

# CK HEALTH CONNECT PHASE ONE REPORT

## EXECUTIVE SUMMARY

**By Dr Amanda Wragg, August 2020**

CK Health Connect is a Health and Well-being Community Pilot Project for Charlton Kings Parish which arose from concerns about loneliness and isolation in the Parish with an increasingly elderly population, many of whom no longer have family living with them, and, as a response to the increasing emphasis on social prescribing nationally. This 'refers to the idea of improving people's health and well-being by putting them in touch with local networks and services and increasing their active involvement with their local community' (<https://gatewayfs.org/our-work/health-and-wellbeing-services/social-prescribing/>). The main report is the outcome of Phase One – the Research Phase which has been funded by Charlton Kings Parish Council and Gloucestershire County Council's 'Growing our Communities Fund'. The research methods included document and internet research; one-to-one open-ended interviews with key community stakeholders; individual and group interviews; semi-structured questionnaires; and, a workshop and continued communication with a Core Group of professionals linked to delivery of health and well-being activities and services in the Parish.

The report, whilst making a number of recommendations in each chapter, culminates in identifying five key priorities which, ideally, would benefit from further development.

In relation to **physical health**, the local population has a certain set of health issues that are prevalent amongst older people, including frailty; Type 2 Diabetes; Alzheimers / dementia; High Blood Pressure; potential for strokes and heart issues; Parkinsons; likelihood of injury through falling; and, issues with foot care. With the increasing emphasis on self-care and prevention to reduce NHS costs it appears that there is a need for more local support groups around these health concerns, as well as for training or learning opportunities in IT / internet use so that older people and others who are not familiar with using the internet can develop some skills to find relevant information and support on-line. The role of pharmacies has extended in recent years to take pressure off doctors' surgeries and should be actively promoted to increase local awareness of the support and services they offer.

With regard to **Mental Health Issues (including loneliness and isolation)** these may often be hidden or not spoken about, and there can often be a cross-over with physical health concerns. A number of suggestions have come up during the course of the research as to ways to develop activities for local people with mental health issues, and the Core Group worked on this area in the March meeting. Bereavement falls under this heading and with an older population this is a common concern. The COVID-19 questions have provided more evidence of loneliness and isolation and it is likely that many people may feel fearful to go out as the Lockdown eases and will need support. The role of the social prescriber, community well-being agents and a Programme called 'Going the Extra Mile' (which supports those with barriers to employment) may be particularly helpful to engage with more within the local area as well as increasing local links with the Independence Trust. Suggested groups that might be considered for establishing are recommended as being the following: art/music therapy/ gardening with input from relevant organisations; more social mornings or talking/listening cafes; a bereavement support group, a Men's Shed group; outdoor activity groups for emergence from Lockdown; a carer's support group; links between older and younger people for e.g. IT support,

cooking, gardening. In addition, the research suggests that it would be beneficial to increase the social prescribing resource in Charlton Kings, either through the existing providers or through the training of volunteers via the Mendip Scheme.

**Transport and Mobility** issues were raised in many discussions and are of particular importance to the elderly, visually impaired, and, for people with physical disabilities. Issues raised relate to uneven pavements; people having to walk on the road in some areas; water accumulation making access difficult; and access to some social spaces. Whilst the minibus run by the CKSCWC is greatly appreciated, there is a need for more volunteer drivers which could lead to it being used more as well as local promotion of other cheap transport initiatives such as 'Driving Miss Daisy' and Community Connexions transport.

**Communications and Digital Inclusion** were key areas identified through the research. Several interviewees mentioned that people were unaware of all the activities that were going on in Charlton Kings, and the results from the pharmacy questionnaires highlighted this. There is a need for development of a cohesive communications strategy regarding local activities and services. A local timetable of activities has been produced by the Community Development Worker and a Healthconnect facebook page has been set up separate from the Parish Council Website, but other platforms could be considered, including hard copies of the new local Healthconnect Directory as well as it being a web-based resource. The HealthConnect Web Directory should be presented to relevant Health and Well-being organisations and activity leaders across Charlton Kings, Cheltenham and Gloucestershire. It is recommended that there is more work carried out to support digital inclusion (including use of mobile phone technology) either through home-based support, or, through providing opportunities to attend training / support sessions with more resources provided for this.

There was also a need identified for **more research about young people and young Families**. From the Core Group meeting it appeared that there was a need for more discussion between Balcarras, the Youth Work team and other youth workers attached to churches to develop a good programme for the parish and keep young people occupied with somewhere for them to go every evening. The Kings Hall redevelopment may offer new opportunities. There was also a perceived need for more youth workers, or, extension of hours for existing youth workers. It is recommended that there is a facilitated discussion between Balcarras School staff, youth workers from churches, and the Youth Work team to look in more detail at options and weekly timetable of activities and resourcing. With regard to young families there has been a vision from a primary school parent to set up a drop-in / talking / listening coffee morning on a regular basis for young parents and anyone who feels isolated in the wider community and it is recommended that further discussions take place around this idea.

# **CK HEALTH CONNECT PHASE ONE REPORT**

## **to Charlton Kings Parish Council**

**By Dr Amanda Wragg (Community Development Worker)**

**June 2020**

### **1. Introduction and background**

1.1 CK Health Connect is a Health and Well-being Community Pilot Project for Charlton Kings Parish. The project idea, and hence the role of Community Development Worker, arose from concerns about loneliness and isolation in the Parish with an increasingly elderly population, many of whom no longer have family living with them, and, as a response to the increasing emphasis on social prescribing nationally. Social prescribing 'refers to the idea of improving people's health and well-being by putting them in touch with local networks and services and increasing their active involvement with their local community' (<https://gatewayfs.org/our-work/health-and-wellbeing-services/social-prescribing/>). In terms of the need for the project, the Parish Council stated in its application to Gloucestershire County Council's 'Growing our Communities Fund' that, 'We are now beginning to understand that the roots of optimum physical and mental health lie not in hospitals or GP surgeries, but in our communities. For many people, connecting with support groups and outreach services within their neighbourhoods is critical to achieving health and well-being'.

1.2 Ideas relating to social prescribing; social connections; community groups and well-being activities pertaining to Charlton Kings are brought together in this project.

1.3 This report summarises the research undertaken during Phase One, the first six months of the Project, with outcomes and recommendations to date.

### **2. Objectives**

2.1 The research objectives for Phase One were as follows:

- (1) To develop a web-based comprehensive Community Directory Resource to include listings for both recreational and dedicated community support services, to be published on the Parish Council website
- (2) To identify gaps in community support services through exploring partnerships with key local service providers and engagement within the community
- (3) To liaise across statutory, voluntary and private sector agencies operating in the area to gather information and build relationships
- (4) To support the community in finding solutions to any identified shortfall in support services

### **3. Approach to the Research and Methodology**

3.1 The starting point was documentary research to find out about any previous research work that had been carried out with a relevance to health and well-being and the demographics of the area.

Existing documents were identified through liaising with Parish Council staff and Councillors, and through internet research.

To meet Objective 1 (building the Health Connect Directory), information on existing services and local community groups was gathered through visits to community buildings and through open-ended discussions (using focused questions) with key local representatives of voluntary, statutory and private organisations. A proforma was developed (See Appendix One) in order to harvest information about community groups and local services for the development of the web directory. This allowed for inclusion of details about the group or service; contact details; who it is aimed at; where and when it meets (as appropriate) and cost as applicable. A Health Connect Page was set up on the Parish Council website to host the resultant Directory (<https://www.charltonkingsparishcouncil.gov.uk/charlton-kings-health-connect.html>). The over-arching themes currently are: Health Services; Physical Health; Mental well-being; Social activities (all ages); Creative activities; Environmental and outdoor activities; Financial and housing issues; Churches, pubs, cafes and other meeting places; Mobility and Transport. The proforma was distributed through delivering by hand to services and groups; and through email following phone conversations.

3.2 Objectives 2-4 were met through working with some local groups and key representatives to identify gaps and liaise across different local organisations. In terms of ascertaining the views of local parishioners, a qualitative approach was taken with the use of semi-structured questionnaires; group interviews and workshops, and, open-ended individual face-to-face discussions. This approach was used because it is recommended for 'community listening' and, encourages further exploration of themes as they arise. 'It is effective as it seeks to understand a given research problem or topic from the perspectives of the local population it involves' (Family Health International: Qualitative Research Methods: A data Collectors Field Guide <https://course.ccs.neu.edu/is4800sp12/resources/qualmethods.pdf>). In other words, it is a flexible approach and the researcher can adapt to responses and change questions or research course, through 'going with the flow'.

3.3 The Community Development Worker undertook open-ended discussions with a number of local people including the Baptist Church Minister; representative of the Patient Participation Group; Representative of Holy Apostles Hall; the Social Prescriber (Caring for Communities and People, CCP); Sixways GP Practice Manager; Parish Church Pastoral Team representative; Holy Apostles Hall representative; Charlton Pharmacy owner; Badhams Pharmacy; a bereavement and relationship coach; Deputy Head of Balcarras School; Chair of Charlton Kings Senior Citizens' Welfare Committee, and representative of group for visually impaired; Balcarras Sports Hall Manager; individual parish councillors; Friends of Charlton Kings; St Mary's Church Warden; Charlton Kings Business Connect; Charlton kings Business Connect; and, the Community Well-being Agent (CCP); and, a representative for a new idea of a social group for parents. In addition, discussions took place with private businesses and representatives of activity groups.

3.4 Aims of the discussions were to find out what a given group or service offers locally; how it works; who attends; who they would like to attract; and, how they engage with the community and other organisations. Any difficulties were drawn out as well as any visions as to how they might work better, or perceptions of gaps in local provision.

3.5 Visits to groups / group discussions and questionnaires and workshops took place with over 50s age groups at The Luncheon Club (CK Baptist Church); Friendship Club (Coopers Court); Knit and Natter (Library) and, Art Group (Parish Hall).

3.6 It was decided that an approach of co-production would be taken (Local Government Association, 2020, <https://www.local.gov.uk/topics/devolution/engaging-citizens-devolution/approaches-civic-and-democratic-engagement/co>), involving a Core Group of health and well-being practitioners and a wider group which includes activities leaders. This, currently, is a popular approach in community research which allows discussion of local knowledge, and development of resources to be a shared endeavor where all involved have assets to bring to the table, whether they be professionals or lay people, and are part of the research and development process. Invitations to a Core Group meeting were sent to a variety of individuals who represent health and well-being services, or local groups, within the community. This group has continued to remain in contact and contribute to the research work during the Lockdown.

3.7 From the Core Group meeting held in March 2020, it was decided that questionnaires would be sent out via pharmacies (See Appendix Five)

to try to include views from people who may be housebound or in need of health and well-being services and who were not necessarily attending groups and activities. The questionnaires were semi-structured with mainly open-ended questions so that people could comment freely. As the COVID-19 Pandemic Lockdown occurred later in March, these questionnaires also included a section on how people were finding life during the lockdown. Some of these questionnaires were also sent out via email through the Charlton Park Residents Association. It should be noted that all questionnaire responses have been anonymous and no addresses or personal details have been collected.

3.8 As a result of the Lockdown, the resulting data may be affected. Firstly, it was not possible to go to speak to all the groups that it had been intended to liaise with (for example, younger families, Probus Groups), and, secondly, the questionnaire responses sent out via pharmacies and Charlton Park residents Committee (although split into 'before lockdown questions' and 'during lockdown' questions) may be affected by poorer health and well-being and changed perceptions as a result of people being housebound.

#### **4. Findings from Documentary Research**

4.1 Charlton Kings is a large parish(12.6km square) of over 11,335 people (Office for National Statistics, 2018) and is a reasonably affluent area with few pockets of deprivation, for example, unemployment benefit claimants and children in out-of-work households is lower than the average for Gloucestershire and England (GRCC, 2018). It includes the area of Battledown and more recently, Charlton Park. The area comprises mature housing and is situated on the lower slopes of the Cotswolds escarpment with open, largely rural land to the south and east.

4.2 GRCC (2018) assimilated information from a questionnaire survey undertaken by the Parish Council with residents in 2016, which was followed up with an interactive workshop session to which 60 people attended. 253 people completed Part 1 of the questionnaire with 232 people completing the more detailed Part 2. Results showed a strong feeling amongst respondents for protecting green spaces, wildlife, countryside and recreational areas; improvement of Church Piece and the Grange Field area; support for local transport initiatives (including parking, cycling, walking and buses); maintaining local heritage; more amenities and opportunities for different types of business; and, more regular community events. An aspiration for 2031 was then developed (p.5), and, in terms of

the Health Connect Project, several areas from the resulting objectives are particularly pertinent for the future, i.e. maintaining green spaces, establishing Church Piece and Grange Field as the prime centre for parish activities and events; extending the programme of events in the parish; enhancing walking and cycling routes with guidance and signage; continuation of the tradition of volunteering for footpath maintenance with Cotswold Wardens; and, addressing traffic, speed and road maintenance issues. 60% of residents who responded to the GRCC questionnaire agreed strongly that it was important to ensure key services such as schools, doctors and others, keep pace with the rising population.

4.3 The older population in Gloucestershire is rising at a faster pace than nationally. For example, in 2019 there were 37,100 between ages 65 and 69, projected to increase to 40,800 by 2025 and to 48,400 by 2035. The number of people aged 75-79 are expected to increase from 26,400 to 36,800 between 2019 and 2035, and the 85 – 89 age group and 90 plus age group are both set to almost double during this 16 year period (Office for National Statistics, in POPPI, Oxford Brookes University). Within Charlton Kings itself, the 2001 census showed that 21.01% of the population were over 65 which had increased to 23% of the population by 2011. For Cheltenham as a whole, the total population aged 65+ whose activities are 'limited a lot' is set to increase from 4,233 in 2019 to 6,161 in 2035

<https://www.poppi.org.uk/index.php?pageNo=331&areaID=8260&loc=8260> . Also, in relation to the Health Connect Project, it is interesting to note that the uptake of services for healthy living, and for older people, is higher than the county average. For instance, the level of uptake for care management assessments, mental health assessments, equipment for independent living, meal services and assessments on those aged over 75 are all in the highest 35% for the county. The number of people over the age of 75 being assessed is in the top 10% for the county (GRCC, 2018, p.8). There are implications for this in terms of ensuring that demand is met and services are available for the increasingly older population. 11.2% of over 65s in Charlton Kings were claiming Attendance Allowance in 2018. There were 747 households with just one pensioner in recorded in the 2011 (census <https://inform.gloucestershire.gov.uk/media/2087426/charlton-kings.pdf>). It should also be noted that there were 1,269 people providing unpaid care recorded in the 2011 Census.

4.4 It is also interesting, and positive from a well-being perspective, that there is a high level of satisfaction with opportunities for walking nearby, and with access to local sports clubs and fitness opportunities. Charlton Kings residents eat more healthily than the average eater in Gloucestershire, but have slightly higher levels of binge drinking with considerable lower levels of smoking than for Gloucestershire (OCSI, 2018). They also have higher physical activity levels than across the county (Active Lives Survey, 2018).

