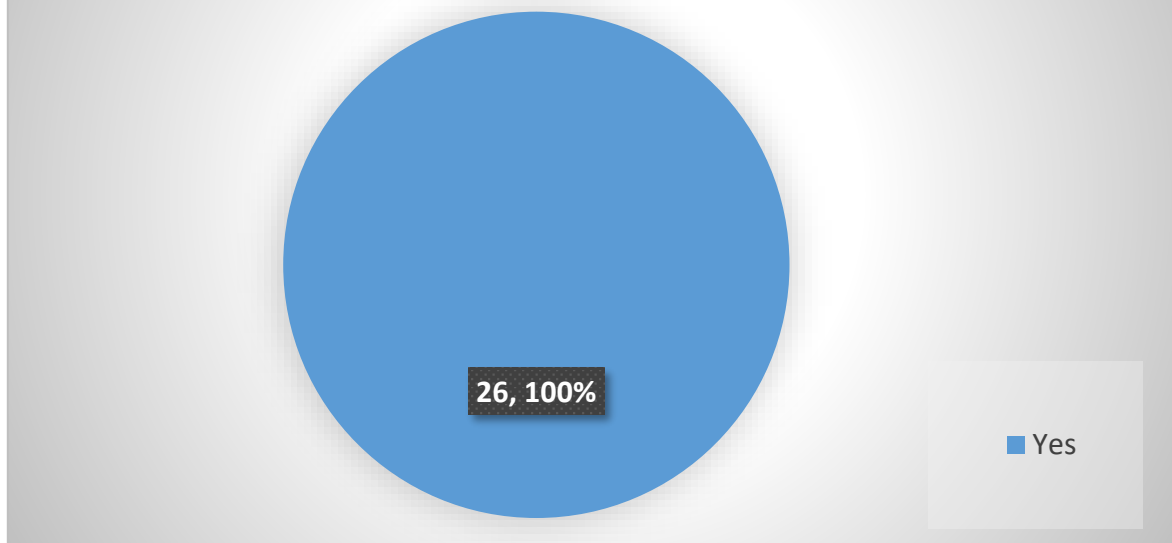
"Coming to this group makes me get up and go. It's nice to get a blether."

"I can get a little bit flustered. Coming here has a calming effect and is good for my mental health."

"Looking forward to getting out the house and coming here. I enjoy having lunch and the company."

"I look forward coming here. It's my day of the week."

Q3 Do you feel sufficiently supported by staff & volunteers?



Q3 Client Feedback Sample

"Friendly, could not do enough for you, good company."

"Staff and volunteers are very good and help in a lot of ways."

"Staff and volunteers exceed expectations."

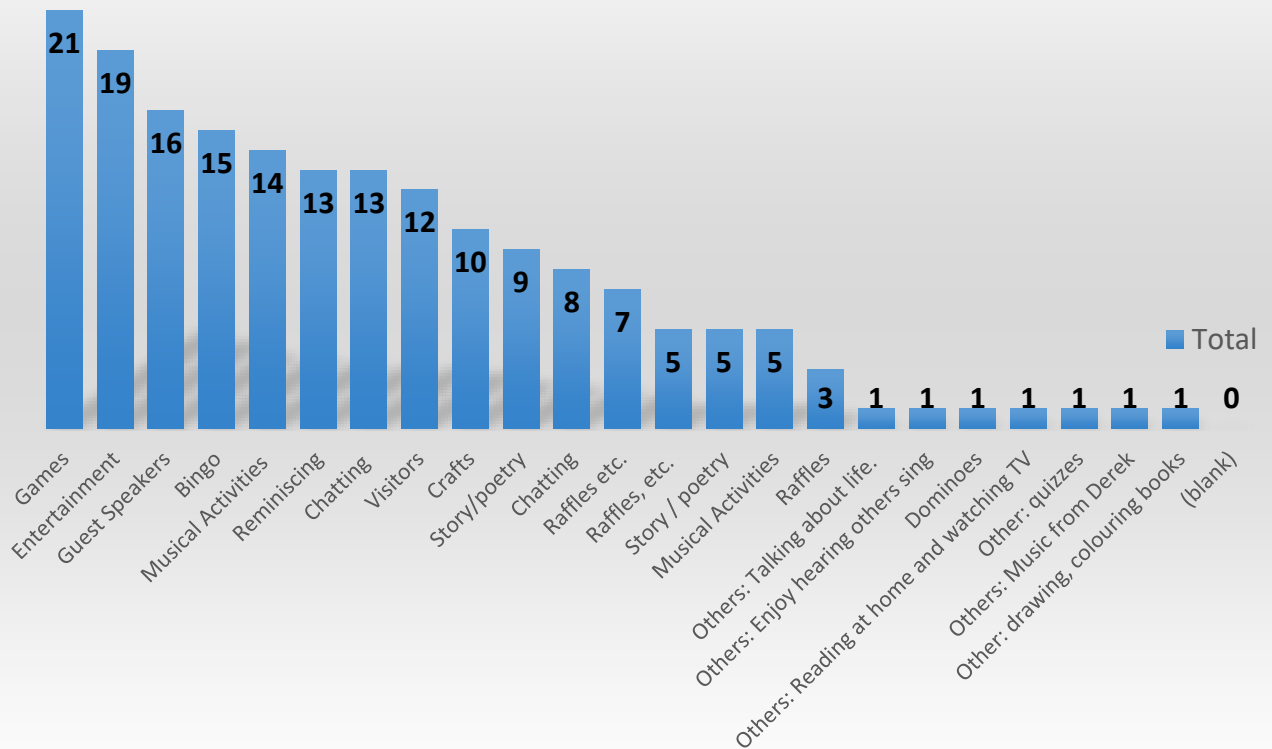
"Hand-picked staff".

