

Summary of Claremont Outcomes, 2018



The following report highlights key output and outcome results cumulative through the 2017-18 financial year. It includes attendance data, data from the Warwick Edinburgh Mental Well Being Scale (WEMWBS), from the Clinical Outcomes in Routine Evaluation (CORE) measure for mental health, and from our annual Spring Survey.

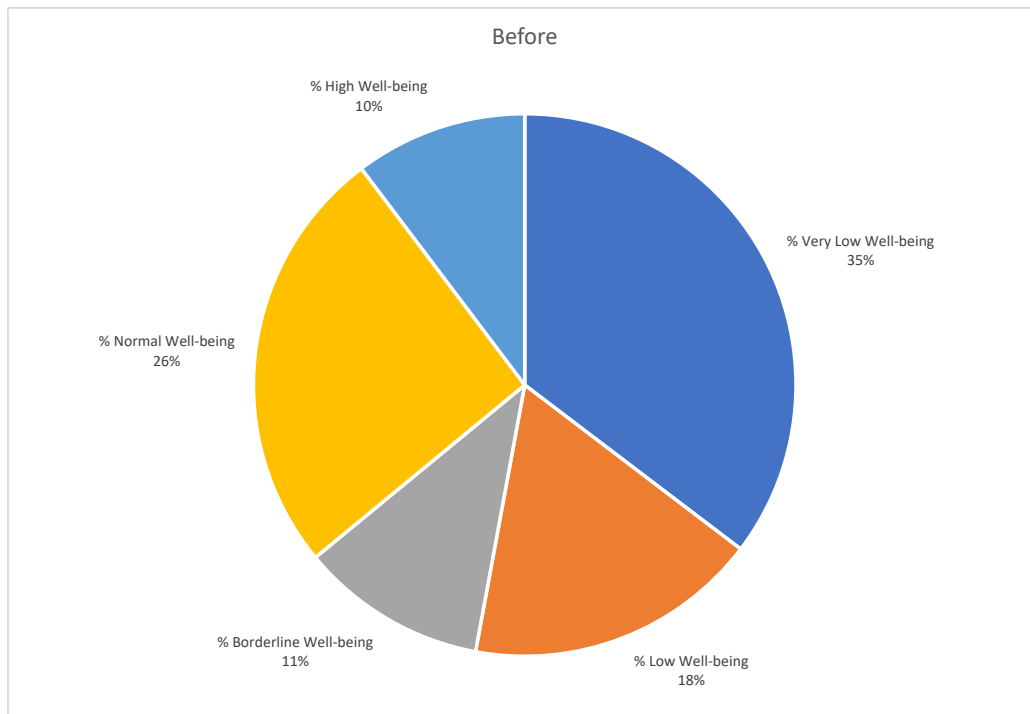
There were 990 people active as members during the period (75% women, 25% men). Of those reporting ethnicity, 54% were White British and 46% other ethnicities. This continues the shift noted last year away from a long period of 33% of membership being non-White British and is a testament to Claremont's inclusivity and on-going outreach activities, including our Social Prescription programme, to BME groups and individuals.

There were 213 new members over the year, including those only joining for a single event. The loss of members due to illness, death, moving away or into residential care is always significant and total annual active membership tends to hover around the 1,000 mark, with new members more or less replacing those leaving us. The number of people involved at Claremont continues to be substantial and well beyond the kinds of attendances at centres elsewhere in the area. The average age of members remains as last year, at 76, and 80% live alone.

There were 19,672 attendances, not including non-monitored events, open days, and attendances by people not yet signed up as members. This is down very slightly on last year (19,999) and is in part down to the burst water main and repair works which closed some local bus routes to Angel and also to the unusually cold and icy Winter months. There were 904 psychotherapy sessions.