4.5 There are also fewer than average people with low, or no, qualifications with 44.8% of residents over 16 years holding a degree level qualification compared with 27.4% for England as a whole (<https://inform.gloucestershire.gov.uk/media/2087426/charlton-kings.pdf>, from 2011 census). GRCC (2018) also found educational achievement within early years children to be very high compared to the England average. Also, car ownership is higher than average – only 13.5% of households have no car compared with 17.4% in Gloucestershire (Inform Gloucestershire Local Insight Profile). Weekly household income for Charlton Kings Parish is £747 – higher than the average for Gloucestershire and England (both at £673) (Office of National Statistics 2007-8).

4.6 Regarding Child Poverty, 2.3% of children in Charlton Kings were in 'out of work' households in 2016 with 3.3% being recorded as in poverty in 2015. These are much lower levels than for England as a whole but still of a concern.

4.5 Thus it may be deduced that Charlton Kings has a relatively healthy community profile, certainly in socioeconomic terms, however, with its ageing population and a relatively high proportion of young families (Charlton Kings has 21.2% of its population under the age of 15 compared with 17.9% for Gloucestershire and 19.1% for England (<https://inform.gloucestershire.gov.uk/media/2087426/charlton-kings.pdf>)), there may be a higher burden on health services and a higher propensity for isolation and loneliness. The Loneliness Index (Age UK, 2011) indicates that Charlton Kings Parish has an index of -4.2 which is higher than the Gloucestershire and UK averages, Also, it should be noted that fuel poverty is at a similar level for the England average with 10.5% of Charlton Kings households being in fuel poverty and 10.6% being the figure for England.

4.6 The Government's Annual Report on Loneliness (HM Government, January 2020) states that 6-18% of the UK population report 'often feeling lonely', and the report discusses the negative impacts of this on health and well-being, including early deaths. Government Departments have 60 targets relating to this and, crucially, these include, 'the expansion and improvement of social prescribing - this is supporting the recruitment of 1,000 additional social prescribing link workers within primary care networks by April 2021. This will help to ensure more people are connected with the care and support they need when experiencing loneliness no matter where they live'. The Government (2018) has also run a recent campaign 'Let's Talk Loneliness' which has gained widespread support from across sectors, helping to highlight how loneliness is a normal, human emotion that should be talked about. Public Health England (2019) also launched a campaign in October last year called 'Every Mind Matters' which looks at links between social connections and loneliness.

4.7 NHS Gloucestershire Clinical Commissioning Group is placing a much greater emphasis on prevention and self-care and the joining up of services, community support and information across health and social care. They are also developing alternatives to hospital care, including more care, treatment and support at home and within the local community. Social prescribing is one way in which community support for people can be delivered, and not just through those who are employed to offer this service but also through members of the community at large – community connectors ([https://www.gloucestershireccg.nhs.uk/wp-content/uploads/2015/10/Cheltenham-Locality-Development-Plan\\_13\\_1015.pdf](https://www.gloucestershireccg.nhs.uk/wp-content/uploads/2015/10/Cheltenham-Locality-Development-Plan_13_1015.pdf)). Following the initial piloting of social prescribing in the county, referrals from GPs to social prescribers increased steadily showing the benefits of the scheme, especially for those who received support around social isolation, housing, financial advice and mental health and wellbeing'. Now, all practices are adopting an 'in-practice' model going forward whereby practice staff will be able to make a referral to the Social Prescribing Coordinator who will be based in the practice for one/two sessions per week or directly available. Social Isolation is one of the priorities identified in the Locality Plan. Caring For Communities and People (CCP) delivers social prescribing for Sixways GP Surgery for Charlton Kings area.

4.8 Health Connections Mendip (<https://healthconnections mendip.org>) provides a very useful model as to how social capital has been built up in the area, and, community connectors have a key role in sign-posting people to what is going on in the locale. There, community assets and activities have been identified and the local community has been asked what they want more of, or what new activities they want to see. Also, they have a service directory that social prescribers and GP surgeries can use to signpost patients/clients to beneficial activities to suit them and their circumstances. Charlton Kings Parish Plan (2017) recognises that the parish has a higher proportion of people over 65 (23%) and under 17 (24%) (Office for National Statistics, 2018) than Gloucestershire or England and it is within these groups, and parents of young families, where loneliness often occurs. It is also very prevalent for people with disabilities, learning difficulties,

mobility issues and mental health issues, as well as for people who are experiencing a change in life circumstances such as job loss, bereavement, relationship break-up or have just moved to the area. Interestingly, copies of the website directory with health connect are purchaseable. The ideas from the Mendip Project are spreading, and, Stroud now has a project starting called 'Compassionate Stroud' which is seeking to implement lessons from the Health Connections Mendip aimed at supporting mental health and reducing social isolation (Stroud News and Journal, 2018)(<https://www.stroudnewsandjournal.co.uk/news/communitynews/16306084.the-compassionate-stroud-project-stroud-4-mental-wealth/>).

4.9 The Holy Apostles Community Needs Survey (Action for People, 2018) was undertaken to inform potential use of the refurbished Church Hall. It includes household information for Charlton Kings: 60% of households are occupied by families and 33% by people living alone, 19% are lone parents as a percentage of all households with children.

<https://www.churchofengland.org/more/policy-and-thinking/research-and-statistics> accessed 30th June 2018, in Holy Apostles Community Needs Survey (p.13). The report indicates that 2.7% of households in the Church include unpaid carers but that the figure for households with unpaid carers in the parish as a whole is 10%. 22% of the parish population is 65 or over.

4.10 Overall, the highest priorities identified from the Holy Apostles Survey for the parish at large were for older / retired people (including social opportunities and a daytime drop-in café); followed by community arts social opportunities, with the thread of social events going through both. There was also a need identified for a community café which is open every morning for all ages. Training and education opportunities (including IT) also received interest. It had been expected that there would be a need for a carers' group and a group targeted at people with mental health challenges, bearing in mind the demographics of the local population but these did not come through strongly, perhaps because their needs are already served by Cheltenham as a whole. On the other hand it may be that carers of family do not necessarily see the need to find support as they may perceive caring as their role.

4.11 Charlton Kings has many small independent businesses, 80% of which employ 0-4 people (Action for People, 2018). Running a small business can be stressful and, it should be borne in mind, that during the Lockdown and emergence from Lockdown many businesses may not survive, or will be running at a reduced profit thus business owners and managers and staff are likely to be under increased financial pressure.

4.12 Similarly, with the COVID-19 Lockdown many people may develop mental health difficulties who did not have them prior to the pandemic.

4.13 So, overall findings from the documentary research indicate the following:

- Charlton Kings is an affluent area but has a potential need for more health and well-being services with respect to its ageing population and associated health and mobility issues
- There is a relatively high proportion of young families who require particular health care services
- Previous research indicates that people value open spaces and related opportunities for healthy activities
- The elderly population may be cash poor but living in large houses, thus fuel poverty, loneliness, and lack of funding for care may be issues
- There may be carers who would like support
- Many local people would like more opportunity for social activities and events to bring the community together

- Training and education provision has been identified as a potential community need
- Drop-in cafes for retired people and families has been identified as a potential community need
- Small businesses may need support, particularly with emergence from lockdown and the likelihood of financial pressures
- Loneliness is affecting society generally and is likely to be of pertinence in Charlton Kings owing to its demographics
- The current emphasis from health care organisations is on self care (which may require an improvement in IT skills for many people (a focus on digital inclusion)), and, on social prescribing which can extend to include community connectors, community resources and local community groups
- Help for working age people regarding stress and financial / employment issues

## **5. Findings from key face-to-face individual or small group discussions**

5.1 Throughout the research process the Community Development Worker was involved in discussions with health and social care professionals; leaders of community groups; activity providers; and, local businesses related to health and well-being. Points of interest are recorded in this section.

### Findings from Discussions with Social Prescriber and SixWays GP Surgery Practice Manager; Patients' Participation Group representative, and follow-up meeting with Social Prescriber

5.2 Most Charlton Kings residents attend Six Ways GP Surgery but those from Charlton Park area are more likely to attend other GP practices. 40% of referrals to social prescribers are through GPs – others may come from self referrals or through other support or signposting organisations, or via Care Navigators based at hospitals. 70-80% of referrals from Charlton Kings tend to be those who have retired although referrals from anyone over 16 are taken. The social prescribing human resource for Charlton Kings is for two days per week of time and is split between Charlton Kings and Leckhampton. Usually referrals are for: mental health and well-being; social isolation; housing issues; debt / finance; physical health and fitness; transport; and, loneliness.

5.3 Bereavement may be a trigger for social isolation where there can be useful intervention from a social prescriber, particularly as clients who have lost someone close tend to go to a GP and Cruse, for example, has a long waiting list for counselling and many local people do not have family support close by. Bereavement may have knock-on effects in terms of mobility, isolation and loneliness. People benefit from sharing their loss with people in the same position so a support group could be a useful initiative in Charlton Kings. Recent research by SixWays surgery from large data indicates that age and frailty represent a large cost to the NHS and from an initial pilot study 60 households have been identified where the district nurse and welfare teams are working with these people.

5.4 Key health issues for particular groups in Charlton Kings that were highlighted through discussions were that young families have a lot of health issues but have support from health visitors, however, there is more of a gap in support for school age children but school nurses can help. Teenage mental health is a growing area for concern particularly with social media use. Anti-social behaviour from young people does occur around the shopping hub at Church Piece. Addiction is not seen as being a great problem in the parish, although, with lots of lonely people in large houses there is a suspicion of alcohol use being an issue. Charlton Kings residents tend to be cash poor (which has an implication for buying help in) with their wealth tied up in property.

5.5 During the COVID-19 lockdown the social prescriber and CCP Community Well-being Agents are still taking referrals and talking with people on-line and through phone calls.

#### 5.6 *Ideas for the future*

- Diabetes Type 2 and High Blood pressure are concerns and typical of the population structure found in Charlton Kings. It was felt that some diabetes and health support sessions would be useful in the parish.
- IT use is not seen as a huge barrier where there are younger people in a household to help set up equipment but there can be older people who do not want to engage with IT at all. An idea to look at for the future were older and younger people meeting together.
- With regard to social isolation, transport was felt to be an issue for older residents. For those who are housebound, befriending services were seen as being very useful, such as those offered by Coventry Building Society and Independent Age but there can be some difficulties with matching up befrienders and those needing a listening ear. Here there was seen a potential for links between Balcarras Students and older people. The issue was raised that there are isolated people who do not attend groups.
- CCP have recently started a Men's group at the Isbourne Centre which they are supporting following an identified need for this. CCP and Adult Education (Gloucestershire County Council) are working with the Isbourne Centre to deliver health and well-being workshops. These could be promoted in the Parish
- Listening Cafes for dropping in and having a chat with supportive hosts or regular attendees were seen as a positive idea for Charlton Kings moving forwards.
- It was felt that there should be some structure for engaging community connectors.
- Some of the GPs are particularly keen on the idea of a local web directory for social prescribing and sign-posting.
- The idea was mentioned of the need for looser networks through drop-in cafes.
- There are lots of online groups, e.g CK Swaps and Sales; Friends of Charlton Kings- there could be opportunities to help older people make use of these connections
- It would be useful to have more activities and ways of engagement for men.
- The Patients Participation Group representative felt that social prescribing needs to take off more within the parish.
- There has been an attempt before to start up an Alzheimers Group but it was difficult to get people to attend. However there is a group running in Bishops Cleeve focused on poetry and carers can read poems on behalf of people with Alzheimers. Perhaps a local similar group could be developed.
- Regarding social prescribing and community connectors it would be very useful to have hard copy information as well as on-line. This could be delivered via pharmacy deliveries.
- The Patients Participation Group may start to take a more active role in organising meetings and agendas in the future.

#### Findings from Discussions with pharmacies

5.7 Community pharmacists should be used more by the public for prevention, especially cardiovascular and respiratory problems and for the promotion of weight loss and exercise. Charlton Pharmacy recently has had a change in funding to become a 'Healthy Living' pharmacy and is becoming part of 'dementia friends' and is used as a hub for seeing vulnerable people, often through providing customers with a cup of tea, which means it has importance in terms of a safeguarding

role. There are therefore some issues with the move to use of electronic prescriptions which means that patients don't always need to attend a pharmacy to order prescriptions.

5.8 In tailoring pharmacy provision to meet demands of elderly patients it is important to adapt communications to ensure pharmacy services remain accessible to those not on-line – recent data from Age UK suggests that there are still 4.2 million people over 65 years who have never used the internet (Charlton Pharmacy document for circulation to Core Group).

5.9 There are new services signposted from dialling 111 which refers people to pharmacies for example, for athlete's foot; fever in children; coughs; colds; impertigo; UTIs; ear infections; flu jabs; stopping smoking; travel vaccines; sexual health vaccines; shingles vaccines; chicken pox and children's vaccines. The Charlton Pharmacy has an independent prescriber which means that sore throat swabs can be carried out and antibiotics can be prescribed there. Pharmacies also provide checks on blood pressure, heart rate, breathing, pulse and blood sugars.

5.10 The health issues seen as particularly prevalent in Charlton Kings were hypertension; general dementia; people with multiple medications; and, the pharmacies often hear of people needing carers.

5.11 *Ideas for the future:*

- to have more clinics and more information to the community about prevention, for example trying to intercept people with hypertension and arrhythmia before they need to go to hospital.
- It was seen as important to change the public's perception of the use of pharmacies and make their wide range of services more obvious.
- Dementia is an important local issue and pharmacies can play a key role through engaging with families and carers.
- Pharmacists can work with GPs to support overarching pharmaceutical care for older patients with a specific focus on reducing inappropriate prescribing.
- Care between hospital and independent living is an important local issue and there is scope for an overlap with some elements of social care for the elderly through increased marketing and promotion of pharmacies' roles
- Use of medicines is also an important local issue and pharmacies can give support with this

5.12 Findings from Discussions with Church Staff from local churches

Churches provide a great many activities within the Parish as well as performing a pastoral, emotional and spiritual support role. Church buildings belonging to the Baptist Church; Holy Apostles; St Mary's and Sacred Hearts are all constantly in use for activities throughout the daytimes and most evenings. In addition, the Baptist Church has its own coffee shop (Kings Café), and the Holy Apostles Hall has now become a daytime cafe. The activities that run regularly have been discussed with leaders and staff and added to the Health Connect Directory.

5.13 Some particular health and well-being needs are met through the following:

- The Living Room at the Baptist Church is a venture which aims to help elderly people with hand-eye coordination. It provides a quiet space with table tennis available but there is limited capacity for the Church to go out and actively find people to bring along.