"Moira was great today. Staff and volunteers show empathy and concern."

"I am happy with staff."

"Staff and volunteers are good. No problems."

Q4 Which activities do you enjoy the most?



Q4 Client Feedback

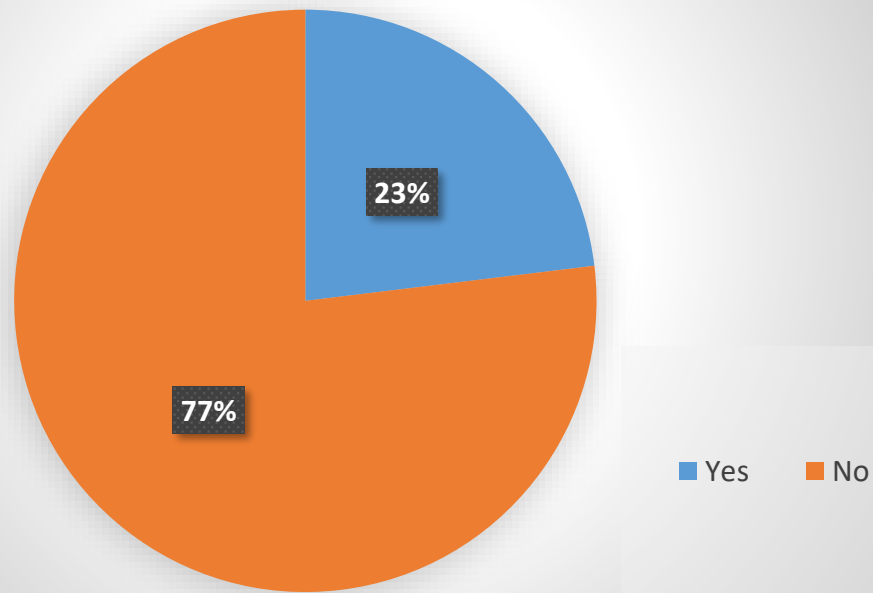
"All activities are good. I feel well looked after."

"LLCG does a good job as it is."

"I am really happy to come here."

"Not enjoying entertainment from today's singer."

Q5 Do you have any suggestions on what other activities could be provided?



Yes	6
No	20
Grand Total	26

Q5 Client Suggestions

"More entertainment, having singers coming in more often."

"I would like to see more bingo."

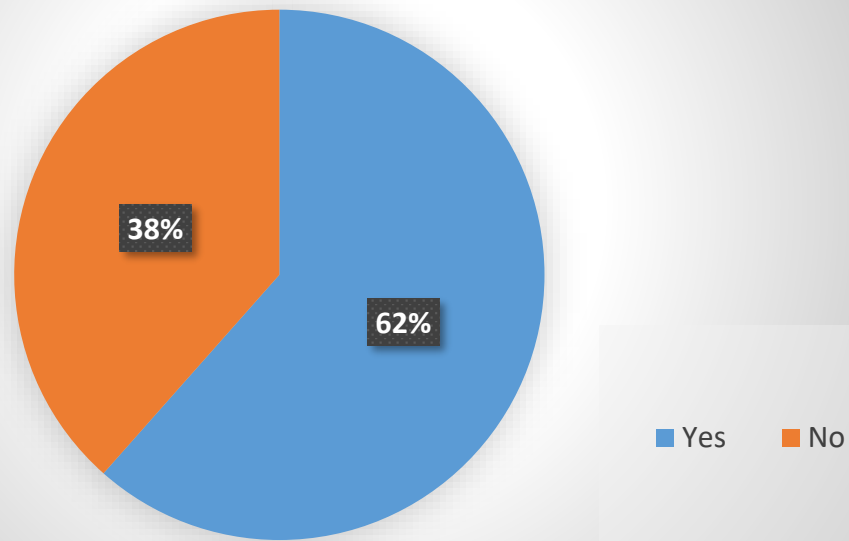
I would like to see more crafts."

"I would like to see more crafts, knitting and quizzes."

"I would like to hear more of music, especially country and western music, 50s and 60s."

"I would like Charlie, the singer to come more often, not just every 6 weeks."

Q6 Are you happy with food options available?



Yes	16
No	10
Grand Total	26

Q6 Client Feedback Sample

"Would like to receive bigger portions."

"Enjoy fish and Irish stew. Don't have a meal when I get home so this is very beneficial."

"Roast potatoes are not good for me as I have no teeth and carrots are too hard. I enjoy mashed potatoes and stew as easier for me to eat."

"Love the food."

