



# Enliven Day Services

## FY2024 Output Evaluation Summary

November 2024

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## Conflict of Interest Declaration

The Day Services is a Presbyterian Support Northern service and this evaluation report has been conducted by the Presbyterian Support Northern Service Evaluation Team.

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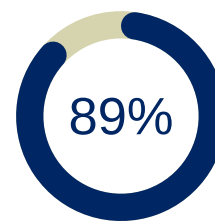
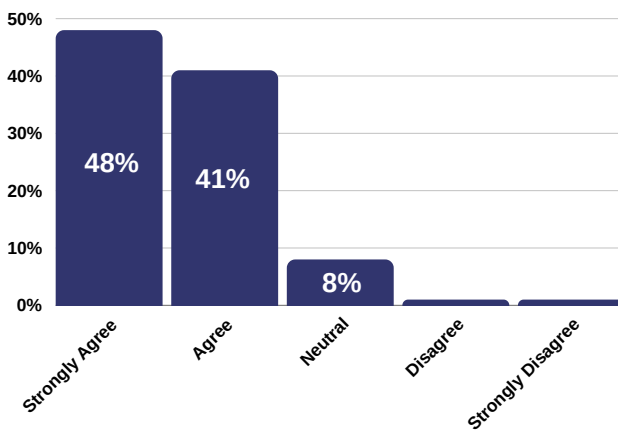
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In total, 341 supported clients were invited to take part in this year’s evaluation. Clients received hard copy forms upon their arrival at the Day services center in June. There were 96 responses to the Day Services evaluation, resulting in a 28% 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**

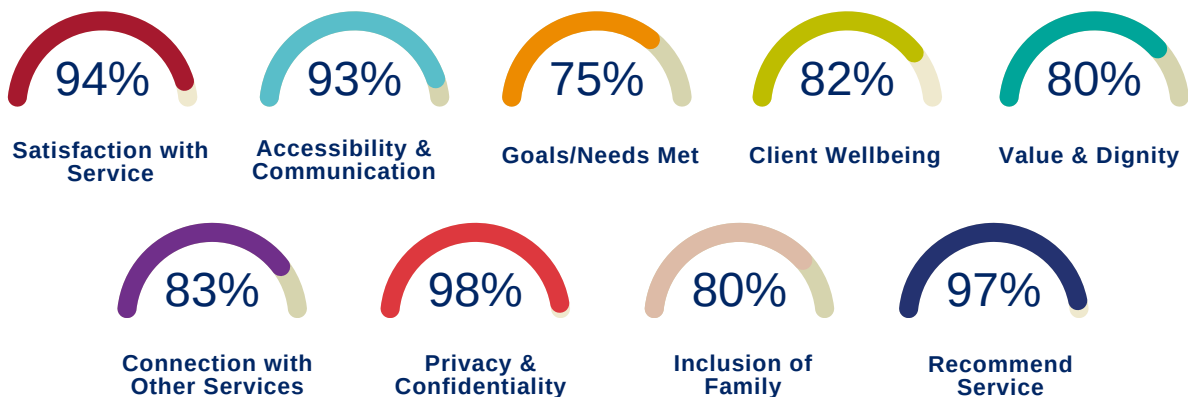


**Overall Agreement Rate**



A vast majority of respondents expressed positive feedback about the Enliven Day Services quality and delivery. The overall agreement rate (89%) was very high. This satisfaction indicator (agreement rate) is calculated by summing "Strongly Agree" (48%) and "Agree" (41%) responses.

**AGREEMENT RATE BY QUESTION THEMES**



- Almost all respondents (98%) felt their *privacy and confidentiality* was respected
- Most respondents 97% would recommend this service to others.
- Most respondents rated the responsiveness of the service, related to *accessibility & communication* highly (93%).
- Agreement rates for the *goals/needs met* domain were slightly lower this year, though they remained relatively 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

*"Being with people is a very good thing for me. I was feeling very lonely at the time."*

*"The social interaction with the staff especially, plus other recipients that I otherwise would not get. Meeting people of all ages and stages in life."*

Engaging in a range of stimulating activities

*"Enjoy the activities & communications with the carers & other participants."*

*"Having the time to do activities and arts and crafts. Just having fun."*

Receiving respite helps carers and whānau

*"Enliven has given my wife a few hours per week to shop and take care of errands while I am at day care."*

*"My carer has time to himself to do things he cannot do when I am at home."*

Helpful and supportive staff

*"Staff are very helpful and go the extra mile to make sure everyone is enjoying themselves."*

*"The staff are wonderful, very friendly and helpful."*

Overall, for the reporting period, respondents expressed their great satisfaction with the Enliven Day Services (94%), and most respondents would recommend this service to others (97%). This was also reflected in comments provided about the positive aspects of the services such as improved wellbeing, stimulating activities, respite for carer and whānau and helpful staff.

The key areas of improvement identified by respondents related to offering more activities and games, expanding the availability of the service, enhancing the communication and information sharing, increasing staffing and resources, expanding catering services, and improving transportation.

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.