- Youth groups: young people tend not to take the time to be quiet and it was seen as important to build in spiritual space at an early age owing to mental health pressures.
- Toddler groups: people who use these tend to actively seek them out.
- Lunch Clubs and social groups: there are Lunch Clubs and an afternoon Friendship Group which meet at church halls and Coopers Court.
- A 'Happiness' Course has been run at Holy Apostles.

#### 5.14 *Ideas for the future:*

- A foodbank / pantry.
- As a result of the Community Needs Survey, Holy Apostles Church received a grant for development of the Hall, which has been developed into a community café. They have a 'café development' group to look at future activities. It would be useful to avoid replication so liaison with existing groups and identification of gaps could be a good process to develop.
- Liaison between church youth groups and youth workers to avoid replication of activities and fill gaps

#### 5.15 Findings from Discussion with Charlton Kings Senior Citizens' Welfare Committee (CKSCWC)

One of the main roles is the provision of door-to-door transport with a minibus for those who are housebound in order to take people to Lunch Clubs, Friendship Group, the Happy Circle or for shopping which can include time for a coffee shop visit. Also, the Committee can arrange trips out and residential trips. The bus is used most days and is stored at Greville House car park on condition that they can also use it. The bus is insured by the Council. The CKSCWC meets quarterly.

5.16 There is a concern that not all older residents are aware of this service and difficulties as to how to reach them. There seems to be some geographical bias in terms of the residents who are picked up by the bus. The CKSCWC is looking at updating their website to improve communications.

#### 5.17 *Ideas for the future:*

- It would be good to have continuation of social activities out of term time.
- There is a concern that people who are lonely are just sitting at home watching television.
- There is good comradery found between older people through allotment use, this could be developed further.
- A 'Men in Shed's' project could be a good idea to take forwards.
- The idea of offering DoE awards to young people to volunteer to help with older people's activities was suggested.
- Whilst there is a visually impaired group that runs in Highbury Church Hall near Charlton Kings, visually impaired people tend to be isolated as they may not be able to leave house easily. 'Insight' is a service in Cheltenham for people with sight difficulties and provides equipment, it would be useful to develop further links between the service and local community to raise awareness of what it offers.
- Diabetes management is an issue for many – there could be a diabetes local support group or clinic.
- There are Adult Education courses but IT is a barrier for lots of people – there could be training put on, or links between older and younger people explored.
- A lounge-type café where people can drop-in with no pressure to buy drinks would be a good idea

#### 5.18 Findings from Discussions with Schools (Balcarras and Charlton Kings Infant School)

There is an on-line People's Survey through the County Council which is completed by students in years 8,10 and 12 by April each year, and this is carried out by the majority of schools in Gloucestershire and gives a good indication as to how schools are faring with health and well-being issues. This includes sections on eating; physical activity; use of substances; citizenship (jobs; voluntary work; young carers?); travel to school; school attendance; homework; safety in school; sexual orientation; sexual health; domestic abuse; on-line safety; self-harm; bullying). The schools receive feedback on the questionnaires. Feedback given to schools is broken down question by question and there are also county and national results available. Interventions are put into school assemblies and Personal, Social and Health Education. This enables schools to pick upon issues, e.g. transgender. Results are given in July and the pastoral team looks at ways to tackle anything arising for the following September.

5.19 In terms of issues raised in Balcarras, the school is very high achieving but students need to maintain a healthy balance between work and other activities as students can suffer from pressure of achieving and sometimes put themselves under a lot of pressure. Many students walk to school which builds healthy activity into their day. In terms of stress from social media there is a no phone policy in the school and this has resulted in a decline of incidence of bullying through social media.

5.20 The Charlton Kings Infants School has run activities that link school children with older people. They have organised a leaflet drop to engage isolated people and had some success in attracting people who weren't already linked to the school to attend the school play.

5.21 The Infant School choir goes to a care home and there were plans to do this for V.E Day which could not come to fruition because of the Lockdown. There were also plans for school children to be involved with a street party for V.E Day which could not go ahead in May 2020. Crucially, school staff want to take forward the idea of a weekly club which targets members of the community who are hard to reach so that such people can go into the school and do e.g. gardening or cookery or games with children.

5.22 *Ideas for the future:*

- Infant School staff want to set up a baking club and board games club involving 6 children with 6 adults – a ration of 1:1. The idea of calling this the 'weekly bake-off' was discussed. This could link in with students from Balcarras who might be interested in teaching in the future. It was suggested that there could also be a link here with the Senior Citizens' Welfare Committee.
- Link into the citizenship programme for students volunteering within the community.
- Assemblies and the PSHE programme could include contributions from health practitioners.
- An issue was identified regarding pollution with cars stopping outside the Infants School – it could be worth looking at ways to address this

#### 5.23 Discussion with Charlton Kings Business Connect and Friends of Charlton Kings (FOCK)

There are a number of large networks operating within the parish which includes Friends of Charlton Kings (FOCK) and Charlton Kings Business Connect. The latter is a Small Business support group which operates within the Parish which aims to reduce loneliness for people working from home. People can go to a drop-in session and talk about their businesses and any issues facing them. This

group can suffer mental health issues through isolation and stress. They also hold pop up events. The group has continued to operate virtually during the lockdown.

5.24 Friends of Charlton Kings has a very active facebook page and has harnessed the efforts and goodwill of many street volunteers to help look out for residents during the COVID-19 Lockdown in terms of doing shopping, pharmacy deliveries and checking on people who are self-isolating or need help in some way. This may link in with the idea of community connectors for social prescribing as there are many active volunteers.

5.25 During the course of the research the idea of a more active facebook platform for the Health Connect Project was initiated by Friends of Charlton Kings and this was set up, by Anna West (FOCK). It has the same structure as the Health Connect Directory and discusses different health and well-being topics each week as well as providing current information.

#### 5.26 *Ideas for the future*

- A joint (stand-alone) directory of community resources could be produced and promoted
- Linking the Health Connect Project with FoCK active members and CK Business Connect in terms of training for potential community connectors

#### 5.27 Findings from Discussions with activity leaders and other members of the community

##### *Other ideas generated for the future:*

- Tai Chi Qigong Shibashi – A group runs in Charlton Kings. This is a health system for physical, mental, emotional and spiritual health – very useful for people with mental health issues or alcohol issues. It helps to promote calmness and has been carried out with school groups years 3,4,5. It would be useful to promote this and other well-being activities such as yoga and keep fit and walking groups through the next Parish Fayre and through the Directory and other communications.
- A local market / shop linked to allotment produce
- Sociable gatherings on allotments, e.g. Grangefield
- Training for outdoors activities with wildlife or conservation, e.g. from Wildlife Trust?
- Tree planting (e.g. make trees available for £1.00 for planting at next Charlton Kings Fayre)
- Older people could be encouraged to do paper rounds to help a local business

## **6 Findings from larger Group workshops and questionnaires with older people**

6.1 Group workshops and questionnaires were undertaken with more than 40 older people (over 50s, but mostly over 60s – 90s) at the Luncheon Club; Art Group; Knit and Natter; and, Friendship Group. Please see Appendices Two and Three for the basic questionnaire and responses.

6.2 Appendix Two includes notes of the discussion from the Luncheon Club. The questionnaires were basic to obtain a snapshot in a short space of time – half an hour to an hour. With the Group workshops, the Community Development Worker asked about the activities that people are aware of, as a full group discussion, following the distribution of basic questionnaires which were completed whilst the Community Development Worker was there to give guidance. It was found that older people (who are at the groups, therefore active to some extent, although may have been taken there

by the CSWC bus) had a good knowledge between them of activities suitable for their age group.

6.2 Main concerns highlighted in the whole group discussions were:

- Chiropody
- Long doctors waits at SixWays – people prefer the same doctor
- Transport – Community Connexions is however, very useful
- Social networks – some loneliness

6.3 From the Luncheon Club Group discussion the following ideas came out as possibilities for the future:

- More volunteers for minibus
- Walking Groups
- Library – good meeting place
- Coffee shops – good for meeting
- Policing – more PCSOs
- Scrabble Group / chess / board games

6.4 Examination of the questionnaires picked up on the following as concerns for this age group:

6.5 Many people mentioned transport and mobility issues including concerns with road safety. In fact this came up 15 times on the questionnaires out of a total of 40 given out and included comments specific to individual roads, e.g. Church Street and Willow Road. Also, distance to the surgery on London Road was mentioned as a problem.

6.6 It seemed that those who attend groups often perceived themselves to have a good social life and good health, however, issues of loneliness and ill-health were uncovered, exemplified by quotes such as, 'wanting someone to talk to', and, 'depends very much on personality and ability to identify and access resources – if these two are lacking, loneliness and attendant mental health problems will increase'. Loss of family was also mentioned as an issue of concern as well as health issues such as stroke, Parkinson's and caring for partners.

6.7 Ideas for the future from the older age group included more opportunities for socialising; a social club for people with mental health needs to meet; more daytime activities, e.g. flower arranging; chess; music; quilting; exercise clubs for older people to help prevent falls and help with stability; community day trips out; some quieter drop-in cafes; more opportunities for people who may be lonely or bereaved to mix. A gardening group was also suggested with a community plot where anyone can be involved. Also, the use of Cargo bikes was suggested, 'Would be nice to have a scheme people can use to try out cargo bikes (all the rage in Europe for getting to shops and doing grocery shopping without a car. Need to have a place where you can borrow a bike like this. Often they are electric so takes slog out of it, or just normal electric bikes to see how easy they are and helpful to being independent'.

6.8 The older people spoken with seemed generally happy with activities on offer, but it was mentioned that people need the courage and transport to join groups, and the people spoken with were already at a group signifying that they possess that courage.

6.9 In answer to question 3 the spread of answers is shown in the Table 1.

Where would you put yourself on this scale? Please circle the number:

- A) Lonely .....1 2 3 4 5 6 7 8 9 10..... Good social life
- B) Mainly at home..... 1 2 3 4 5 6 7 8 9 10.....Always out & about
- C) Feel in poor health...1 2 3 4 5 6 7 8 9 10.....Feel healthy

**Table 1**

	Number of responses									
	1	2	3	4	5	6	7	8	9	10
<b>A</b>	3	1	1	3	5	2	5	9	1	8
<b>B</b>	3	2	3	4	7	7	6	2	1	2
<b>C</b>	0	5	2	6	4	3	5	6	2	4

6.10 Many of the people were actively involved with these local groups hence the figure of 18 responses of 9-10 rating for social life out of 38 answers to that question but 13 recorded score of 5 or less towards the ‘lonely’ end of the spectrum. For part B there was more of a clustering around scores 5-7 perhaps because people were still active but recognising that they were not as active as they once were. 17 people scored 5 or under on the health scale, with 20 giving their health a rating between 6 and 10.

## **7 Findings from Core Group meeting**

7.1 A meeting of the Core Group was held on 2<sup>nd</sup> March 2020 and notes may be found in Appendix Four. There was general discussion followed by discussions in subgroups centred around particular community groups: young people; working age people; people with disabilities; people with mental health needs; and, older people. There are two further groups to be discussed – people who are unemployed and young families.

7.2 As a general point, there was seen to be a role for churches in terms of the potential for drawing up care lists, social listening and hence a potential link to social prescribing. Churches also have staff and lay members who can offer practical help with people’s needs. They can do home visits.

7.3 For young people, in existence are open access youth sessions run by youth workers for 10-13s and 13-18s twice a week per group. For those with a link to the Churches there are positive activities focussing on social, physical, intellectual, emotional, and, spiritual development of young people.

7.4 As already mentioned there is a great range of health services provided by pharmacies, and CCP offers social prescribing and community well-being agents, both of which can offer home visits.

7.5 Notes from the workshop groups

7.5.1 *Health and well- being needs for young people in the area were identified as being:*

- Young people need something to occupy their time
- More funding for more resources (youth work staff and sessions)
- Improved links with local schools and youth work team
- Mountain bike pump / dirt track on field in CK
- Better skate park

7.5.2 *Gaps in services were identified as being*

- Mentoring for mental health issues / school issues
- More youth workers
- Somewhere to be each night for young people

7.5.3 *And, ideas for new initiatives*

- Improved link between youth workers and schools

7.6.1 *Health and well-being needs for working age people were identified as being:*

- Difficulty of finding out their needs as at work during key times
- Employment support and advice
- Concerns at work / issues at work
- Relationship advice – follow-on help / resolving issues
- Family mediation
- Mental health issues
- Support / advice for those on low incomes – temporary financial issues

7.6.2 *Gaps in provision were identified as:*

- Finding out the needs of this group ideally before crisis management is needed
- Employment problems – e.g. dealing with bullying

7.6.3 *Ideas for new initiatives were:*

- Could CK do mindfulness / topical podcasts?
- Mindfulness sessions – aid with anxiety and depression for young and old
- Relationship support and / or family mediation
- Better pre-marriage advice / support
- Advice on financial issues

7.7.1 *Health and well-being needs for people with physical disabilities were identified as being:*

- Improving pavements
- Transport and mobility scooters
- Access
- Restaurants etc are not always equipped for accessibility
- Communication
- Isolation

7.7.2 *Gaps in provision were identified as being:*

- Transport
- Communication – replication of groups

7.7.3 *Ideas for new initiatives were:*

- Board games
- Cafes

- Increase awareness
- Rent a scooter

7.8.1 Health and well-being needs for people with mental health need were identified as being:

- Self – help group
- Counselling / talking
- Art and music therapy
- Social groups
- Women’s group
- Men’s sheds
- Gardening project
- Wildlife / conservation – Gloucestershire Wildlife and conservation (GCC)
- A18 groups

7.8.2 Gaps in provision

- Men’s Shed
- Mental Health organisers
- Art Groups
- Gardening Project
- Social Groups

7.8.3 There could be links made with the following organisations to help to fill some of these gaps: CCP; Independence Trust; Gloucestershire Wildlife; Local Parks Group; Barnwood Trust; Leonard Cheshire;

7.9.1 Health and well-being needs for older people were identified as being:

- Medication
- Controlling medication
- Falls prevention
- Mobility
- Isolation
- Social
- Carer service / Home visits / Carers
- Housing needs – adaptation

7.9.2 Gaps in provision were seen as:

- How to better communicate services available
- Digital inclusion initiatives to enable those unfamiliar with internet use to access information and services

7.9.3 Ideas for new initiatives

- Use parish council notice boards
- Leaflets in prescription bags
- Sign posting

- There needs to be a clear path for individual’s need – Charlton Kings-specific
- More social prescribing linked to Sixways GP – more referrals from surgery
- More minibuses
- Computer / IT training – increase resources for this or organise volunteers or young people to link up with older people

7.10 The needs of unemployed and economically inactive people of working age, or, the needs of young families in this meeting were not discussed specifically, as people selected which groups they would like to join. These may be looked at by a separate or sub group of the Core Group in the future, post lockdown.