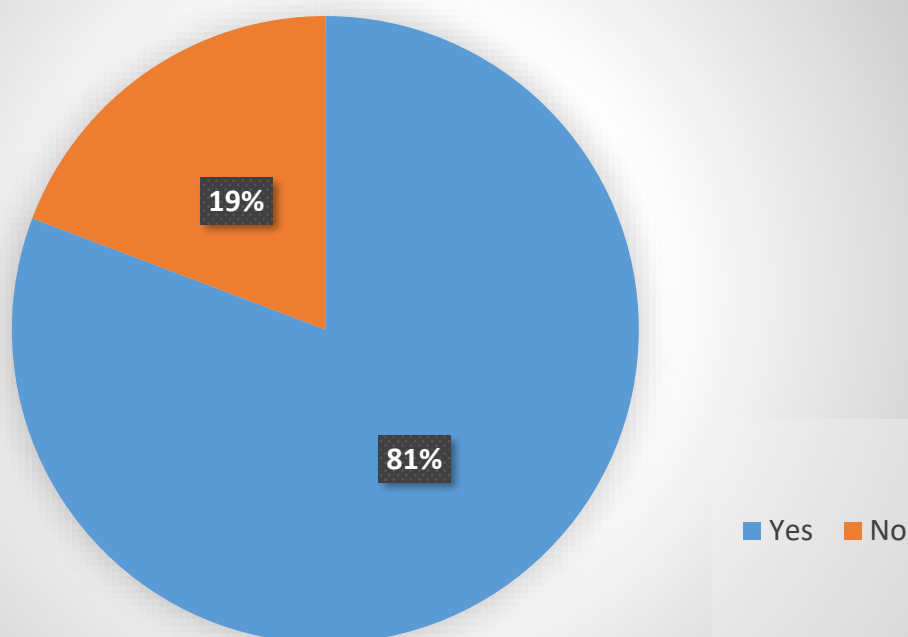
"Food quality is no good. If that's what they give to people at the care home, I am not going".

"I usually have an omelette as I am on a special diet. I am always happy with dessert."

"Food is improving."

"Food is ok, but more variety would be good. I would like to see dishes on the menu such as stovies, corn beef, toad in the hole and baked potato."

Q7 Do LLCG provide transport for you?



Yes	21
No	5
Grand Total	26

Q7 Client Feedback Sample

"Spending a lot of time waiting for other clients which is tiring."

"Happy with my transport provided by the volunteer driver."

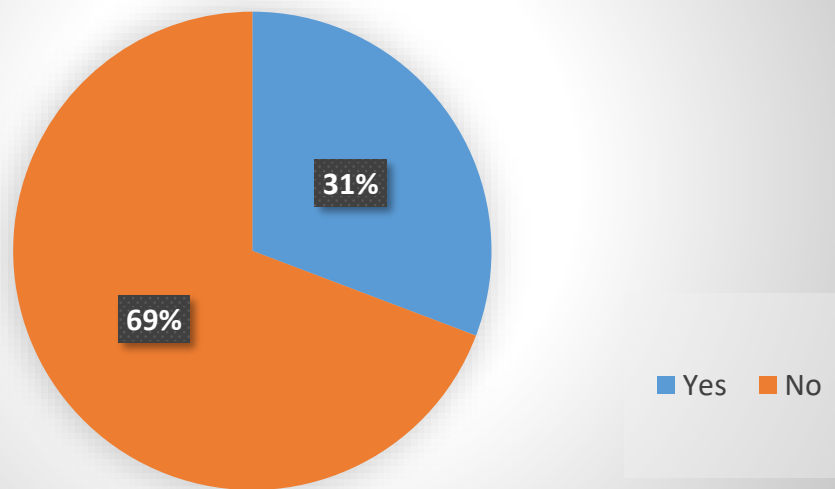
"Perfectly happy with taxi."

"Great chap this time but issues in the past when taxi driver did not come out to take me to the door."

"Working well."

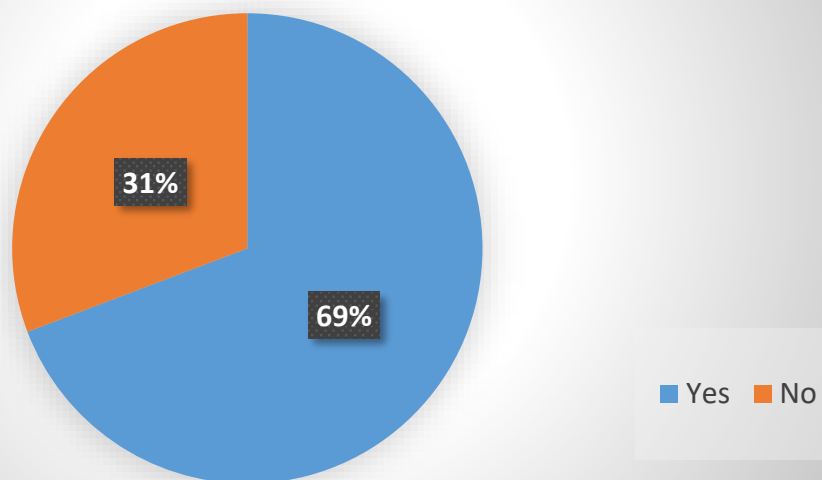
"Taxi is working for me. However, drivers do not always come to the door and at times taxi drivers do not get out."

Q8 Would you be able to attend this group if transport was not provided?



Yes	8
No	18
Grand Total	26

Q9 Do you feel as if you are receiving enough support in your daily life?



Yes	18
No	8
Grand Total	26

Q9 Client Feedback Sample

"Not getting enough support from my GP. Going to the pub 3 times a week is helpful."

"I am easy to please and receive a lot of visitors. I am still independent. My family helps with cleaning and shopping. I miss getting out to go shopping."

"Need more social interaction as family is working. I have carers and a scooter to get me to shops (helpful). Applied for a care home space."

"Attending additional group would be beneficial for me as don't have any other activities during the week."

"Good support from the doctors but not seen a dentist for a while."

"I am getting a lot of help. I enjoy HTSAH visits."

"I would benefit from more home support. I would like to have home visits from LLCG as an additional service. I have a cleaner and a person who does my shopping."

4.3 Key Findings from the Sunflower Group Client Survey

96% are very happy/happy with the services provided.