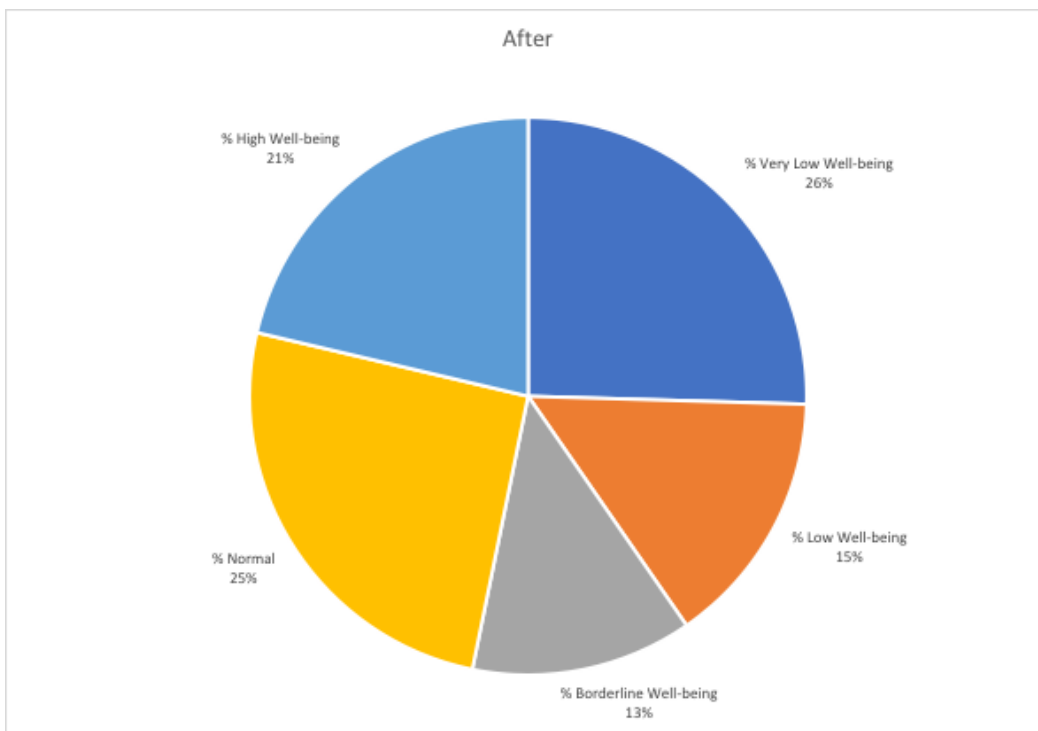
Mental Well Being Scale Results

The results from the Warwick Edinburgh Mental Well Being Scale (WEMWBS) continued to show very positive outcomes. The number of new members people scoring "Very Low" changed dramatically compared to last year, from 21% to 35% of all new members. Over a third of Claremont's newest members were experiencing *very poor* psychological well-being when they joined. When added to those scoring "Low", 53% of new members scored significantly below the national average, with a further 11% scoring "Borderline" – a total of 64% of those joining.



After four months of active membership, those scoring “Very Poor” reduced from 35% to 26% of the new membership, and those initially scoring “High” increased from 10% to 21%. Although most of the other categories remained broadly the same in overall percentage terms, the populations within them shifted. Broadly speaking, the uplift of those at the bottom end rippled upwards through all the categories.

The average for all scores at joining was 48, where a national (English) normal score for all ages is 53. The “After” average for all new members was 53, a shift of 5 points. A shift of 2-3 points on this scale is widely considered a meaningful change in psychological well-being.



Our results suggest strongly that active membership at Claremont has an enormous positive impact, especially for those with very poor mental well-being, and that people across the spectrum experience meaningful improvements in their general happiness.

Clinical Outcomes in Routine Evaluation (CORE) Results

Our CORE data also continues to show significant positive outcomes for those we serve. The tables below show in the first lines the highest score considered normal for each dimension (any *higher* is considered abnormal/clinical). The Before scores show both men and women averaged initial scores that were above and sometimes very much above the norm (with the exception of Risk for women, which has been the case with our results from the beginning of our tracking, over 10 years ago).