7.11 The difficulty of engaging hard-to-reach people was discussed within the group and so it was agreed that the pharmacies would send out some Health and Well-being questionnaires to their customers via pharmacy deliveries (see Appendix Five).

## 8 Findings from the Questionnaires sent out via pharmacies plus some additional questionnaires emailed out through the Charlton Park Residents’ Committee

8.1 The questionnaire is found in Appendix Five and the analysis in Appendix Six. These were returned from 50 households at the time of writing this report and responses represent 65 people. Of the households that answered the question about length of time in their residence, only 4 had lived there less than 10 years. 25 had lived in their current house for over 21 years. This indicates that these people are mostly well-settled in the parish.

8.2 Regarding the question for the rating of social life and support network on a scale of 1-10, only 10 people / households rated their social life and support network at 5 or below. People answering the questionnaire wrote open comments about life before the Lockdown and after, and most had answered this question as ‘life before Lockdown’. Use of whatsapp, facetime, phone, and email was seen by many as important for keeping in touch. Figure 1 shows the spread of figures people attributed to their Quality of Life and Support networks before Lockdown. The y axis shows the figures for Quality of Life and the x axis shows the households that chose that number. The numbers indicate the household number. L = Lockdown.

**Figure 1**

<b>1</b>	28										
<b>2</b>											
<b>3</b>	28										
<b>4</b>	8	15									
<b>5</b>	10	9	11	23	24	32					
<b>6</b>	29	33	33	34	34	51					
<b>7</b>	6	10	12	16	47						
<b>8</b>	1	2	7 (but 4 since L)	11	14	22 (before L)	25	26	27		
	35	35	38	39	41	43	44	46	48	49	

9 20 21 40 44

10 13 13 17 17 30 30 31 31 37 42 50 50

8.3 Many reported enjoying lots of local activities to keep active both before and during Lockdown e.g. Household 31 who gave a 10 for rating of social life and support networks stated 'lots of local activities and good atmosphere in our road'.

8.4 There were also a lot of comments about having supportive neighbours, for example, 'very good neighbours'; 'my neighbours have brought me a lot of cakes and are always ringing to see if I want anything'; 'friends, family, church'; 'wide circle of friends and ex colleagues'; 'well served by younger neighbours in Lockdown'; 'supportive neighbours, quiet social life but satisfactory'; 'friends throughout Cheltenham and involved in Church with provides a support network'; 'good friends, 2 local children, church, residents association, croquet, gym'; 'Charlton Kings is a friendly, interactive community with a very effective Residents' Association'; 'Active social life'; 'Friendly Estate & Residents' Association'

8.5 Some people were experiencing loneliness with children living away, friends having died, or only having friends in their own 'older' age group or through the effects of ageing.

8.6 Also, pressure on carers for children and spouses is identifiable, e.g. Household 43 stated 'I have been a carer for husband for 43 years and had to work hard to keep a social life going. My husband is isolated without my support. I have networks of support from previous work and volunteering'.

8.7 It was also mentioned by one household with 4 children that with COVID a social life is now impossible as a support.

8.8 In response to the question, 'which health & well-being services and activities are you aware of in Charlton Kings for your age group or circumstances?', rather worryingly, 16 respondees said that they were not aware of any activities to suit them, or did not answer the question. With regard to the question about attendance of activities and barriers to attendance, 27 of the 43 households either did not provide an answer, or, do not attend activities because of no interest or are not aware of activities or have barriers such as disability / mobility / health. This raises the question as to whether people who are not already active in the parish are being effectively reached with information about local activities. Ten households' respondents said they rarely go out.

8.9 With regard to the main concerns for these households, 27 of the respondent households have mentioned health concerns, disability and mental well-being as issues for either themselves or someone in their household, and 5 mention loneliness or isolation.

8.10 Ideas suggested for new, or extra, health, well-being or social activities or services that could improve theirs or other people's quality of life in Charlton Kings were as follows:

- A Community Centre
- A hub for carers or carers' group
- excursions such as coach trips and visits to gardens, buildings etc
- A gardening club; book club and writers group at the library;
- Language classes or groups

- A new bus service from CK to Leckhampton GP through the park to Texaco Garage to railway station, to Gloucestershire College, up to Tewkesbury Road then back to CK. Would link a lot of activities and would be good for students therefore profitable.
- Local history experts could devise leaflets such as those of English Heritage or National Trust so people can do Discovery walks in the area.
- more outdoor activities, e.g. Ramblers
- central reference point for information on activities
- outdoor gym – Cox’s Meadow. Good one in Stratford on Avon; distance markers along Meadows footpath for joggers
- A men’s group
- Charity-led groups, e.g. Next Step exercise; holiday/short break group.
- Socially prescribed groups for health and well-being

8.11 Table 2 shows the responses to Question 11 which refers to how people are finding/found life (depending on when you completed) in terms of health and well-being under the Corona virus lockdown: Have you found difficulties, and what level, with any of the following?

	<b>Not too hard e.g. support from family / friends</b>	<b>Some problems e.g. not regular help</b>	<b>Lots of problems but managing to get by</b>	<b>Very difficult / impossible</b>
<b>Shopping and food purchase</b>		I	IIII	
<b>Feeling lonely</b>		IIIIII	II	
<b>Feeling isolated</b>		IIIIII	III	
<b>Enough activities to keep occupied and busy</b>		IIIIII	I	I
<b>Using IT or social media to keep in touch</b>		II	IIII	I
<b>Financial matters</b>		III	I	
<b>House maintenance, incl repairs</b>		IIIIII	III	I
<b>Mental health, e.g depression</b>		IIIIIIII	II	I
<b>Physical health</b>		IIIIII	IIII	I

<b>Attending medical appointments</b>				
<b>Getting medical supplies</b>				

8.12 Each I represents an individual mention of the issue. Thirteen other questionnaires stated they did not have any issues under the lockdown and fall into the column where people have ticked 'not too hard and plenty of support'. Many have felt supported by friends and family; local volunteers; neighbours; shopping deliveries; pharmacy deliveries and food parcels (including one organised by Gloucestershire County Council). However, other comments refer to difficulties under the Lockdown, for example, 'I can feel lonely and isolated at times depending on my mental feelings'; 'at present mental health and depression can vary due to lack of contact with friends and team activities'. Support from community volunteers has been welcome, for example, 'had medical supplies delivered by a lovely volunteer a few days ago – a very welcome and thoughtful touch – thank you!' The table above shows that many of this subset of parishioners are finding problems from a mental health point of view and with isolation with the Lockdown, if not before.

8.13 Comments and reasons for people's answers to the above question are shown here to provide a flavour of how people (37 households of which) are receiving pharmacy deliveries have felt during the lockdown (numbers refer to the household questionnaire number):

4 – 'I have tried to keep busy and continue as much as possible with my activities. It is difficult to sometimes keep motivation due to having to exercise on my own. Company makes things so much more enjoyable! It has helped to set myself targets throughout the week. I also enjoy gardening.

11 – help from Withyolt Park Support Group and Charlton Pharmacy on deliveries.

12 – worry about children becoming unemployed and finances.

17 – buy on-line – plants, clothes. Have facetime with family and we do a facetime quiz. Read newspaper on line; lots of phone calls to friends on their own; all elderly should be encouraged to learn the internet. Supermarket deliveries are the greatest help!

21 – don't drive – normally get minibus for shopping but family are helping.

22 – Difficult to find activities to help children keep occupied. Medical supply access has been easy – Charlton Pharmacy has been amazing.

25 – neighbours are very supportive with shopping but feel guilty that they have to make a special journey to get medicines as chemist won't deliver.

26 – brilliant neighbours who collect from pharmacy

27 – order stuff on-line but it takes a lot of effort and supermarket deliveries are hard to get. Have had to think outside the box so use Primrose Vale Farm Shop and Cheltenham Catering Supplies to fill gaps. Not bored – help children study at home and we are still working

28 – Wife has alzheimers and some falls – has had a hip fracture and 3 broken ribs. She has difficulty with speech and mobility. I am the full time carer. We have been in virtual isolation for two and half years prior to Lockdown. Family help with shopping but I cannot care for my wife under lockdown rules. I am relying on my health holding on.

29 – everybody has been really good since lockdown

30 – Family help shop

31 – Being rung 3 x per week by Gloucestershire County Council Hub as spouse is in vulnerable group. We were sent a food parcel which made us feel safer.

32 – pharmacy deliveries are helpful and advice on the phone

34 – we weren't prepared with food when the Lockdown started. Went on Government website and got support with food boxes – marvellous help. Shared food with brother in law who lives alone and was unwell. I was nervous and panicky at first but gradually made contact with family on the phone, emails and letters. One of the church group is an IT expert and set up zoom meetings which helped. We go for quiet socially distanced walks and do the Thursday evenings clap. One can watch too much news – endless comment on COVID-19 measures.

35 – medication delivered to house

39 – positive mindset to make the best of the situation

41 – hard being in lockdown with young children. I am grateful to have some concentrated time with my kids but it is exhausting as my husband is still working hard and we usually take the kids out a lot to keep them entertained and active. I miss not working and all the social contact I normally have via work and school but equally I know it helpful to maintain a perspective – we are healthy and I am not having to work on the frontline.

42 – community facebook page helpful – local initiatives to join such as Easter Letter Hunt and virtual poetry group

43 – learning to use zoom via Maggie's and face time via friends. Realising isolation could go on for months, if not the rest of our lives, is depressing. We are in the vulnerable age group and need advice on managing risk in the local community.

## **9. Conclusions and Recommendations**

### **9.1 Physical Health Issues**

The Charlton Kings population has a certain set of health issues that are prevalent amongst older people, including frailty; Type 2 Diabetes; Alzheimers / dementia; High Blood Pressure; potential for strokes and heart issues; Parkinsons; and, likelihood of injury through falling. With the increasing emphasis on self care and prevention to reduce NHS costs it appears that there is a need for more local support groups as well as for training in IT use so that older people who are not familiar with using the internet can develop some skills to find relevant information and support on-line. The extension of pharmacies' roles is clear from these findings but not everyone is aware of the support and services they offer.

#### **9.1.2 *Recommendations***

- Further discussions with members of the Core Group and expert organisations to look at setting up support groups around specific health issues, e.g. dementia; diabetes. These groups should extend to carers and families.
- Promotion of the role of Charlton Kings pharmacies – leaflets in prescription bags; Health Connect 'event'

- Some gentle IT / phone training, e.g. through links between older and younger people or volunteers (community connectors) who are willing to do home visits to help people to get on-line.
- Chiropody has also been identified as a need amongst older people and here it may be possible to link in with and promote local businesses who offer this service.
- More clinics should be run locally – needs some detailed discussion with pharmacies and the GP Practice.

## 9.2 Mental Health Issues including loneliness and isolation

Mental health issues may often be hidden or not spoken about, and there can often be a cross-over with physical health concerns. A number of suggestions have come up during the course of the research as to ways to develop activities for local people with mental health issues, and the Core Group worked on this area in the March meeting. Bereavement falls under this heading and with an older population this is a common concern. The COVID-19 questions have provided more evidence of loneliness and isolation and it is likely that many people may feel fearful to go out as the Lockdown eases and will need support. The role of the social prescriber, community well-being agents and a Programme called 'Going the Extra Mile' (which supports those with barriers to employment) may be particularly helpful to engage with more within the local area. These agents can visit people within their homes or in a neutral public place and give support and sign-posting to useful services and local activities on a short or longer term basis. Also, increasing links with the Independence Trust would be useful.

### 9.2.1 *Recommendations*

- Further discussions with members of the Core Group and other agencies such as GEM and The Independence Trust to start to set up some local groups, e.g. Art / music therapy group and/or a local gardening project, perhaps using a community plot. Input/ training could involve Gloucestershire Willdife Trust, Adult Education Services, or, the Local Parks Group
- A Men's Shed Group (this has been mentioned regularly in conversations with members of the local community)
- Set up allotments coffee social mornings
- More social prescribing through recommendation that the Human Resource for social prescribing for the area is increased (currently 2 days per week is allocated to Charlton Kings via SixWays surgery and CCP employee); promoting this more with local GPs (via Practice Manager and CCP)
- A local bereavement group with opportunity for counselling would be beneficial. Could link in with bereavement coach and church pastoral staff and Independence Trust.
- 'Talking / Listening' drop-in cafes – local pubs could be used, or church halls. One is in the process of being set up for parents of young children who need some 'space' with possible themes for some weeks.
- An outdoor activity group for coming out of lockdown where people can still social distance, e.g. through gardening / walking / outside refreshments in a suitable outdoor space. Could include guided walks with small groups of one or two households (link in with existing walking and outdoor groups)
- Development of more volunteer 'befrienders' and 'home visitors' with appropriate checks

- Establish a Carer's Support Group
- Continue with the idea of links between young school children and older people or those who are lonely and 'hard to reach' with the cookery and gardening projects. With Balcarras School, develop links between students and older people to help with IT skills as part of Citizenship curriculum, DoE or similar.
- Encourage digital inclusion to help prevent isolation and enable older people to access useful information relating to health and well-being.

### 9.3 Transport and Mobility

These issues were raised in many discussions and are of particular importance to the elderly, visually impaired and for people with physical disabilities. Issues raised relate to uneven pavements; people having to walk on the road in some areas; water accumulation making access difficult; and access to some social spaces. Whilst the minibus run by the CKSCWC is greatly appreciated there was a suggestion that there is a need for more volunteer drivers which could, perhaps, lead to it being used more.

#### 9.3.1 *Recommendations*

- Parish Council could perhaps advocate for pavement and road repairs / maintenance
- Promotion of CKSCWC minibus service and recruitment campaign for more drivers. Also promotion of other free travel services such as Community Connexions transport and 'Driving Miss Daisy' – could look into recruiting volunteer car drivers with appropriate checks and paper work
- A funding application could be made to enable minibus to be used more

### 9.4 Communications

Several times during the research it was mentioned that people were unaware of all the activities that were going on in Charlton Kings, and the results from the pharmacy questionnaires highlighted this. The Health Connect Facebook page has gathered momentum thanks to Anna McFadzean of FOCK and, similarly to the FoCK Facebook Groups provides a useful tool for communications especially during lockdown.

#### 9.4.1 *Recommendations*

- The Community Development Worker has produced a timetable that has picked up on most of the activities that happen regularly locally and this could be made available on the parish council website and as a hard copy in the Parish Office, in the Library, and to people who request it. Flyers for individual premises could be made that show their own weekly timetable and the Community Development Worker could help with this so that there is a resource pack available for people who are not on-line. Also, the Parish Council Noticeboards and other noticeboards around the Parish could have parts of this put up.
- The Health Connect Facebook page should continue to be populated with Web Directory information and regular topics for discussion
- To consider ways in which other social media platforms may be used to promote the CK HealthConnect Project

- Inter-generational IT learning, or, more IT training resource should be employed to help people who are nervous of using computers to overcome their barriers. Could link in with Adult Education trainers who run courses in different locations for novices.
- The HealthConnect Web Directory should be presented to relevant Health and Well-being organisations and services across Charlton Kings, Cheltenham, and Gloucestershire.
- There should be a recruitment of additional members for the Core Group such as PCSOs, a GEM representative, Independence Trust and relevant health experts.