100% feel sufficiently supported by staff & volunteers whilst attending this group.

Main benefits outlined include mental health (**42%**) and sense of wellbeing (**16%**).

The most enjoyed activities are playing games (**81%**), entertainment (**73%**), welcoming guest speakers (**61%**), playing bingo (**58%**), musical activities (**54%**) and reminiscing & chatting (**50%**).

Most of the respondents appear to be happy with the activities provided with only **23%** providing suggestions which included better entertainment provision, more bingo and craft activities.

62% are happy with the food options on offer. The remaining **38%** have not been happy with portion sizes, meal variety and food quality.

81% of clients benefit from transport provided by LLCG, with positive feedback. **69%** of clients stated that they would not be able to attend without this service.

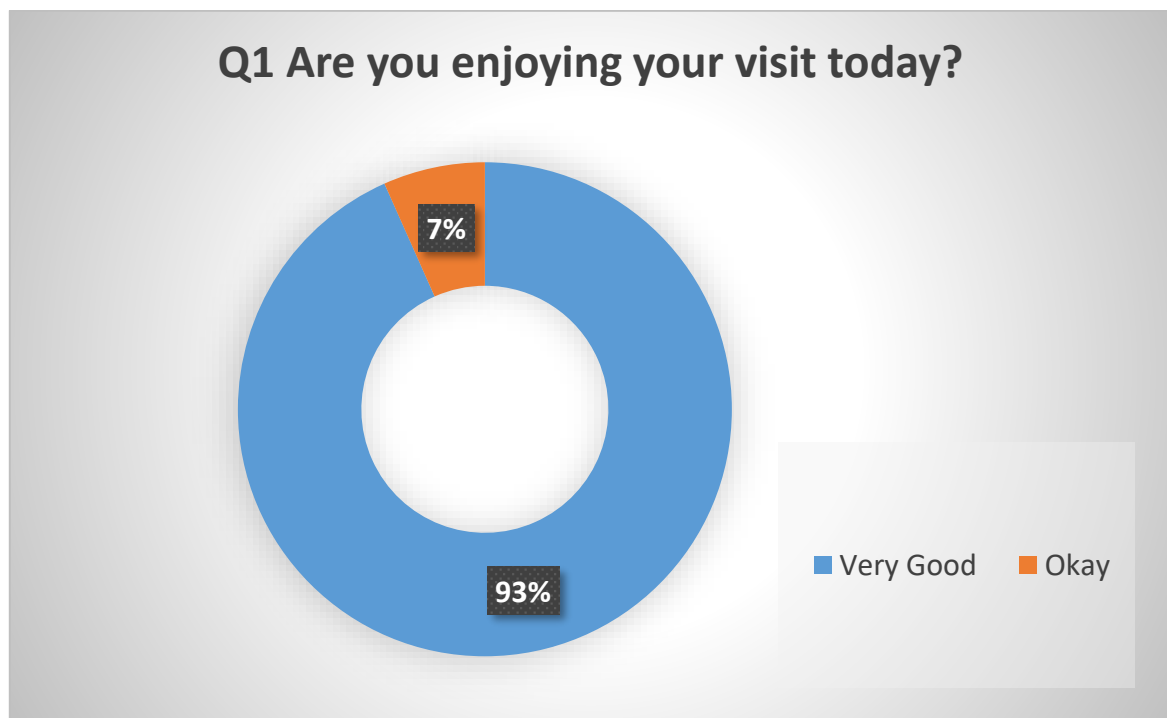
69% of those surveyed feel they receive enough support in their daily life, whilst the remaining **31%** highlighted a need for additional support.

5.0 Help to Stay at Home (HTSAH) Client Survey

5.1 Total Number of HTSAH Clients Surveyed

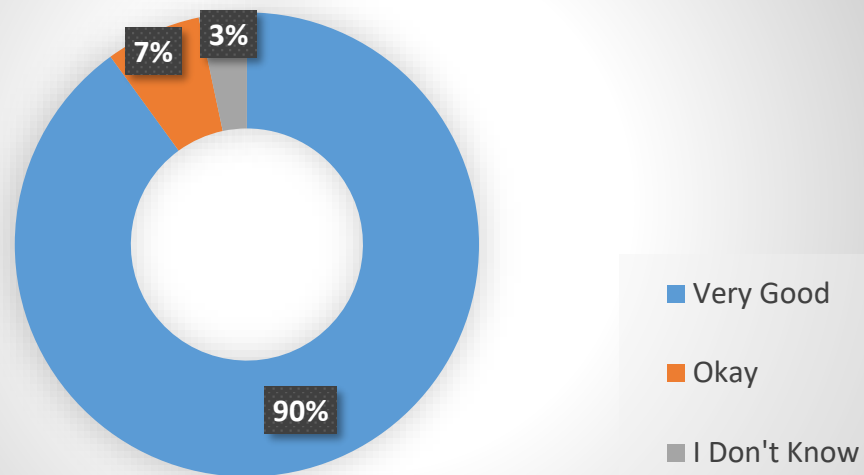
HTSAH Clients Survey Response	Count of Clients
Total number of clients surveyed	114
Total number of clients who responded to this survey	77
Response rate	67%

