

WHAT WE HEARD, WHAT WE'VE DONE, WHAT WE'RE DOING.

In late Spring 2022 we conducted a consultation with LifeCare clients, customers, supporters, local people, staff and volunteers. We had 205 contributors in total and they shared their thoughts via paper and digital surveys as well as through interviews and conversations. We then analysed what we heard and met with staff from all our departments to discuss the findings. Since then we have been working on putting what we heard was needed in to action and this report is an update on what we have done as well as what we still plan to do in the future.

NEW PROJECTS



You were interested in us developing at home wellbeing services

- ▶▶▶ We secured funding & piloted a home hairdressing service.
- ▶▶▶ We hope to develop this service & it's offering further, depending on what funding we can secure.

You were interested in us developing social clubs

- ▶▶▶ We have started a social club on Saturdays. This is a drop in service as opposed to a registered day club as the costs for this are currently unfeasible.
- ▶▶▶ We are trying to secure long term funding to continue this group.



You were interested in us developing support for people after hospital discharge.

- ▶▶▶ A service like this needs the capacity to be flexible & respond quickly but as there is a lot of demand on our existing services we don't have the capacity to do this right now.
- ▶▶▶ We will revisit this as part of our 2024/2025 planning.



DEVELOPING EXISTING SERVICES



You were interested in us partnering with other organisations.

- ▶▶▶ We are currently signposting clients to other third sector organisations.
- ▶▶▶ We hope to develop formal partnerships with other organisations, in particular to help us expand our Meals on Wheels service.

You were interested in us developing support with respite, getting to appointments, benefits & exercise.

- ▶▶▶ Our Outreach service is helping clients with exercise, respite & getting to appointments. Exercise is part of the activities at our Day Clubs & Unpaid Carer groups.
- ▶▶▶ We are currently planning events/groups to provide support with income maximisation & cost of living.



Vintage Vibes VIPs were interested in more activities & social opportunities across the city

- ▶▶▶ Vintage Vibes has increased the number of large events that run through the year as well as adding new social groups e.g. a theatre group & coffee social.
- ▶▶▶ Vintage Vibes is developing further groups in different parts of the city.

CAFELIFE & THE LIFECARE CENTRE

You were interested in us developing social activities, events, parent & baby/toddler activities at the LifeCare Centre

- ▶▶▶ Our new Community Hub & Volunteer Coordinator joined us in 2023. We have started activity groups for unpaid carers, a weekly pop up play area & held community events such as a Community BBQ & a Christmas Fair.
- ▶▶▶ Monthly History Talks & Bingo will start in 2024.



You were interested in us developing our offering at CafeLife

- ▶▶▶ In line with requests we now offer barista style coffee, children's lunch boxes, more gluten free options & our Christmas lunches have restarted.
- ▶▶▶ In 2024 we will be having international themed days in the Café & having special events to celebrate occasions such as Mother's Day & Father's Day.

COMMUNICATION & FUNDRAISING



You told us that you would like to support our work by rounding up your bill or 'paying it forward' in our Cafe.

▶▶▶ We now have a Fundraising Coordinator who has developed a community fundraising plan with these ideas in mind.

▶▶▶ Community fundraising activities have already started and there will be more to come in 2024.

You were interested in us communicating with you more 'offline' & telling you more about what LifeCare offers.

▶▶▶ We have been developing a leaflet about all of LifeCare's services & we're producing a printed newsletter every month.

▶▶▶ We will share our new leaflet with all clients & customers soon & we will continue to share a monthly newsletter.



You told us we needed to tell the story of LifeCare's impact.

▶▶▶ We set up regular collecting of statistics for all our services and completed client surveys. We also developed a way of collecting up to date photos and news to share in our newsletters and on social media.

▶▶▶ We will be working on developing a format for cases studies to showcase the impact of services on the lives of individual clients.

You told us we needed to improve communication between departments in the organisation to support collaboration and help people access different services.

▶▶▶ We developed an internal staff newsletter to help keep everyone informed.

▶▶▶ We have developed & launched our 3 year strategic plan & identified our 5 strategic goals. These have been shared with all staff.



We heard lots of wonderful feedback and ideas through this consultation process. We are pleased to have been able to make progress implementing some of what we heard was needed and use what we heard to guide our future plans. We are planning to repeat the process every two years with our next consultation taking place in 2024.