#### 9.5 Urgent need identified for more research about Young people and Young Families

From the Core Group meeting it appeared that there was a need for more discussion between Balcarras School, the Youth Work team and other youth workers attached to churches to develop a good programme for the parish and keep young people occupied with somewhere for them to go every evening. The Kings Hall redevelopment may offer new opportunities. There was also a perceived need for more youth workers, or, extension of hours for exiting youth workers and a desire for young people to have a place to go every evening of the week.

9.5.1 Owing to the COVID-19 Lockdown, it was difficult to visit groups for young children and families but there potentially is a new initiative being set up relating to mental health and isolation for parents of young families which may be extended to all members of the community who feel they need a place to go for a chat and coffee. This is the vision of a parent linked to the Infant School who has the idea of setting up a drop-in / talking / listening café / coffee morning on a regular basis in a local public house. This may be able to start sooner than September if some mornings can be arranged in an outdoor space such as allotments

#### 9.5.2 *Recommendations*

- Facilitation of sub group discussion involving staff from Balcarras and youth workers from churches and the Youth Work team to look in more detail at options and timetable
- Community Development Worker to offer support for the coffee mornings for young parents and wider community

9.6 Whilst emerging from Lockdown, another Zoom Core Group meeting should be set up for July to set up sub groups, and draw in relevant others, to work on some of the recommendations and develop priorities from them. Also for Phase 2 it will be important to look into training sessions for community connectors via the Mendip Project or similar projects and to start promoting the idea of local social prescribing amongst local people who are interested in taking on the role of community connectors.

## 10 Evaluation

10.1 The COVID-19 Lockdown inevitably hampered some of the research with community groups but the pharmacies provided an effective means for putting questionnaires out through delivery bags. However, it had been hoped to visit groups relating to young children and families and young people.

10.2 The basic questionnaires carried out with older people would have benefited from more time spent with the groups to try to tease out more issues from individuals. This would require more detailed individual conversations. It was felt that people's perceptions of their needs could have been explored further as there appeared to be a bit of a factor of pride in some of the responses and perhaps some people were not very realistic in terms of what they might benefit from, and given more time, additional, more specific health and well-being needs might have become apparent. These workshops and questionnaires did, however, provide a useful snapshot of key issues.

10.3 The Lockdown restrictions may have resulted in less questionnaires being returned via pharmacies than had been hoped for because people might not have been able to get to a postbox during this time.

**10.4 Thanks to everyone who has helped with this research either through providing data, views, putting out questionnaires, enabling me to attend groups, or, through attending project-related meetings.**

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## **APPENDICES**

# **Appendix One**

## **Proforma for Charlton Kings Health Directory**

**Please detail below the information you would like included on the Parish Council Health Connections web directory.**

**Full name of organisation and/or groups within it**

**Key contacts**

**Full address**

**Email contact(s)**

**Phone Number(s)**

**A maximum of 100 words about the Group or organisation, e.g. activities; cost/membership; anything important to note (e.g. clothing / uniform;**

**refreshments/meals; transport availability; equipment needed; days and times, etc)**

**Map / location / postcode / directions**

**A maximum of 3 photographs you would like included – these can either be sent electronically to [ckhealthconnect@charltonkingsparishcouncil.gov.uk](mailto:ckhealthconnect@charltonkingsparishcouncil.gov.uk) or hard copies can be attached to this sheet.**

**Any social media links**

**Please supply a statement to show that you have permission to use the photographs and contact details, bearing in mind the General Data Protection Regulation (GDPR) and that you have read and understood Charlton Kings Parish Council's General Privacy Policy**

**<https://www.charltonkingsparishcouncil.gov.uk/local-council-privacy-and-cookie.html>.**

## **Appendix Two**

### **Health and Well-being Questions**

**1) Do you live in Charlton Kings? Which part?**

**2) How often do you go out and meet other people in the week?  
Where do you meet them?**

**3) Where would you put yourself on this scale? Please circle the number:**

**Lonely .....1 2 3 4 5 6 7 8 9 10..... Good social life**

**Mainly at home..... 1 2 3 4 5 6 7 8 9 10.....Always out & about**

**Feel in poor health...1 2 3 4 5 6 7 8 9 10.....Feel healthy**

**4) What are the main health / social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

**6) Please write any other comments or ideas on the back.**

This discussion took place with around 25 people after their Lunch at Charlton Kings Baptist Hall, following some time to complete the basic questionnaires.

**What activities and groups are there for retired people in Charlton Kings to enjoy?**

- Lunch Club (CK Baptist Hall)
- Wednesday Group Choir (Charlton Kings Baptist Church)
- Friendship Group (Coopers Court)
- Zumba (Ck Baptist Hall)
- CK Community Players
- Happy Circle (St Mary's Hall)
- Exercise Group (St Mary's Parish Hall)
- Probus
- The Living Room (CK Baptist Church)
- Churches
- W.I
- Library Club
- Catholic Church Exercise club
- Catholic Church Dance Club
- U3A Bridge
- Sacred Hearts Film Club
- Knit and Natter
- Art Club

**What should there be more of? New ideas?**

- More volunteers for minibus
- Walking Groups
- Library – good meeting place
- Coffee shops – good for meeting
- Policing – more PCSOs
- Scrabble Group / chess / board games

**What are the main health & wellbeing concerns in Charlton Kings?**

- Chiropody
- Long doctors waits at SixWays – prefer the same doctor
- Transport – Community Connexions brilliant
- Social networks – some loneliness

Responses to Question 5

And ideas for the future were:

A social club for people with mental health needs to meet

More clubs and music

More things happening in daytime

Hobbies! Flower arranging; Sports (gentle)

*Not sure what social events take place: Exercise for older people; Quilting and Natter;*

Exercise Club for older people; falls prevention/balance class; coffee morning/social

---

I am happy with things as they are

More buses.

More social groups and outings

Feel well catered for

A chance to play chess

Satisfied with all available

People who are lonely and bereaved need to mix more. Need some quieter drop-in cafes / chat group. Retired people run many activities so over-reliance on that age group.

There is lots to do if people have the courage to join groups.

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It would be good to have day trips out

Day trips

Keep good bus service

Bus services must be good

---

Safety on the roads (cycling to shops); good availability of local buses and Oxford buses to Gloucester, Cirencester, Stroud, Tewkesbury etc. Accident and Emergency Dept remaining open; good availability of GP appointments.

Garden – community plot so that anyone can work on it and harvest locally (i.e. not have to take on an allotment)

Would be nice to have a scheme people can use to try out cargo bikes (all the rage in Europe for getting to shops and doing grocery shopping without a car. Need to have a place where you can borrow a bike like this. Often they are electric so takes slog out of it, or just normal electric bikes to see how easy they are and helpful to being independent.

I would look carefully at what is already here and think about what might fill the gaps. Also give thought to the best way of advertising local resources to reach as wide an audience as possible.

There are plenty of things to do but it is the matter of having the will

---

I think we are very lucky to have so many groups in Charlton Kings and the minibus is a boon

## Appendix Three

### Responses from Lunch Club, Art Group in Parish Hall, Knit and Natter

Q1) Do you live in Charlton Kings – which part?

Little Herberts Close

Withyholt Court

The beeches (x4)

Croft Rd (x4)

Bafford Grove

Moorend Road

Off Cirencester Road

Cirencester Road

Copt Elm Close

Crab End (x2)

Battledown

Near Battledown Approach

Haywards Road

Beeches Road (x3)

Church Piece (x2)

Bafford Approach

Garden Road

East End

Maple Drive

Willow Road (x2)

Six Ways

Maple Drive

East End Road

Little Herberts Road

Church Street

Next to Coopers Court (x2)

Coopers Court (x3)

---

**2) How often do you go out and meet other people in the week?**

Baptist Church Luncheon Club Thursdays

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Someone to talk to

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Social club for people with mental health needs to meet

---

2)

**2) How often do you go out and meet other people in the week?**

Charlton Kings Club & Institute 5 days a week

Lunch club in Baptist Church once a week

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

3)

**2) How often do you go out and meet other people in the week?**

Living Room (Baptist Church)

Luncheon Club (Baptist Church)

Happy Circle Coopers Court

Club & Institute

Skittles

Probus once a month in Royal

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Long wait for Doctors appointment

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

-----

4)

**2) How often do you go out and meet other people in the week?**

2 or 3 times – Lunch Club Baptist Church

ST Mary's Church Hall

Coopers Court Happy Circle – indoor bowling & tea

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Distance from surgery on London Road

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

-----

6)

**2) How often do you go out and meet other people in the week?**

2 clubs and shopping with family

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the .main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

More clubs and music

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7)

**2) How often do you go out and meet other people in the week?**

3 times in village

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the .main health/social concerns for retired people in Charlton Kings?**

Loss of family

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

More clubs and music

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8)

**2) How often do you go out and meet other people in the week?**

Once Baptist Church Lunch Club

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the .main health/social concerns for retired people in Charlton Kings?**

No idea

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

There are plenty of things to do but it is the matter of having the will

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9)

**2) How often do you go out and meet other people in the week?**

Once or twice – Coopers Court or in town

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the .main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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10)

**2) How often do you go out and meet other people in the week?**

2-3 Lunch Club and in homes

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Transport

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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11)

**2) How often do you go out and meet other people in the week?**

Luncheon Club; Friendship Group; Book Club; exercise class; Shopping bus; Probus; Horticultural Society; Handbell ringing; U3A; Scrabble Group; Happy Circle

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 **8** 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 **8** 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 **7** 8 9 10.....Feel healthy

**4) What are the .main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

I think we are very lucky to have so many groups in Charlton Kings and the minibus is a boon.

---

12)

**2) How often do you go out and meet other people in the week?**

Mostly my relatives

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 **4** 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 **4** 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 **10**.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Walking exercise, minimum of cycling, I no longer drive

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

---

13)

**2) How often do you go out and meet other people in the week?**

Lunch club

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 **10** .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 **10**.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 **10**.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Walking exercise, minimum of cycling, I no longer drive

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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14)

**2) How often do you go out and meet other people in the week?**

5 – 6 outside co-op and Luncheon Club

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 **8** 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 **6** 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 **6** 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Very uneven pavements, parking on road on Church Street opposite Baptist Church

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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15)

**2) How often do you go out and meet other people in the week?**

Luncheon Club plus Church

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 **4** 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 **4** 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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16) Knit and Natter

**2) How often do you go out and meet other people in the week?**

Usually 4 times – shops; school (CKSS Open the Book Group); CK Library Knit and Natter Group; Church – Sunday and activities in the week; Less frequently – meetings – Pastoral team mSt Mary’s monthly, Community Players

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Depends very much on personality and ability to identify and access resources – if these two are lacking, loneliness and attendant mental health problems will increase.

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

I would look carefully at what is already here and think about what might fill the gaps. Also give thought to the best way of advertising local resources to reach as wide an audience as possible.

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17) Knit & Natter

**2) How often do you go out and meet other people in the week?**

Cycle group ; various cafes in the Gloucestershire area; garden centres etc; could be once or twice per week. CK Library – 1-2 hour session once a week

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

Have a husband who had a stroke Sept 2018 so he is very anxious all the time and worried so it is v hard on me.

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Safety on the roads (cycling to shops); good availability of local buses and Oxford buses to Gloucester, Cirencester, Stroud, Tewkesbury etc. Accident and Emergency Dept remaining open; good availability of GP appointments.

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Garden – community plot so that anyone can work on it and harvest locally (i.e. not have to take on an allotment)

Would be nice to have a scheme people can use to try out cargo bikes (all the rage in Europe for getting to shops and doing grocery shopping without a car. Need to have a place where you can borrow a bike like this. Often they are electric so takes slog out of it, or just normal electric bikes to see how easy they are and helpful to being independent.

---

18) Knit and Natter

**2) How often do you go out and meet other people in the week?**

Daily while walking the dog

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

*Am not lonely but rarely socialise. Knit and Natter is the only group I am involved with.*

**4) What are the main health/social concerns for retired people in Charlton Kings?**

No idea

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

No

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19) Art Group

**2) How often do you go out and meet other people in the week?**

Apart from Art Group only meet with friends

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Not many places to meet

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

More things happening in daytime

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20) Art Group

**2) How often do you go out and meet other people in the week?**

At Kings Coffee shop; The Merry Fellow Inn, The Library

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Social Club; Pubs; Restaurants; Library

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Hobbies! Flower arranging; Sports (gentle)

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21) Art Group

**2) How often do you go out and meet other people in the week?**

Most days – art group; pilates and other parts of Cheltenham

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Not sure what social events take place: Exercise for older people; Quilting and Natter;

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22) Art Group

**2) How often do you go out and meet other people in the week?**

2-3 times; Art Club; Coffee in town

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Lonely; places/clubs to meet people

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Exercise Club for older people; falls prevention/balance class; coffee morning/social

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23)

**2) How often do you go out and meet other people in the week?**

Mostly family at home

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

More buses.

I am happy with things as they are

---

24)

**2) How often do you go out and meet other people in the week?**

Twice – town and Lunch Club

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Transport

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

More social groups and outings

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25)

**2) How often do you go out and meet other people in the week?**

Varies

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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26)

**2) How often do you go out and meet other people in the week?**

Two or three times: Thursday Lunch Club, Baptist Hall; Happy Circle – St Mary’s Parish Room; The Royal – Probus members (once a month)

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Transport (am in a wheelchair)

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Feel well catered for

---

27)

**2) How often do you go out and meet other people in the week?**

Lunch Club

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

---

28)

**2) How often do you go out and meet other people in the week?**

I go out most afternoons and meet people

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 **10** .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 **10**.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 **10**.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

---

29)

**2) How often do you go out and meet other people in the week?**

Three – Monday and Friday afternoons: U3A Bridge; Thursday Lunch Club; Sacred Hears and Christ Church

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

I have Parkinsons

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Don't know

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

A chance to play chess

---

30)

**2) How often do you go out and meet other people in the week?**

3 times per week: U3A Bridge; Charlton Kings Luncheon Club; Sacred Hearts Mass on Saturday evening

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Don't know

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

None

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31)

**2) How often do you go out and meet other people in the week?**

Mothers Union once a month

Church (Thursday Holy Communion)

Thursday Lunch Club

Friday 'Happy Circle' afternoon

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life ALL I WANT

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Satisfied with all available

---

32)

**2) How often do you go out and meet other people in the week?**

Once or twice a week to family locally

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Mobility and access

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

---

33) Male

**2) How often do you go out and meet other people in the week?**

At least once a week. Charlton Kings Baptist Church; Friendship Circle (help with); Dad's Club (help with); Church meetings

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 **10** .....Good Social Life

Mainly at home.....1 2 3 4 5 6 **7** 8 9 10.....Always out & about

Feel in poor health....1 2 3 **4 5 6** 7 8 9 10.....Feel healthy

Awaiting operation but feel mentally healthy.