6.0 HTSAH Clients Living with Dementia Survey Findings



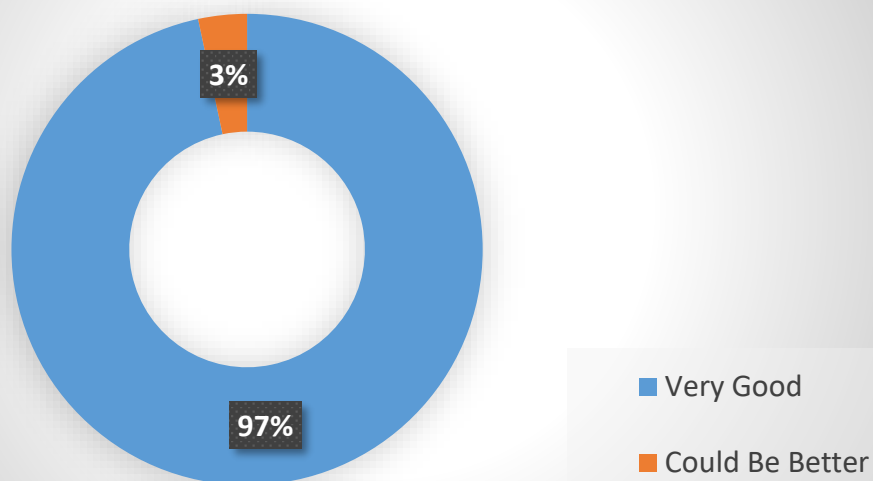
Very Good	28
Okay	2
Grand Total (Living with Dementia)	30

Q2 How are the activities /support?



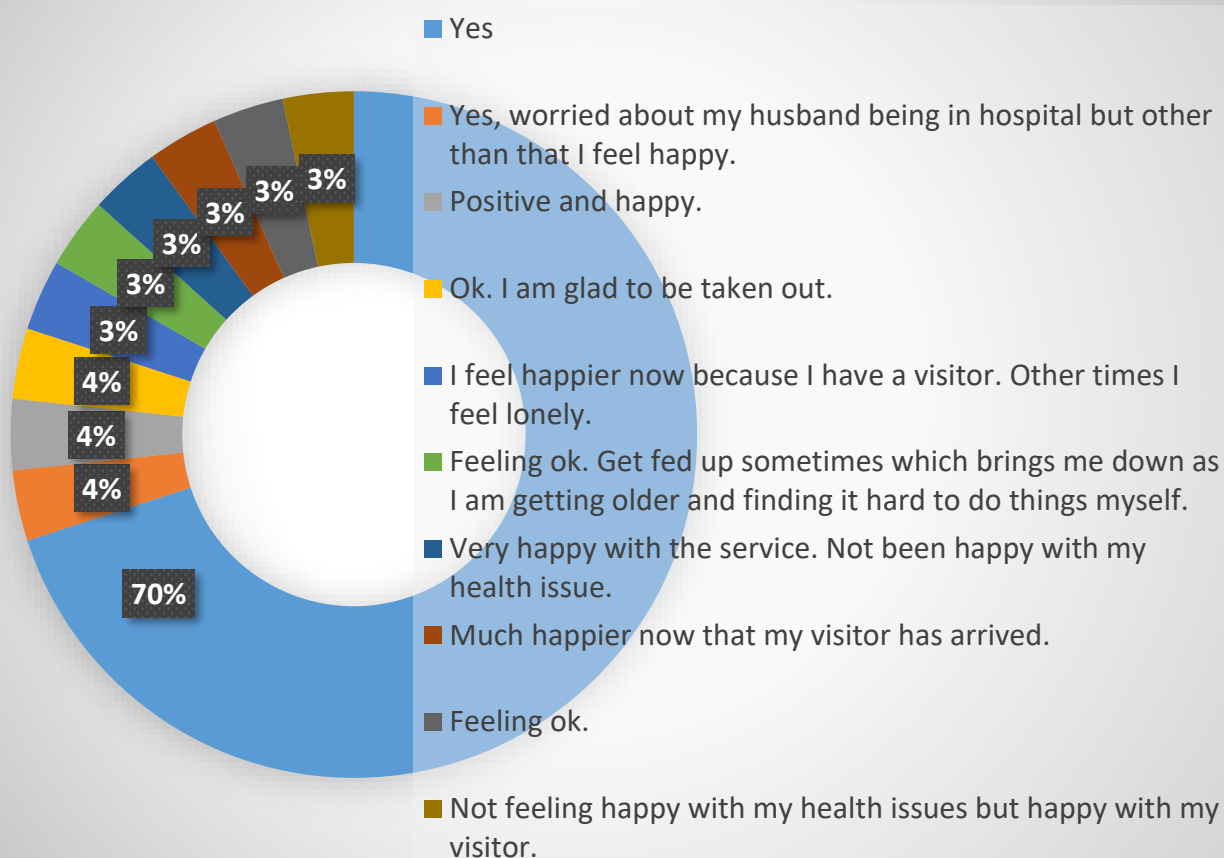
Very Good	27
Okay	2
I Don't Know	1
Grand Total	30

Q3 How are the staff/volunteers?



Very Good	29
Could Be Better	1
Grand Total	30

Q4 How are you feeling/are you happy?



Q5 Any other comments.

