**Follow Up Review with Service User**

**Older Person ref. no**.: ……

**Date**: ……………. **This is:** 3/6/12/18 month follow up call

|  |  |
| --- | --- |
| **Area of Conversation** | **Service User’s comments** |
| How are you? |  |
| Are you enjoying visits from your volunteer? |  |
| How often does he/she visit you? |  |
| Is there anything else that IA could help you with? (*Encourage calling IA helpline, send relevant guide or factsheet*) |  |
| Any other comments |  |

***If the older person refused to answer Monitoring question, please briefly specify the reason here:***

***……………………………………………………………………………………………………………………………………………………….***

We would like to ask you a few questions that we asked you at the start of your support to enable us to measure how helpful our services are. You can choose to answer all or none of the questions.

Just as a reminder, when answering the questions, if you could take account of the following:

• There are no right or wrong answers

• We would like you to be completely honest

• In answering the questions it is best to think of your life as it generally is now   
(we all have some good or bad days)

1. In an average week, how often do you leave the house?

|  |  |  |
| --- | --- | --- |
| Never | Once or twice | Three times or more |
| 3 | 2 | 1 |

1. How often do you do social activities, such as bingo or an exercise class or attend a social group, in a normal week?

|  |  |  |
| --- | --- | --- |
| Never | Once or twice | Three times or more |
| 3 | 2 | 1 |

1. How many times in the past week have you spoken to, or seen family or friends?

|  |  |  |
| --- | --- | --- |
| Never | Once or twice | Three times or more |
| 3 | 2 | 1 |

1. Thinking about how much contact you have with people you like, which of the following statements best describes your social situation?

|  |  |
| --- | --- |
| I have as much social contact as I want with people I like | 0 |
| I have adequate social contact with people | 1 |
| I have some social contact with people, but not enough | 2 |
| I have little social contact with people and feel socially isolated | 3 |

1. Over the last four weeks, have you felt positive about yourself?

|  |  |
| --- | --- |
| Often | 1 |
| Some of the time | 2 |
| Hardy ever or never | 3 |

**Monitoring Questions**(Campaign to End Loneliness Measurement Tool, 2014 and the Warwick-Edinburgh Mental Well-being Scale, 2005)

Next, could you please tell me whether you disagree or agree with these following three statements:

1. **I am content with my friendships and relationships**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| 4 | 3 | 2 | 1 | 0 |

1. **I have enough people I feel comfortable asking for help at any time**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| 4 | 3 | 2 | 1 | 0 |

1. **My relationships are as satisfying as I would want them to be**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
| 4 | 3 | 2 | 1 | 0 |

Now I am going to read out some statements about feelings and thoughts. Please let me know which description best describes your experience of each over the last 2 weeks:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statements** | **None of the time** | **Rarely** | **Some of the time** | **Often** | **All of the time** |
| 1. I’ve been feeling optimistic about the future | 1 | 2 | 3 | 4 | 5 |
| 1. I’ve been feeling useful | 1 | 2 | 3 | 4 | 5 |
| 1. I’ve been feeling relaxed | 1 | 2 | 3 | 4 | 5 |
| 1. I’ve been dealing with problems well | 1 | 2 | 3 | 4 | 5 |
| 1. I’ve been thinking clearly | 1 | 2 | 3 | 4 | 5 |
| 1. I’ve been feeling close to other people | 1 | 2 | 3 | 4 | 5 |
| 1. I’ve been able to make up my own mind about things | 1 | 2 | 3 | 4 | 5 |

Thank you!