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Road surface water in Church Street – can't always get to front door. Sinkholes in road.

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

People who are lonely and bereaved need to mix more. Need some quieter drop-in cafes / chat group. Retired people run many activities so over-reliance on that age group.

---

34) Male

**2) How often do you go out and meet other people in the week?**

Take dog out 3x per day and meet people then. Friendship Club once a month; Luncheon Club and attend Probus Club

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 **5** 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 **4 5 6 7** 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 **7 8 9** 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

State of pavements for walking.

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

There is lots to do if people have the courage to join groups.

---

35) Female

**2) How often do you go out and meet other people in the week?**

Friendship Club once a month; Luncheon Club once a week

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 **5** 6 7 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 **4** 5 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 **8** 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Pavements – difficulty walking

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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36) Male (69)

**2) How often do you go out and meet other people in the week?**

Colouring in Coopers Court

Friendship Circle 1 x per month

Shopping at coop

Member of Social Club

Fortnightly to Morrisons in minibus

Go for a walk and pubs for meals

Bring and Share lunch in Coopers Court Lounge on Thursdays

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 **10** .....Good Social Life

Mainly at home.....1 2 3 4 **5** 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 **10**.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

It would be good to have day trips out

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Day trips as a community

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37) Female 61

**2) How often do you go out and meet other people in the week?**

Colouring in Coopers Court

Friendship Circle 1 x per month

Shopping at coop

Member of Social Club

Fortnightly to Morrisons in minibus

Go for a walk and pubs for meals

Bring and Share lunch in Coopers Court Lounge on Thursdays

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 9 **10** .....Good Social Life

Mainly at home.....1 2 3 4 **5** 6 7 8 9 10.....Always out & about

Feel in poor health....1 **2** 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Day trips

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Day trips as a community

---

38) Female who helps with Happy Circle but doesn't live in Charlton Kings

**2) How often do you go out and meet other people in the week?**

Most days – family, Church

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 **8** 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 **8** 9 10.....Always out & about

Feel in poor health....1 **2** 3 4 5 6 7 8 **9** 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Lots of things to do: Happy Circle; Friendship Group at Coopers Court; Probus; Luncheon Club; Film Club

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Not really

---

39) Female over 70

**2) How often do you go out and meet other people in the week?**

Most days: Friendship Club; coffee shops; Choir (Everyman); Baptist Church

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 **9** 10 .....Good Social Life

Mainly at home.....1 2 3 4 **5** 6 7 8 9 **10**.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 **8** 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Pavements – old people have to walk on the road – Willow Road

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Keep good bus service

---

40) Male over 80

**2) How often do you go out and meet other people in the week?**

Most days: Friendship Club; Coffee shops; Everyman Choir; Probus at Sacred Hearts; Walking Group; Baptist Church; Help with Dad's Club

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 7 8 **9** 10 .....Good Social Life

Mainly at home.....1 2 3 4 5 6 7 8 9 **10**.....Always out & about

Feel in poor health....1 2 3 4 5 6 **7** 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Pavements – old people have to walk in road in Willow Road

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

Bus services must be good

---

41) *Female*

**2) How often do you go out and meet other people in the week?**

Just Friendship Circle once a month and sees sister

**3) Where would you put yourself on this scale?**

Lonely.....1 2 3 4 5 6 **7** 8 9 10 .....Good Social Life

Mainly at home.....1 2 3 4 **5** 6 7 8 9 10.....Always out & about

Feel in poor health....1 2 3 4 5 6 7 8 9 10.....Feel healthy

**4) What are the main health/social concerns for retired people in Charlton Kings?**

Pavements are dangerous for people with walkers

**5) Do you have any ideas of new things that could be done to improve your quality of life or life of retired people in Charlton Kings?**

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## Appendix Four

### Notes from CK Health Connect Core Group meeting (1)

Held on Monday 2<sup>nd</sup> March at Stanton Rooms, Charlton Kings 1 p.m.

**Present:** Lynne Glover (St Mary's Pastoral Care team); Graham Bowkett (Vicar St Mary's); James Payne (Charlton Pharmacy); Leona Smith (CCP Community Well-being Service); Ian Harvey (CCP Community Well-being Agent); John Wilgoss (CCP Social Prescriber); Peter Badham (CK Badhams Pharmacy); Jennifer Green (CK Badhams Pharmacy); Tom Streeter (Balcarras School); Liam Mc Mullen (Youth and Community Services); Sandra Henley (CK Senior Citizens' Welfare Committee); John Raven (activities Coordinator Charlton Kings Care Home); Nicola Wright (Practice Manager Sixways GP Surgery); Joanna Hughes (Charlton Kings Parish Council); Lynda Johnson (Charlton Kings Parish Council); Amanda Wragg (Community Development Worker, CK Health Connect Project)

**Apologies:** Stuart Faulks (Holy Apostles); Rosaleen Taylor (Sixways Patient Participation Group)

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1) Introductions were made around the table about people's roles and organisations.

2) Cllr Joanna Hughes introduced the background to the CK Health Connect Project and how it had come about. Joanna had become interested in a model relating to social prescribing and community connectors in Somerset based in Somerset Mendips and Frome area (Health Connections Mendips / Frome Model for enhanced Primary Care) <https://healthconnections mendip.org/our-model/> .With funding from Gloucestershire County Council's 'Growing our Communities Fund' and Charlton Kings Parish Council the Council has employed a Community Development Worker to identify gaps in provision and look at how connections can be made between organisations to fill these gaps.

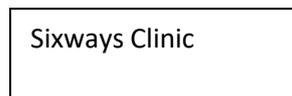
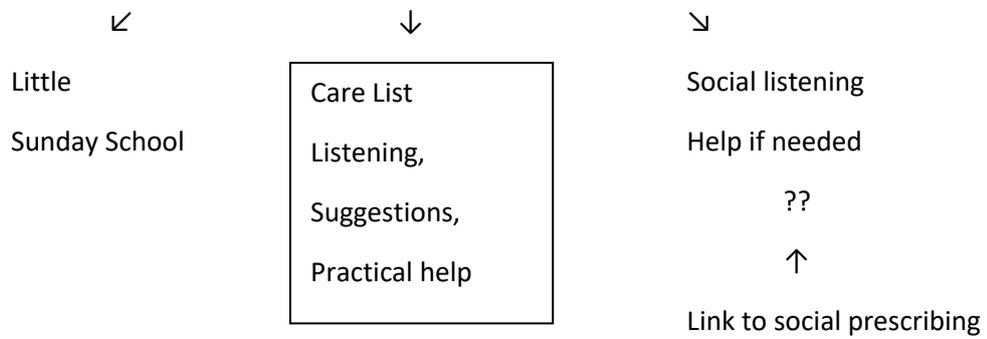
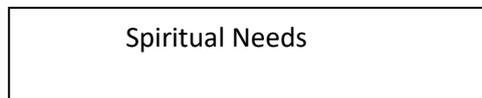
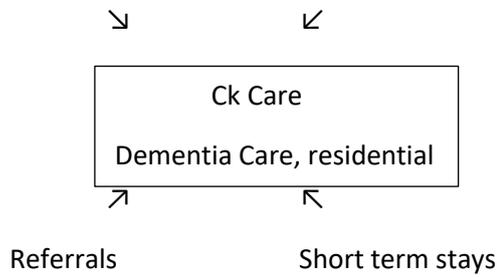
3) Amanda Wragg (Community Development Worker) gave a presentation to introduce some previous work that had been carried out in the area by GRCC and Cheltenham Borough Council's (2017) 'Engaging Communities Project Report' and Holy Apostles (2018) 'Community Needs Assessment' as a starting point. This research highlighted that there is an elderly population in the area as well as a lot of young families (including a high proportion of single parent families); and that there has been a need identified for working with young people owing to some boredom and anti-social behaviour. Amanda also reported on some other issues that have been highlighted through speaking to older people in the area, e.g. community safety; mobility and transport issues; loneliness and isolation; and, need for more activities in the daytimes including drop-in cafes.

4) Group discussions took place to identify and share what is already provided in terms of health and well-being services and activities in Charlton Kings.

**Notes from Group 1 Discussion**

Existing services in Charlton Kings

RANG ??? activities                      Permanent Care



## **Notes from Group 2 discussion**

### Existing services in Charlton Kings

- Pre-school group for mums
- Positive activities focussing on social, physical, intellectual, emotional and spiritual development of young people
- Home visiting (older people)
- Occasional services /marriage / baptism / funeral / home groups / study groups
- Social occasion for VIP / blind elderly people once a month
- CK Senior Citizens Welfare Committee – Lunch Club; Friendship Club; Happy Circle; Shopping trips
- Tuesday 5.30 – 7.30 p.m. and Fridays 4.30 to 6.30 p.m. Open access youth sessions (10-13 years)
- Tuesday 7.30 to 9.30 p.m. Senior youth session (13 – 18 years)

## **Notes from Group 3 discussion (Pharmacies and CCP Wellbeing agent)**

### Existing services in Charlton Kings

- Consultation service (no appointment) (CCP)
- Private consultation rooms (CCP)
- Summary care records (CCP)
- Groups – mens groups; art group (CCP)
- Courses – stress less and positive mindset (CCP)
- Housing advice (CCP)
- Benefits advice (CCP)
- Energy advocacy (CCP)
- Signposting information (Community well-being & social prescribing) (CCP)
- Allotment Project (CCP)
- Community Pantry (CCP)
- *Re. pharmacies*
- Delivery services
- Medicine reviews – pharmacy / home
- Blood pressure testing
- WT testing ?????
- Palliative care
- Minor ailments scheme
- Hearing aid tests
- Wax removal
- Repeat medication on line / telephone
- Community pharmacy consultation service (referral GP/ III) ???
- Stoma advice
- Stop smoking
- Truss measurements / fitting

- Toisen????
- Out of hours advice / support
- Weekly trays and orbital
- Mobility products
- New medicine service
- Flu and travel vaccines

**5, 6 and 7) Notes from discussions on perceptions of health and well-being needs for different groups. This was an opportunity for people to discuss the needs of specific groups so people chose the groups they could contribute their knowledge to. Groups also identified gaps in services in Charlton Kings and gave ideas for new initiatives or links.**

#### Group A

Health and well- being needs for young people:

- Young people need something to occupy their time
- More funding for more resources (youth work staff and sessions)
- Improved links with local schools and youth work team
- Mountain bike pump / dirt track on field in CK
- Better skate park

#### *Gaps in services*

- Mentoring for mental health issues / school issues
- More youth workers
- Somewhere to be each night for young people

#### *Ideas for new initiatives*

- Improved link between youth workers and schools

#### Group B (Nicola and Lynne)

Health and well-being needs for working age people:

- Difficulty of finding out their needs as at work during key times
- Employment support and advice
- Concerns at work / issues at work
- Relationship advice – follow-on help / resolving issues
- Family mediation
- Mental health issues
- Support / advice for those on low incomes – temporary financial issues

### *Gaps in provision*

- Finding out the needs of this group ideally before crisis management is needed
- Employment problems – e.g. dealing with bullying

### *Ideas for new initiatives*

- Could CK do mindfulness / topical podcasts?
- Mindfulness sessions – aid with anxiety and depression for young and old
- Relationship support and / or family mediation
- Better pre-marriage advice / support
- Advice on financial issues

### Group C

Health and well-being needs for people with physical disabilities:

- Pavements are appalling!
- Transport and mobility scooters
- Access
- Restaurants etc – magnifying glass
- Communication
- Isolation

### *Gaps in provision*

- Transport
- Communication – replication of groups

### *Ideas for new initiatives*

- Board games
- Cafes
- Increase awareness
- Rent a scooter

### Group D:

Health and well-being needs for people with mental health needs:

- Self – help group
- Counselling / talking
- Art and music therapy
- Social groups
- Women's group
- Mens sheds

- Gardening project
- Wildlife / conservation – Gloucestershire Wildlife and conservation (GCC)
- A18 groups?????

*Gaps in provision*

- Mens Shed
- MH organisers ???

*Links possible*

- CCP
- Independence Trust

*Gaps in provision*

- Art groups
- *Links possible*
- CCP Art Group

*Gaps in provision*

- Gardening project

*Links possible*

- Gloucestershire Wildlife
- Local Parks Group

*Gaps in provision*

- Social groups

*Links possible*

- Independence Trust
- CCP
- Barnwood Trust
- Leonard Cheshire

Group E

Health and well-being needs for older people:

- Medication
- Controlling medication
- Falls prevention
- Mobility
- Isolation
- Social
- Carer service / Home visits / Carers
- Housing needs – adaptation

*Gaps in provision*

- How to communicate services available better

*Ideas for new initiatives*

- Use parish council notice boards
- Leaflets in prescription bags
- Sign posting
- Clear path for individual's need – Charlton Kings-specific
- More social prescribing linked to Sixways GP – more referrals from surgery
- More minibuses

We did not discuss the needs of unemployed and economically inactive people of working age, or, the needs of young families in this meeting and will come back to this next time.

8) Date of next meeting: It was generally felt that a meeting around lunch time was a good time of day for people. Date of next meeting will be sent out by Amanda Wragg soon.

## Appendix Five – Pharmacy Questionnaire

### CK Health Connect (CK Parish Council)

#### Health and Well-Being Questions for Residents of Charlton Kings

This questionnaire aims to find out the views of people who live in the Parish about the health, well-being services and activities in Charlton Kings. By health and well-being we mean opportunities to meet with others; health services such as GP; pharmacies; care services; mental health support; and social activities that help you relax or keep active, either mentally or physically.

The first set of questions apply to 'normal life' when we are not in Corona virus lockdown and activities and services run in the usual way. The later questions refer to how you are finding things during the Corona virus lockdown.

Your views will help us identify and highlight to local service providers any gaps in general activities and services; groups of people who may be under-served; and, people's needs, **as well as positive views on local provision of health and well-being activities and services.**

The Parish Council will keep all information confidentially and anonymously in accordance with its policy relating to the General Data Protection Regulation (<https://www.charltonkingsparishcouncil.gov.uk/local-council-privacy-and-cookie.html>). Please do not include your personal contact information or names on this form unless you wish to provide more detail relating to your views or experiences.

-----  
1) What is your gender? Please tick

Male                      Female                      Other                      Prefer not to say

2) Which age bracket(s) do you / your household fit into? Tick box for each person

0-4	5-11	11-15	16-19	20-30	31-40	41-50	51-60	61-70	71-80	81-90	91-100	100+

3) How many children do you have, or look after, and their ages?

4) How would you describe yourself in relation to the children you care for?