No.	
14	No.
1	I like having someone take me out. Otherwise, I would be stuck in the house on my own.
1	The only time I get out is when my support worker takes me out in the car. I feel as if I am part of civilisation again. Such a good company. I enjoy the conversation and laughs too.
1	Feel happy with the service. Always get a nice cup of tea. It's my family that want me to have the visits and I don't mind having the chat. Glad to receive this help.
1	It's great seeing someone coming into the house. I look forward to the visits.
1	Happy with everything.
1	Everything is excellent.
1	I enjoy the visits but would like them to be longer.
1	It's always nice having someone else to come in to speak to.
1	I find my visits very beneficial and crucial to my wellbeing.
1	Like getting my visit. Nothing wrong with it.
1	I look forward to every Monday and I really enjoy the company. I get an opportunity to go out as no longer able to go out on my own.
1	No complaints. Natalie does her job and that's all I look for.
1	I look forward to my visit. All my visits are like a breath of fresh air, and I really appreciate

the company. It is a lifeline to me.	
Very happy, enjoy the company and the talk. Really like my visits as we get to talk about everything. Hope to get out for a walk when the weather is better.	1
I really appreciate the service, and I get on well with my support worker even though I cannot participate in activities. I enjoy the company and the conversation.	1
I really enjoy going on outings.	1
Grand Total	30

6.1 Key Findings from the HTSAH Clients Living with Dementia Survey

93% stated that their visit is very good for them.

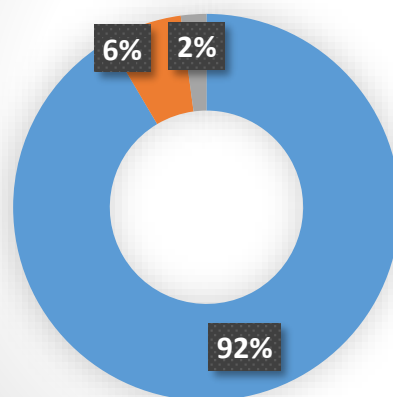
90% stated that the activities/support on offer during their visit are very good.

97% reported that staff and volunteers are very good.

70% stated that they are feeling very good/happy at the time when their visit takes place.

7.0 HTSAH Clients Survey Findings

Q1 How happy are you with the service(s) we provide?



■ Very Happy
■ Happy
■ Unhappy

Very Happy	43
Happy	3
Unhappy	1
Grand Total	47

Q1 Client Feedback Sample

"Hit it off with my support worker on very first day. Always have a good laugh, feel like we can say anything to each other, look forward to visits."

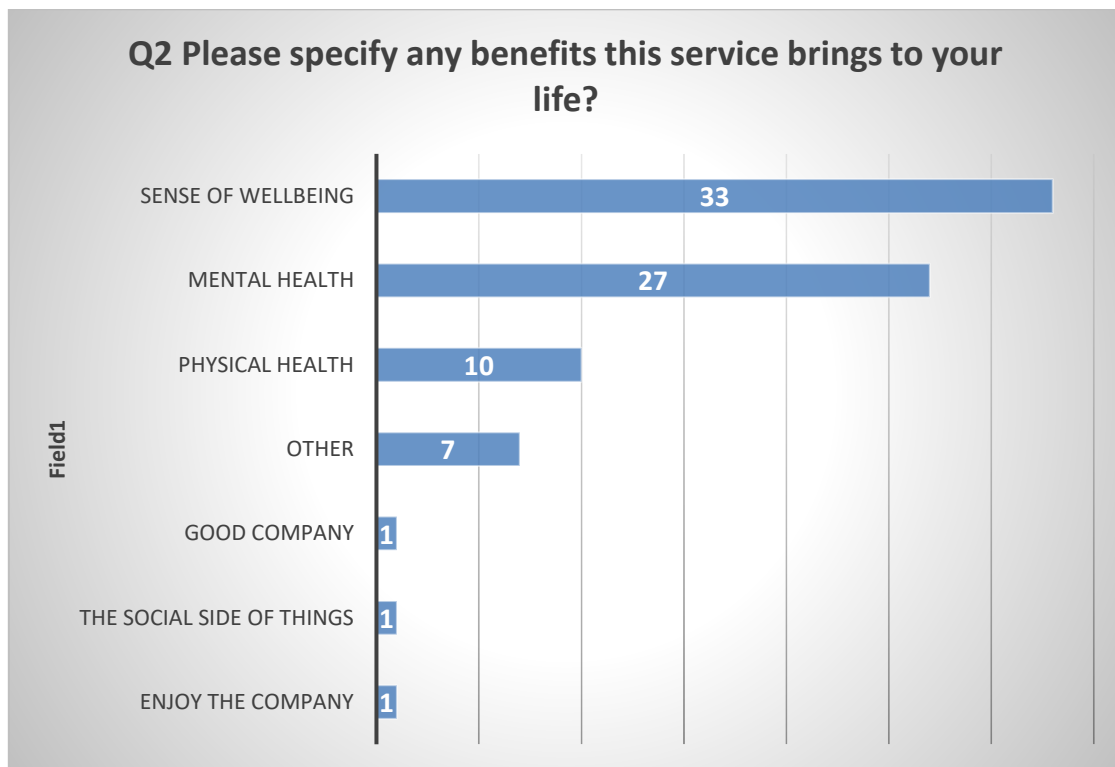
"Makes my week, really look forward to someone coming in and helps me get out."

"Very happy because I get taken out and I get on well with Natalie."

"Monday 1pm is not the best time for me, Thursday 1pm would be better. I enjoy LLCG."

"It would not suit me if the service was just for chatting. It is good to have someone to take me out to M&S for shopping and help me to unload it. Being on my own I find the service beneficial."

"Nice to get out. Family all work during the week. No pressure to go out if unwell."



Q2 Client Feedback Sample

"Sunflower group was not for me. Great to be able to have someone to help."

"Being able to choose where I want to go out. Get to stretch my legs getting out."

“Companionship, it is nice to have someone like Ronnie visiting me and being able to talk about anything.”

