

3. *Strength and Balance – excellent, many thanks!*
4. *Excellent strength and balance class – thanks Paul.*
5. *Excellent exercise today, must continue to prioritise, seen real improvement, thank you, Paul.*
6. *Fantastic, hugely enjoyable, and relaxing.*
7. *Brilliant – thank you so much.*
8. *Thank you so much, brilliant work out today.*
9. *Enjoyed and loved Tai Chi class.*
10. *I'm happy coming here, doing my exercise, and seeing people.*
11. *Amazing! Thank you so much.*
12. *Energetic! Plus 10.*
13. *Power and strength to a happier life.*
14. *Feel positive today, did some new exercise. Looking forward to coming again.*
15. *Thanks a lot for such amazing support during my difficult time.*
16. *I am really impressed with the helpful and friendly volunteers.*
17. *Thank you, don't change.*
18. *Thank you so much for the kind support you have shown me and most of all for the friendliness. The volunteers are always ready to go the extra mile. Truly I am grateful for everything.*
19. *Well organised, welcome, supportive (x 3)*
20. *What a wonderful place for people who need support in such tough times.*
21. *Thank you for spending time to assess me and consider me for the 'gaining strength and balance' programme. Your time, positivity and energy are so incredibly valuable.*
22. *What a wonderful place for people who need support in such tough times.*
23. *Thanks a lot.*

Written Feedback:

Printed slips were left in the reception area along with a box to collect the slips. As well as gathering demographic information the feedback slips asked two questions:

- What did you like about today?
- What could have been better?

The location of this box was moved around the reception and welcomers were asked to prompt clients to leave feedback when appropriate. See pictures below.



What did you like about today?

What could have been better?

AGE	Ethnicity	Gender
0-17	Asian or British Asian	Male
18-24	Black, Black British, Caribbean or African	Female
25-34	Mixed or Multiple Ethnic Groups	Other
35-44	White	Thank you for your feedback
45-54	Other Ethnic Groups	
Any additional comments can be added below:		
55-64		
65-74		
75 +		

The aim of this feedback format was to gather information to gather positive feedback and suggestions for improvements. Three slips were left in the box and have been recorded below:



What did you like about today?	What could have been better?
I had reflexology today and it was so good and I am so happy to have had this treatment	Excellent services and volunteers are so good
It's too good. Seated yoga.	No comment left.
All is well. Everyone very helpful and kind. Cannot ask for more. Thanks.	No comment left.

Focus Group:

The focus group took place on Friday 25th November from 11am to 1pm. This activity was shared on the timetable and clients were invited to register to participate in the same way they would for other workshops/classes. Clients were given approximately four weeks to sign up. Of the six people who registered to take part three attended on the day. All participants were female and over the age of 60. Light refreshments were provided and small thank you gifts were given to each participant.

The aim of this activity was:

- To gather qualitative data
- To find out opinions and reactions
- To gain feedback from a cross section of our demographics
- To gain detailed insights into our key questions

As so few people participated and all from a similar demographic it is difficult to draw any conclusions. However, some positive comments and suggestions were given, and their attendance and opinions are much valued and recorded.

The focus of the questions discussed were gathered from the staff and were organised into the following areas:

1. Counselling
2. Support Groups
3. Services
4. Communications
5. Community/Events

1. Counselling:

Two out of the three had taken up counselling with one not being able to do so due to undergoing other treatments. None had been asked to complete an evaluation survey after counselling.

When asked about the waiting time for counselling session all understood that there was awaiting time and agreed that the time was acceptable as it was less time than waiting for an NHS doctor. However, one attendee felt that their partner had slipped through the net as they passed away whilst waiting for counselling.

Words/ comments used to describe the counselling sessions were:

- *Off loading*
- *Feeling light*



- *Clarity in mind*
- *Comforting*
- *Uplifting*
- *It was OK not to be OK.*
- *Made me feel I am me and not just a victim of grief.*

Overall, the comments given regarding counselling were positive and the clients were very appreciative of this service and found it to be a very supportive and much needed service. No suggestions were given regarding improvement of counselling services.