Mother                      Father                      Member of family                      Carer

**5) Which area or street do you live in and how long for?**

**6) How would you rate your social life /support network on a scale of 1 to 10, with Poor being 1 and Very Good being 10.**

***6a) Please add any comments below to explain your answer:***

**7) Which health & well-being services and activities are you aware of in Charlton Kings for your age group or circumstances?**

***7a) Please state if you attend/use any of them, or, if not, do you have barriers to attending them? e.g. confidence, transport, not suitable for your needs or interests, disability, mobility.***

**8) How often do you go out and meet other people in a usual week? Where do you meet people most often? E.g .Coffee shop, gym, park, swimming pool, support group, restaurant, in town**

**9) What are the main health / social concerns for you / your household? E.g. disability; loneliness; health; children's health services....**

**10) Please write down any ideas for new, or extra, health, well-being or social activities / services that could improve yours or other people's quality of life in Charlton Kings**

**Questions 11 & 12 refer to how you are finding/found life (depending on when you complete this) in terms of health and well-being under the Corona virus lockdown.**

**11) Have you found difficulties, and what level, with any of the following? Please tick**

	<b>Not too hard e.g. support from family / friends</b>	<b>Some problems e.g. not regular help</b>	<b>Lots of problems but managing to get by</b>	<b>Very difficult / impossible</b>
<b>Shopping and food purchase</b>				
<b>Feeling lonely</b>				
<b>Feeling isolated</b>				
<b>Enough activities to keep occupied and busy</b>				
<b>Using IT or social media to keep in touch</b>				
<b>Financial matters</b>				
<b>House maintenance, incl repairs</b>				
<b>Mental health, e.g depression</b>				
<b>Physical health</b>				
<b>Attending medical appointments</b>				
<b>Getting medical supplies</b>				

**12) Please add any comments or reasons below for your answers to question 11, and give details of anything which has helped you. PLEASE RETURN IN THE ENVELOPE PROVIDED BY FRIDAY 8<sup>th</sup> MAY 2020 TO:**

**CK HEALTH CONNECT, CHARLTON KINGS PARISH COUNCIL, 26 CHURCH STREET, CHARLTON KINGS, CHELTENHAM GL53 8AR**

Please contact Amanda Wragg Community Development Worker for CK Health Connect Project on: [CKHealthconnect@charltonkingsparishcouncil.gov.uk](mailto:CKHealthconnect@charltonkingsparishcouncil.gov.uk) or the Parish Council Office (01242) 250087 or mobile 07483 391463 if you have any ideas to discuss, or concerns, and I will call or email you back.

*Many thanks for your help with this research.*



## Appendix Six - Analysis of Pharmacy Questionnaires

### Questionnaire – Collation of data

#### *Ages and Gender*

Key: M = male; F=Female; no. is qnnaire number; c=childxno. of children in age group

0-4 22cx1 41cx1

5-11 22cx1 41cx1

11-15 22cx2 27cx1 45cx1(F) 45cx1(M) 51cx3 (Mx3)

16-19 27cx1 32cx1 51cx1(M)

20-30

31-40 41F

41-50 46M 45M 51F

51-60 10F 22F 32F 37F 39F 51M

61-70 7F 18F 31F 31M 38F 40F 53F 55F

71-80 1M 2F 4F 5F 8M 13F 13M 14M 16F 17M 20M 25F  
 26M 29F 34F 35M 35F 42F 43F 44F 44M 50M 50F 51F  
 52F 56F 60F 61F 64F

81-90 3M 6F 9M 9F 11M 12F 12M 15M 15F 17F 19M 19F  
 21F 24F 28M 28F 30M 30F 33M 33F 36F 43M 54F 57F  
 58F 59F 62F 63F

91-100 11F 23F

100+

Haven't put age (27F)

Total people covered = 80 through pharmacy questionnaires and Charlton Park emailed questionnaire

47 households covered.

6 households included children or young people under 19

#### *Length of time at address*

1 Branch Hill Rise 38 years

2 Cirencester Rd 50 years

3 Sandy Lane 20 years

- 4 East Court Mews 12 years
- 5 Greatfield Ddrive
- 6 Ashely Close 45 years
- 7 Murvagh Close 30 years
- 8 School Rd Flats 15 years
- 9 Moorend Rd 30 years
- 10 Horsefair St 29 years
- 11 Withyholt Park 44 years
- 12 Sandy Lane 20 years
- 13 King William Drive 40 years
- 14 Cirencester rd 44 years
- 15 Beeches 42 years
- 16 HambrookPark 32 years
- 17 Bradford Estate 11 years
- 18 Beeches Rd 31 years
- 19 Ash Close
- 20 Lyfield Park East 20 years
- 21 Horsefair Street 54 years
- 22 Beeches Rd 23 years
- 23 Glynrosa Rd 46 years
- 24 Moorend Road 8 years
- 25 Charlton Park
- 26 Charlton Park
- 27 Highland Road 5 years
- 28 Cirencester Rd 53 years
- 29 Willow Rd 25 years
- 30 Bafford Area 28 years
- 31 Newcourt Park 23 years
- 32 Near boundary
- 33 Church Street 6 months
- 34 The Beeches 18 years

- 35 Cirencester Rd 37 years
- 36 Cedar Court 5 years
- 37 Charlton Park 28 years
- 38 Charlton Park 25 years
- 39 Charlton Park 27 years
- 40 King Arthur Close, Charlton Park 47 years
- 41 Briarbank Rise
- 42 Charlton Park
- 43 Charlton Park
- 44 Eastend Road
- 45 Eastend Road
- 46 Eastend Road
- 47 Eastend Road
- 48 Eastend Road
- 49 Eastend Road
- 50 Charlton Park
- 51 Cirencester Road
- 52 Charlton Kings 40 years, Bradley Road 20 years
- 53 Ashley Close 33 years
- 54 Beeches Road 40 years
- 55 Bradley Road 40 years
- 56 – Cirencester Road
- 57 – Sappercombe Lane 24 years
- 58 – London Road 13 years
- 59 – London Road 17 years
- 60 – Southfield Manor Park since June 2018
- 61 – Warwick Crescent 40 years
- 62 – Beeches Road
- 64 – Branch Hill Rise, 37 years

Of the households that answered the question about length of time in their residence only 5 had lived there less than 10 years. 26 had lived in their current house for over 21 years.

**6) How would you rate your social life /support network on a scale of 1 to 10, with Poor being 1 and Very Good being 10.**

<b>1</b>	28											
<b>2</b>	<b>58</b>											
<b>3</b>	28	60										
<b>4</b>	8	15	52									
<b>5</b>	10	9	11	23	24	32	53					
<b>6</b>	29	33	33	34	34	51						
<b>7</b>	6	10	12	16	47	54	59	62	63			
<b>8</b>	1	2	7 (but 4 since L)			11	14	22 before L	25	26	27	
	35	35	38	39	41	43	44	46	48	49	57	64
<b>9</b>	20	21	40	44	61							
<b>10</b>	13	13	17	17	30	30	31	31	37	42	50	50
	55											

Comments from those who didn't give rating:

3 Adequate for age

4 Enjoys sports and running

18 Average

Only 10 people / households rated their social life and support network at 5 or below. People answering the questionnaire write open comments about life before the Lockdown and after, and most had answered this question as 'life before Lockdown'.

**6a) Please add any comments below to explain your answer:**

Use of whatsapp, facetime, phone, email

Many reported enjoying lots of local activities to keep active both before and during Lockdown e.g. Household 31 who gave a 10 for rating of social life and support networks stated 'lots of local activities and good atmosphere in our road'

There were also a lot of comments about having supportive neighbours

e.g. 'very good neighbours'; 'my neighbours have brought me a lot of cakes and are always ringing to see if I want anything'; 'friends, family, church'; 'wide circle of friends and ex colleagues'; 'well served by younger neighbours in Lockdown'; 'supportive neighbours, quiet social life but satisfactory'; 'friends throughout Cheltenham and involved in St Luke's Church with provides a support network'; 'Support network brilliant with fantastic neighbours'; 'good friends, 2 local children, church, residents association, croquet, gym'; 'Charlton Kings is a friendly, interactive

community with a very effective Residents' Association'; 'Active social life'; 'Friendly Estate & Residents' Association'

Age quoted as a factor for answer to Question 6.

Some loneliness with children living away, friends have died, or only having friends in their own 'older' age group.

Also pressure on carers for children and spouses is identifiable, e.g. Household 43 stated ' I am carer for husband for 43 years and had to work hard to keep a social life going. My husband is isolated without my support. I have networks of support from previous work and volunteering'

Was also mentioned by household 22 that with COVID social life is now impossible as a support (this person has 4 children to look after).

I haven't needed any care myself but do care for my mother (75) who lives on-site as she has Alzheimers. Not had any support for 4 years but now have some via GP and a groups she can attend but it is outside CK.

I feel very lucky to have lots of friends and a good family support network

Wide circle of friends

52 – enjoy church and Mother Union

54 – being widowed for 4.5 years, have made an effort to join groups, including Church with its needs

57 – family are there if I need them; neighbours are friendly

59 – belong to a number of groups, organisations which meet weekly or monthly

60 – when I moved here I joined many clubs and now none of them are able to continue (at present) and I have to arrange to meet with new friends and this is very difficult.

64 – I am happy to join groups

## **7) Which health & well-being services and activities are you aware of in Charlton Kings for your age group or circumstances?**

1 – sixways clinic and CKSCWC

2 – not aware of any

3 – Probus, Art Society, Lunch arrangements. Use all health services.

4 – Yoga, pilates, racquet sports, running groups

5 – Fitness class for elderly, church activities, monthly meals for elderly in Baptist Church

6 – No answer

- 7 – NHS and GP; churches & private swimming pool & gym; Probus Group; Community Hub; pubs; cafes; restaurants, charity shops; reading groups; cricket fest; community events; choir; shops
- 8 – not aware of any activities
- 9 – no answer
- 10 – Not aware of any activities
- 11 – aware of opportunities
- 12 – age (barrier)
- 13 – GP, District Nurse
- 14 – Pharmacies
- 15 – Health walks, exercise classes, Film Society
- 16 – Walking Group, probus
- 17 – yoga, library, pharmacy, walking group, coffee/meals at The Royal
- 18 – no answer
- 19 – Not aware of any
- 20 – not aware of any
- 21 – not aware of any but do use red mini bus for shopping
- 22- GP and chemist
- 23 – Luncheon Club
- 24 – Six -ways surgery
- 25 – Film Club, I think there was a Chinese exercise group and exercise equipment in Kings Fuield
- 26 – not aware of any services except Film Club which occasionally attend
- 27 – Fitness Classes, Film Club, CK Library
- 28 – Local History Group; U3A; Probus
- 29 – CK Friendship Group
- 30 – Aware from The Echo
- 31 – pharmacies; Keep Fit; Studio Fit; Double Tree Gyn; Bridge Club; Leckhampton GP; Charlton Pharmacy; Sixways GP
- 32 – Not aware of any
- 33 – not aware of any
- 34 – not aware of any
- 35 – Art Group
- 36 – Cheltenham Spa Bowls Club; Roman Catholic Church;

- 37 – aware of activities at Stanton Room
- 38 – no answer
- 39 – aware of a few activities in CK
- 40 – no answer
- 41 – exercise classes – Sarah Cross HIIT and Becca Kennaugh Nurture Yoga; Sonbeams Toddler Group
- 42 – GP clinic and Walks for Health
- 43 – St Mary’s Church occasionally and knows about Film Society.
- 44 – lots of Pilates, exercise groups and walking groups
- 44 – I have an allotment plot which is good for my health and well-being
- 46 – Local yoga, running club, film club
- 47 – youth club, Library, Dance classes, yoga
- 48 – yoga/pilates groups
- 49 – none
- 50 – Aware of adult gym facility in Kings Field and (tai Chi?) Classes are in the open but not sure if either of these are still available
- 51 – None
- 52 – walking
- 53 – pilates, yoga, balance, art, church, mothers union
- 54 – chemist, doctors when needed
- 55 – only the doctors surgery and keep fit and yoga classes, swimming at St Edwards School
- 56 – exercise on-line, attend Church
- 57 – community bus
- 59 – surgery and pharmacy
- 60 – none
- 62 – afternoon exercise group (seated mostly at St Mary’s Hall); Church Groups – soulful / mindful
- 63 – church
- 64 – Charlton Pharmacy, library, Mellow Moves, Community Players, ST Mary’s Church, walking group

Summary: 18 people said they lacked awareness of activities or did not answer this question.

**7a) Please state if you attend/use any of them, or, if not, do you have barriers to attending them? e.g. confidence, transport, not suitable for your needs or interests, disability, mobility.**

- 1 – Sixways Clinic and CKSCWC
- 2 – Not aware of any
- 3 – Probus, Art Society; Lunch arrangements and use all health services
- 4 – Did start a yoga class just before Lockdown; Usually go to Running Club in Cheltenham
- 5 – Attend Fitness Class
- 6 – Barrier of disability
- 7 – Attend various activities
- 8 – Not aware of any
- 9 – No answer
- 10 – Do not attend any
- 11 – Disability is barrier
- 12 – barriers of age and mobility
- 13 – husband has a condition therefore we are already well – supported
- 14 – Use 1 pharmacy
- 15 – Activities are not suitable
- 16 – Attend support group, choir, probus, book group
- 17 – just use the Pharmacy
- 18 – No answer
- 19 – N/A
- 20 – NO barriers but no use of services / activities
- 21 – red minibus for shopping
- 22 – Not aware of activities
- 23 – Do not attend activities
- 24 – No answer
- 25 – Laziness is barrier!
- 26 – Do not attend activities – of little interest
- 27 – Too busy to attend but use library for books
- 28 – Spouse’s accident has meant a barrier to attending activities for her, but I attend choir, bowls, croquet and sometimes give talks
- 29 – No Answer
- 30 – NO Answer

31 – F uses Studio Fit and M goes to Double Tree Gym; Cheltenham Bridge Club. Use Leckhampton GP because of appointment times and Charlton Pharmacy.

32 – Use library

33 – Not aware of any

34 – Not aware of services – a health condition means dips in well-being but spiritual well-being supported by church groups

35 – Art Group

36 – Sacred Hearts RC Church and Bowls Club

37 – Doesn't attend activities

38 – no barriers but doesn't attend activities

39 – Don't need activities

40 – No barriers

41 – No answer

42 – Doesn't attend activities –

43 – Occasionally St Mary's Church

44 – Not at present tho did do Pilates in the Stanton Room (expensive). Might try cheaper Group in Sacred Hearts Hall in the future.

44 – No problems

46 – no, prefer groups outside ck

47 – I do not attend youth club because I'm not interested in it. I sometimes go to the library but I usually read books I have bought instead of borrowing them

48 – timings often middle of the day

49 – I don't know any

51 – No

52 – not the best of health sometimes so I cannot plan on a daily, weekly, monthly basis

53 – I don't attend any classes partly because I have MS but that ought to be a reason to attend! Only interested in daytime classes

54 – chemist, doctor

55 – I do attend yoga and swimming and walk with friends

56 – no problem

57 – none – too busy!!