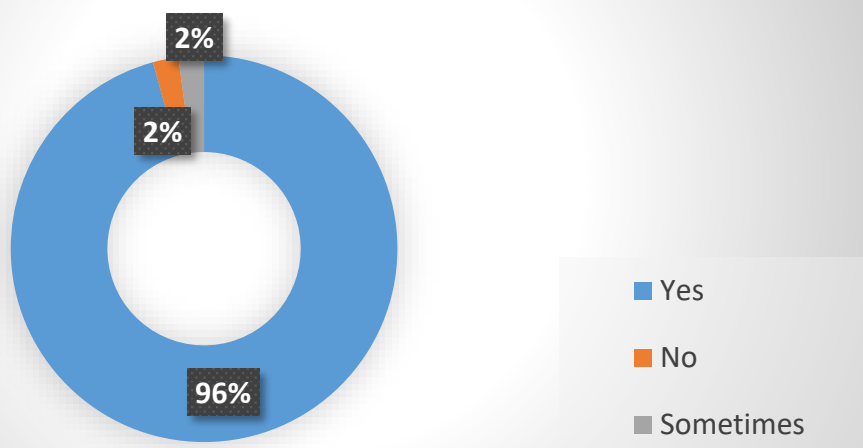
“My support worker has encouraged me to get out into the garden, so I have been enjoying sitting out in the fresh air instead of in my bedroom.”

“Playing dominoes keeps me mentally well. I enjoy the laughter.”

“Gives me reassurance and my mental health has improved greatly. My seizures have lessened and I feel safe.”

“I am glad to have company and someone who I feel like I can talk to about anything as I rarely have any visitors.”

Q3 Do you feel sufficiently supported by your Home Support Worker?



Yes	45
No	1
Sometimes	1
Grand Total	47

Q3 Client Feedback Sample

“My HTSAH support worker is the only one that comes to my house to say hello. If I need anything done, I know I can ask for help.”

“I love our chats, gives me another perspective.”

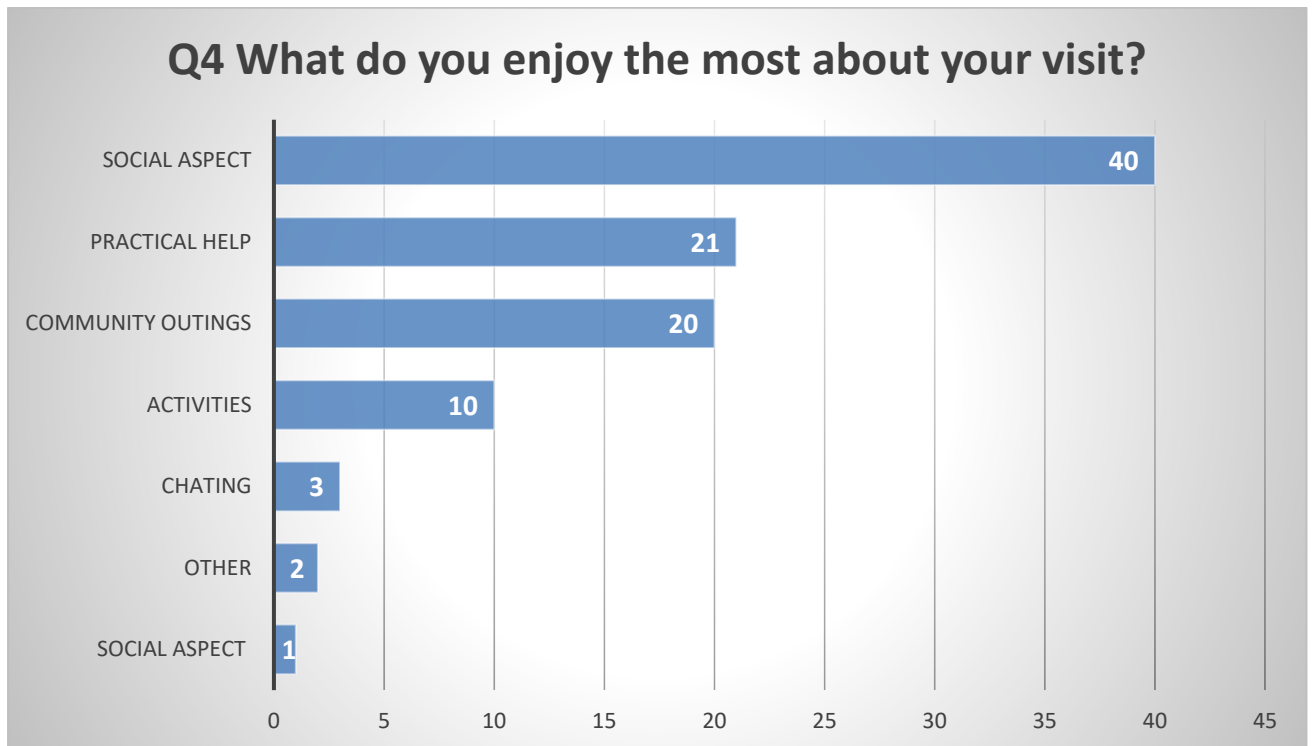
“Yes, I feel well supported, especially with my shopping. It is not ideal when my support worker is off driving the minibus. Very competent and excellent driver.”

"I would like another visit from my support worker and to be taken out."

"Evelyn being here supports my wellbeing, her company and good nature."

"Feel at ease, takes me places that I want to go. Always happy to help."

"More than sufficiently. I feel I can speak to my support worker about anything, and she has a wide knowledge about mental health and life."