2. Support Groups:

Two out of the three participants had attended support groups/workshops. One participant was not aware that these were taking place. All participants agreed that there was a lot to gain from listening to the experiences of others when attending support groups. However, they also recognised that the person needed to be ready to be in this environment as it could also be challenging and triggering if they were still dealing with challenging emotions. Some of the comments made were:

- *It makes you stop thinking 'Oh poor me!' when you hear other peoples' stories.*
- *Things come up in the group that help put things into perspective.*
- *It is hard to listen to others when things are still raw.*
- *It can be intense; a lot of people have a lot to cope with.*
- *It can feel daunting.*

Positive comments were also made regarding the supportive environment at the Centre:

- *Everyone is very supportive – even without official counselling or support groups.*
- *Someone is always there when you need to talk.*

3. Services:

All participants were aware that The Mulberry Centre was able to deliver all services through the support of volunteers and through fundraising. They were aware that the charity relies on donations. All comments regarding services were very positive and are recorded below:

- *So good!*
- *Amazing!*
- *Exceeds expectations.*
- *Welcomers make a real difference – you get to know them, and they get to know you so you feel comfortable getting to the centre earlier for appointments and waiting; nothing is too much trouble for them*
- *Volunteer understanding is wide, and they make you feel comfortable.*
- *There are lots of different abilities in the class but you don't feel uncomfortable – you take part at the level you can and don't feel out of place*
- *I can see the difference in my own abilities after attending these classes, it has made a real difference.*
- *Working in a group is motivating and it makes you feel stronger.*

Particular services that were mentioned included the aromatherapy coffee morning, table tennis, the Thanksgiving Service and the Strength and Balance class. See comments below:



- The aromatherapy coffee morning was very positive.
- The aroma sticks are very helpful, I still carry mine.
- It was very helpful to learn about the different ones and how they relate to specific needs such as sleep or grief.
- *The Thanksgiving service was lovely and handled really well – it was comforting, the candles, the memory book – all beautiful.*
- *It was good to be with people with like experiences.*

The group got very animated when talking about table tennis and it was clearly evident that this was much enjoyed:

- *There are very positive health benefits from strength and balance class – it helped me to improve my ability at table tennis.*
- *The class is also really enjoyed for the social aspect.*
- *I can do more in the table tennis class from attending the physical classes.*

The attendees felt somewhat despondent that there were only a finite number of services that can be accessed and expressed that there was a feeling of being disconnected when these came to an end.

4. Communications:

All three participants recognised that they made limited use of online communications and did not feel particularly confident to do so. All three participants relied on text messages for reminders of sessions. All three used Facebook and YouTube to access information and one participant used Instagram. None of the participants used Twitter to access information and none of them visited our website to access news, information, updates or the activities schedule.

The participants found that emails and text messages were most helpful, and this is what they accessed most for get information from The Mulberry Centre. However, they also found it difficult to scroll back to locate the email with the timetable so often did not access this again after the first read. None of the participants had access to a printer and did not find the format of the website timetable very user friendly. They all liked the newsletter and found this format good and easy to access and read.

None of the participants had accessed the fundraising or volunteering pages on the website however they were keen to get involved.

All three participants were unaware of The Mulberry Centre Values when asked. Having been shown the visual from the website they recalled them and when reviewing each attribute individually all three participants whole heartedly agreed that The Mulberry Centre met these values.

5. Community/Events

Limited time remained to discuss this area fully. Two out of three participants were not aware when various events were taking place and one of the participants knew of some events. They suggested that it would be beneficial to have a member of the team at the hospital stand and had various



suggestions of events that The Mulberry Centre could have a presence. This included Lampton park Fete, Gunnersbury Mela, Ealing Music Festival and various Round Table forums.

Several suggestions were made throughout the focus group, these have been compiled below:

Communication:

- *A digital support workshop so clients could learn how to follow, like or share our social media posts as well as access information about events.*
- *More information provided on social media regarding upcoming workshops and classes.*
- *A traditional table format for the timetable with colour coding so easier to read.*
- *A printed timetable available for those who would like one.*
- *Telephone reminders of workshops etc for those who request it.*

Fundraising:

All participants were keen to be involved in fundraising, suggesting the following:

- *Hosting a Bring and Buy Sale*
- *Selling crafts made during art and craft workshops.*
- *Hosting a clothes swap/sale*

Services:

- *A befriending service was deemed particularly helpful when hitting a downward spiral*
- *More social events i.e. coffee morning or afternoon teas as people feel comfortable coming to the Centre*
- *A named contact that you can reach out to when you need advice i.e. when dealing with medical jargon or form filling.*
- *Help organising appointments as this can get complicated and overwhelming.*

Workshops/Classes:

- *Physical: An exercise class to music would be motivating for those who do not like exercise*
- *Emotional: Support class and a workshop on coping mechanisms.*
- *Creative: More art/craft classes (if you miss one due another scheduled appointment you have a long wait before the next.) It would be nice to use items created to fundraise.*

Finally, participants were asked to give any words/phrases to describe The Mulberry Centre:

Excellent!
Life-saving!
Amazing!
You are not alone!
A big thank you!
What would we do without you?
A hard journey I couldn't complete without you.