59 – use surgery and pharmacy

60 – N/A

62 – I did attend but mobility has decreased (exercise). I attend several church groups

63 – church

64 – attend all mentioned in previous question

Summary: 27 of the 43 households either did not provide an answer or do not attend activities because of no interest or are not aware of activities or have barriers such as disability / mobility / health. Are people being reached with information about local activities effectively?

**8) How often do you go out and meet other people in a usual week? Where do you meet people most often? E.g .Coffee shop, gym, park, swimming pool, support group, restaurant, in town**

1 – in Lockdown uses whatsapp, facetime, phone, email

2 – Coffee shop

3 – twice a week

4 – meet others most days – gym,pool, track, parks, coffees

5 – coffee shops, park, Cheltenham shopping; U3A Group

6 – Barrier – disability

7 – 3 – 4 x per week – coffee shop, gym, park, swimming pool, Oakley Neighbourhood Project

8 – Goes cycling & walking

9 – No answer

10 – 5 x per week – town, shops, gym, swimming pool

11 – rarely out – Church if any

12 – coffee shop; entertaining / visiting family; Probus; excursions; but now fully isolating

13 – Don't go out

14 – Out most days before Lockdown

15 –3/4 x per week. Meet friends, swimming, exercise classes, Charlton Club

16 – 3 /4 x per week – support group; choir; book group; coffee shop

17 – 3 x per week to see family & grandchildren. Friends for coffee; church; walks with dog

18 – NO answer

19 – Seldom go out

20 – Coffee shop, park, swimming, restaurant in town

21 – 3 x week – skittles, Victory Club; Meet sister

22 – Nothing for last 7 weeks

- 23 – town, restaurants, 1-2 x per week usually with daughter
- 24 - 1 x week charity work
- 25 – occasionally coffee or see people when shopping
- 26 – 2-3 x per week
- 27 – meet people at work every day plus swimming & walks. Sometimes coffee/lunch & church evening meetings
- 28 – 3 x week for male – choir, croquet, bowls, Probus
- 29 – out most days
- 30 – Town
- 31 – 3 x week to gym; coffee once per week; Bridge Club
- 32 – 2 x week
- 33 – Probus; CK Baptist Church; Luncheon Club; Dog walks
- 34 – 3 /4 x per week to church, shops, outings
- 35 – park and restaurant
- 36 – walk around apartment grounds – partner walks with a pusher
- 37 – 2 x per week and meet people at church, Residents Association; croquet; gym; Part time work
- 38 – out 6 x per week – coffee, park, restaurant, town
- 39 – out every day – town, coffee, office.
- 40 – out most days – coffee; park; swimming; restaurant
- 41 – out 2-3 x per week – meet people in coffee shop, park, pub, friends houses
- 42 – out 2-3 x per week and dog walking – church, restaurant
- 43 – out 3-4 x per week – some physical problems now plus anxiety and fatigue. Exercise groups @maggie's run by cancer charity Macmillan 'Next Step' courses; swimming – lido & Cheltenham Boys Sports Club; Local History Society; Friends of Wilson Museum; Chapel arts; U3A; Cheltenham Group of Artists
- 44 – most days in town. Coffee shop, people's houses, Waitrose café, Church, Walking Group
- 45 – Church (Bethesda) and associates walking group weekly
- 46 – A couple of times – usually chatting to people on a run
- 47 – 3 times a week – at the park. Timbercombe
- 48 – 3-4 times – walking/hiking; coffee shops; wine bar
- 49 – the park once a week
- 50 – occasionally meet in coffee shops or with friends for lunch

- 51 – rarely leave home as I am self-employed but if I do I walk my dog to the local shops or meet a friend for coffee
- 52 – rarely – coffee with daughter-in-law every few weeks
- 53 – 3 or 4 times per week – coffee shops, prefer one-to-one or small groups
- 54 – coffee shop, park, town, keep fit
- 55 – go to swimming pool, knit and natter group, church, mothers’ union, restaurant, café
- 56 – parks, gardens two to three times per week
- 57 – at least 14 – dog walking plus coffee shop, park and family contacts
- 58 – once for coffee in town and once to church group
- 59 – weekly – church, bell-ringing, choir, Arts Society
- 60 – once a week – church service on Thursday and meet for coffee with friends from service. Occasionally go to lunch with a friend on a Sunday
- 62 – church, shopping, interest groups
- 63 – 5/6 times – bridge club, coffee, walk in park
- 64 – every day (not in COVID-19)

Summary: 10 people rarely go out but answers may be influenced by Lockdown

**9) What are the main health / social concerns for you / your household? E.g. disability; loneliness; health; children’s health services....**

Picking up households that do have barriers:

- 3 – Disability & age restrictions
- 5 – not being able to walk much as feet problems. Large garden to look after.
- 6 – disability
- 7 – loneliness & disability
- 10 – probably loneliness
- 11 – disability
- 12 – Age
- 13 – disability
- 14 – need medication – ok so far in Lockdown
- 15 – disability, health, transport
- 16 – disability, loneliness

- 17 – growing older, aches & pains
- 22 – various health & disabilities from all ages ranging from asthma to lupus
- 23 – unable to walk – walking frame
- 24 – health concerns
- 25 – getting old and decrepid
- 26 – just getting older
- 28 – wife’s health following accident
- 29 – health issues
- 30 – health
- 31 – keeping fit with age; supporting aged parents; spouse’s COPD; Long way from children
- 32 – disability & chronic illness
- 34 - health issues, enough exercise, diet suitable for myself and partner; having enough interests & being able to maintain stimulating conversations
- 36 – still recovering from an operation last October – long recovery time
- 40 – health concern
- 41 – need to get out or feel isolated with young children
- 43 – responsibility of caring role – own health & mental well-being – suffer from depressive cycles. Osteo-arthritis.
- 44 – no answer
- 45 – No substantial concerns although youth vandalism is a worry. Potholes in the road are also a serious risk when cycling
- 46 – children’s exercise – I wish there was more for them to do, particularly sports outside school
- 47 – nothing really
- 48 – Fitness
- 49 – I don’t have any
- 50 – just getting older which comes to us all!
- 51 – Accessible support / interest groups for mum with Alzheimers. Safe cycling routes for children
- Summary: 28 of the respondent households have mentioned health concerns, disability and mental well-being as issues for either themselves or someone in their household. 5 mention loneliness or isolation, one mentions the need for more exercise and sports opportunities for children.
- 52 – health and loneliness
- 53 – disability may become a problem for me if my health deteriorates
- 54 – health

55 – at the moment no concerns

56 – none

57 – none

59 – husband's increasing disability i.e. walking

60 – I have health issues which are getting worse

62 – decreasing mobility

63 – future ability to keep up social life

64 – keeping fit, eating healthily, keeping in contact with friends and neighbours

**10) Please write down any ideas for new, or extra, health, well-being or social activities / services that could improve yours or other people's quality of life in Charlton Kings**

10 – Maybe a Community Centre

13 – Hub for carers

15 – excursions / coach trips and visits to gardens, buildings etc

17 – gardening club; book club; learning french / Italian

31 – Bus from CK to Leckhampton Gp through the park to Texaco Garage to railway station, to Gloucestershire College, up to Tewkesbury Road then back to CK. Would link a lot of activities and would be good for students therefore profitable.

32 – book club and writers' group at Library

34 – Local history experts could devise leaflets such as those of English Heritage or National Trust so people can do Discovery walks in the area.

39 – more outdoor activities, e.g. Ramblers

40 – central reference point for information on activities

42 – outdoor gym – Cox's Meadow. Good one in Stratford on Avon; distance markers along Meadows footpath for joggers

43 – Carers' group. A men's group. Charity-led groups, e.g. Next Step exercise; holiday/short break group. Would be interested in attending any social prescribed group for health & well-being

44 – Important to engage and entertain the teenagers who otherwise try to burn down the Beeches Field Changing Rooms! Getting on with the Kings Hall Project could be good.

46 – broad range of sports clubs for children and a better skate park

47 – less graffiti

48 – better skate park facilities – lots of young children feel we should have comparable facilities to Pittville

49 - Improved park / skate park facilities

50 – More publicity regarding what is available – remember, many people are not on-line and could be deaf or partially sighted which could account for people being housebound

51 – community gardening groups for different ages to allow people to meet and provide benefits for wildlife and different settings around Charlton Kings. Community Art Project like Bath Road that would increase pride in areas such as CK Precinct and especially Sixways. More trees and benches and so on and other artworks with relevance to the area would be good.

53 – classes of study during the day. Knit and Natter Groups and craft activities

55 – I think some local clinics or support groups for people with a specific problem: obesity, heart problems, diabetes, bereavement

56 – more suitable venues then more activities could be allocated

One household with children mention the need for improved skate park and there are two comments pertaining to youth boredom and vandalism. ON similar lines to increase pride in the area there is a mention of a community arts project and more trees and benches. There are 3 mentions of a need for a carers’ support group. Other points include day trips out and the need for a central resource to give information on local activities.

***Questions 11 & 12 refer to how you are finding/found life (depending on when you complete this) in terms of health and well-being under the Corona virus lockdown.***

**11) Have you found difficulties, and what level, with any of the following? Please tick**

	Not too hard e.g. support from family / friends	Some problems e.g. not regular help	Lots of problems but managing to get by	Very difficult / impossible
Shopping and food purchase	I	II	IIII	
Feeling lonely		IIIIIIII	II	
Feeling isolated		IIIIII	III	
Enough activities to keep occupied and busy		IIIIII	I	I

Using IT or social media to keep in touch		III	IIII	II
Financial matters		III	I	
House maintenance, incl repairs		IIIIIIII	III	I
Mental health, e.g depression		IIIIIII	II	I
Physical health		IIIIII	IIIIII	I
Attending medical appointments		IIIIII	I	III
Getting medical supplies		II		

Each I represents an individual mention of the issue. I have not recorded where people have said 'not too hard and plenty of support'. 13 people said that they had no problems with these issues under lockdown. Many have felt supported by friends and family; local volunteers; neighbours; shopping deliveries; pharmacy deliveries and food parcels (including one organised by Gloucestershire County Council).

Key comments:

4 - 'Can feel lonely and isolated at times depending on my mental feelings'; 'at present mental health and depression can vary due to lack of contact with friends and team activities'; 'had medical supplied delivered by a lovely volunteer a few days ago – a very welcome and thoughtful touch – thank you!'

**12) Please add any comments or reasons below for your answers to question 11, and give details of anything which has helped you.**

4 – 'I have tried to keep busy and continue as much as possible with my activities. It is difficult to sometimes keep motivation due to having to exercise on my own. Company makes things so much more enjoyable! It has helped to set myself targets throughout the week. I also enjoy gardening.

11 – help from Withyolt Park Support Group and Charlton Pharmacy on deliveries.

12 – worry about children becoming unemployed and finances.

17 – buy on-line – plants, clothes. Have facetime with family and we do a facetime quiz. Read newspaper on line; lots of phone calls to friends on their own; all elderly should be encouraged to learn the internet. Supermarket deliveries are the greatest help!

21 – don't drive – normally get minibus for shopping but family are helping.

22 – Difficult to find activities to help children keep occupied. Medical supply access has been easy – Charlton Pharmacy has been amazing.

25 – neighbours are very supportive with shopping but feel guilty that they have to make a special journey to get medicines as chemist won't deliver.

26 – brilliant neighbours who collect from pharmacy

27 – order stuff on-line but it takes a lot of effort and supermarket deliveries are hard to get. Have had to think outside the box so use Primrose Vale Farm Shop and Cheltenham Catering Supplies to fill gaps. Not bored – help children study at home and we are still working

28 – Wife has alzheimers and some falls – has had a hip fracture and 3 broken ribs. She has difficulty with speech and mobility. I am the full time carer. We have been in virtual isolation for two and half years prior to Lockdown. Family help with shopping but I cannot care for my wife under lockdown rules. I am relying on my health holding on.

29 – everybody has been really good since lockdown

30 – Family help shop

31 – Being rung 3 x per week by Gloucestershire County Council Hub as spouse is in vulnerable group. We were sent a food parcel which made us feel safer.

32 – pharmacy deliveries are helpful and advice on the phone

34 – we weren't prepared with food when the Lockdown started. Went on Government website and got support with food boxes – marvellous help. Shared food with brother in law who lives alone and was unwell. I was nervous and panicky at first but gradually made contact with family on the phone, emails and letters. One of the church group is an IT expert and set up zoom meetings which helped. We go for quiet socially distanced walks and do the Thursday evenings clap. One can watch too much news – endless comment on COVID 19 measures.

35 – medication delivered to house

39 – positive mindset to make the best of the situation

41 – hard being in lockdown with young children. I am grateful to have some concentrated time with my kids but it is exhausting as my husband is still working hard and we usually take the kids out a lot to keep them entertained and active. I miss not working and all the social contact I normally have via work and school but equally I know it helpful to maintain a perspective – we are healthy and I am not having to work on the frontline.

42 – community facebook page helpful – local initiatives to join such as Easter Letter Hunt and virtual poetry group

43 – learning to use zoom via Maggie's and face time via friends. Realising isolation could go on for months, if not the rest of our lives, is depressing. We are in the vulnerable age group and need advice on managing risk in the local community.

44 – I'm fine, very lucky! Being able to walk into the countryside locally and up the hills has been a great benefit

44 – Lloyds Pharmacy at Waitrose that can order your prescription for you

48 – Just generally more facilities for school aged children as such as school/family dominated area. Re-opening of the Lido!

50 – We are in the fortunate position of having each other and experiencing great support from all our medical team as and when required.

55 – I am very lucky, I am healthy at the moment and have a supportive family, husband, friends

57 – I am reasonably fit, have family to call on if necessary, have community responsibilities which I do on-line. Have plenty to do in garden and sewing / knitting. My dog is a constant companion.

58 – children and grandchildren live in Australia, Russia, Europe. We have a family diary which we contribute to every day, often with pictures. It is online and keeps us in touch with what is happening in each others' countries. It is reassuring as well as interesting, because if anyone misses a couple of days we know something is wrong.

59 – family arranged shopping deliveries and milkman. Regular phone calls from daughter and grandchildren who all live some distance away. Regular email updates from organisations.

Recommendations:

Intergenerational IT learning

Promote Facebook during lockdown

Work with community groups to set up zoom meetings and on-line activities

Socially distanced outdoor activities in household or two-household groups – walks; treasure hunts; guided walks of interest

Keep people informed of useful links – paper publication / leaflet to houses

Isolation and loneliness is a key issue, plus having enough things to do

Attending medical appointments is also a problem for some

Barriers for a lot of residents are age issues and physical and mental health / disability / mobility

Surprising amount of lack of awareness about local activities – produce paper copies that can go through doors?