Men	Well-Being	Problems	Functioning	Risk
Max Score for Normal	13.7	14.4	12.9	4.3
Before	23.5	22.4	18.0	7.0
After	11.3	11.2	9.7	0.3
Change	108%	100%	86%	2233%
Women	Well-Being	Problems	Functioning	Risk
Max Score for Normal	12.9	15.0	13.0	16.2
Before	21.6	20.9	16.4	3.3
After	12.1	13.7	9.7	1.6
Change	79%	53%	69%	106%

The results show significant change across all dimensions for both men and women, with ending scores being within the normal ranges. The changes are significant shifts, not only in general percentage terms, but as being indicative of returning to or arriving at states of good mental health in these dimensions. Of particular note were the especially high positive shifts for both men and women in the Risk dimension. This dimension evaluates the risk of self-harm, including suicide, or harm to others.

(It should be noted that one man’s “After” set of scores was removed as being an outlier from the men’s averages. The number of men clients was small, 12 for this sample, and one individual chose to score all his “After” scores at maximum-abnormal. We believe he was unhappy that his therapy had come to an end. Adding his scores to the average skewed the positive result in the Problems and Functioning dimensions into the abnormal range.)

In addition to using the above two nationally well-established outcome measures, Claremont also asks its members to complete a survey once a year. The results for this survey, which was run in April 2018, are attached. Here are some of the comments from that survey. We are particularly pleased that in answer to “What, if anything, makes Claremont different from other centres?” so many respondents cited friendship and friendliness. Claremont places great emphasis on a Relational Approach, where people matter to each other, and this comes through very strongly in the survey.

Some Comments from our Quality Survey, 2018:

(There were a very large number of comments. This is a snapshot.)

What does Claremont mean to you? Do you have any general comments?

- Doing a great job as some are alone and have Claremont just to get out of their houses and to meet people. Thank God for Claremont and a big thank you to all of its staff.
- A very special place for older people where they can come to and not feel isolated.
- Would be lost without it - part of a routine and helps me grow.
- It is more like a home, lovely people and atmosphere.
- My life has improved. I look forward to it every week and am very disappointed when something stops me coming.
- Very important to me. It is somewhere to go and meet people, exercise, to keep myself fit and healthy and the people are very nice.
- Welcoming and inclusive atmosphere. Appreciate the work of the staff to provide such a varied program.
- Will always be a special place for me. Paul and the staff are excellent and the girls we have for a few months have been lovely.
- Means everything to me, couldn't do without it.

Claremont's staff:

- Feels incredibly warm and inclusive environment with a lovely positive vibe.
- Staff are kind, friendly and caring.
- Staff always friendly and helpful.
- Serves London community well. Philosophy of staff and organisers reflect and please the community. Diverse and cultural.
- Friendly environment. I have made plenty of friends by attending the classes.
- Lovely friendly staff.
- Really like the atmosphere.

What (if anything) is different about Claremont compared to other centres?

- Variety of people turn up who would otherwise not meet.
- More friendly staff.
- Incredible staff.
- There's a specific ethos about going an extra mile to meet members needs.
- Welcoming, central, family orientated and very professional.
- People and staff are so lovely and great here. Always feel welcome and happy.
- The warmth of the staff.
- Very diverse.
- Very friendly.
- Ethos is very positive. Having a place to make a drink, sit and chat helps one not to feel isolated. I enjoy the outings too.
- Inclusiveness, friendly and great bonus for Islington

Additional Notes and Comments:

In addition to our regular programme of activities and special projects, we have also invested heavily in developing the London-wide Flourishing Lives Coalition. In May 2017, we launched the Coalition, its National Charter for Best Practice in Working with Older People, a web site, and a training programme for other charities and the public sector in the Relational Approach. Glenda Jackson was the keynote speaker at the launch and the Coalition now numbers 186 organisations, from national arts and heritage organisations, such as the British Museum, Royal Albert Hall, Barbican, and Ballet Rambert, to local community arts projects and centres. The Coalition is also now a Tate Modern Exchange partner, responsible for curating an amazing array of older people's arts at the Tate Modern each year. We are very proud to help catalyze change in the sector, assist organisations and individuals to develop partnerships, and facilitate the sharing of experience between a large and growing number of otherwise fragmented services across London and beyond.

Thank you!