Q4 Client Feedback Sample

"I enjoy chatting but sometimes worry that I will not know what to talk about because of our age gap."

"Going for walks."

"Good to have people to talk to."

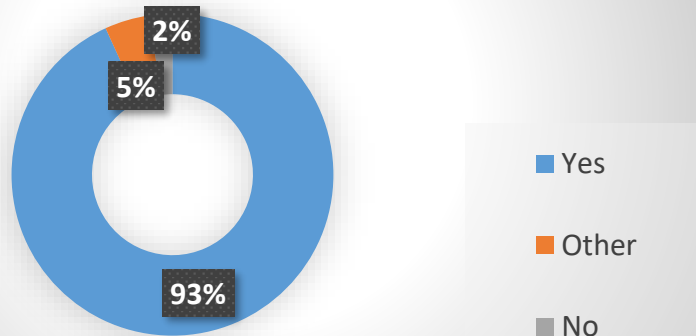
"Enjoy the chat and laughter. Gets me out of my bedroom, also cheers me up."

"Getting out more on nice days."

"Someone to talk to and great company. We have a good laugh."

"We always chat when going out to the shops and I enjoy going for a coffee."

Q5 Do you notice an improvement in your quality of life?



Yes	41
Other	2
No	1
Grand Total	44

Q5 Client Feedback

"My outings get me to places I would not be able to get to otherwise."

"Improves it. Don't like the days I can't get out."

"LLCG plays an important role in my quality of life as I get to meet other people."

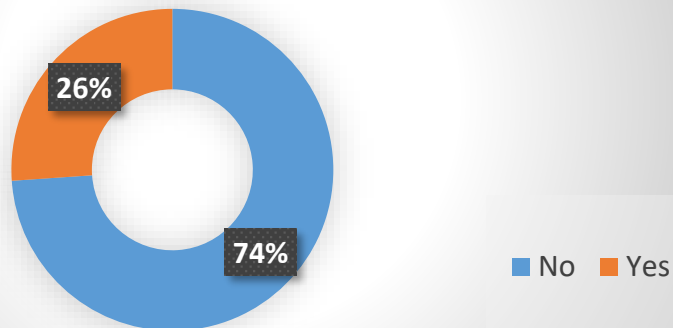
"I do get down from time to time with being in pain from my hip along with my arthritis, having Ronnie coming round to visit me take my mind off the pain."

"It would be better if I had more time."

"Certainly, perks me up, very good laugh and enjoyable company."

"There is a big change in me since I have first started the service. I am more positive."

Q6 Do you have any suggestions how we could improve this service?



No	34
Yes	12
Grand Total	46

Q6 Client Feedback Sample

"Happy as it is. However, would like the outings to have a little bit longer mileage to go some places for special occasions."

"There seems to be a lack of advertisement. We did not know that your service existed."

"Two visits instead of one would suit me better."

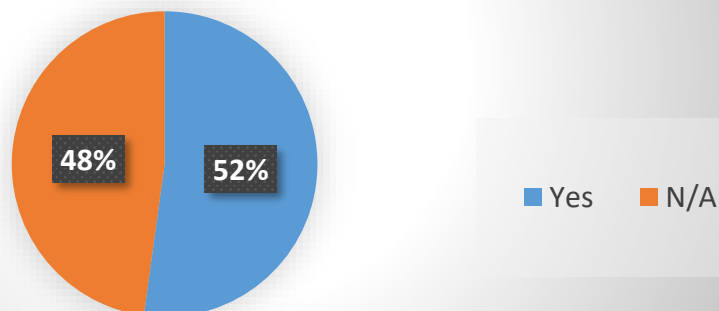
"A longer visit, more extra visits."

"Maybe another service."

"It was great when my support worker used to buy me a few requested items on their way to the visit. This has now been stopped."

"Provide emotional support."

Q7 Are you happy with our current transport charges (if you receive community visits)?



Yes	24
N/A	22
Grand Total	51

Q7 Client Feedback

"Would not mind paying a bit more as it is worth it to go out and about."

"It is a way of getting out."

"Happy to pay as enables me to get out and have company."

"Happy to pay more."

"More than happy."

Q8 Do you feel as you are receiving enough support in your daily life?



Yes	37
No	8
None ticked.	1
Grand Total	46

Q8 Client Feedback Sample

"I feel I could do with more befriender type support."

"I feel well supported by LLCG. However, I would like more support from my doctors/carers."

"Happy with my doctor who comes to the house. My daughter takes me to the dentist."

"Applied for carers at one point, was rejected."

"I need extra help in the garden keeping it maintained."

"I have Richmond Fellowship too."

"Other services visit too plus carers."

7.1 Key Findings from the HTSAH Client Survey

98% are very happy/happy with the services provided.

Main benefits highlighted included sense of wellbeing (**41%**) and mental health support (**33%**).

96% feel sufficiently supported by staff & volunteers whilst attending this group.

The survey reveals that **42%** of clients enjoy the social aspect of their visits, while **22%** benefit from practical help and **21%** from going on community outings. The rest of respondents identified enjoying taking part in activities and chatting.

93% noticed an improvement in their quality of life since this service have been introduced to them.

74% of our clients are satisfied with our services as they are, with the remaining **26%** identifying a need for longer/more frequent outings or visits.

All clients who receive community visits are happy with our current transport charges, with few respondents identifying that they would be happy to pay more.

81% of HTSAH clients surveyed feel they are receiving adequate support in their daily lives. The remaining responders expressed a need for more befriending type visits from LLCG or similar organisations, enhanced support from health services and additional support for carers.