



## HAVE YOUR SAY

### *in planning an 'Older People's Food Charter'*

Does society REALLY look after the needs of older people? From all the research undertaken by the Council of Elders team in three surveys, held between 2003 - 2008, people think that there is much more that could be done to prevent malnutrition in an ageing population - and we hope this survey will help us create a Charter to bring about changes required. But what should those changes be? This is where we need your help! We know that what is important to individual people varies with their age and health, as well as access to transport. Needs can also change in bad weather. Help from friends/relatives is invaluable but sometimes unavailable.

This questionnaire aims to identify changes needed to improve access to food and to improve the nutritional status and wellbeing of older people.

It is in two parts; the first relates to public bodies and services, the second to services that retailers provide. The information you provide and the priorities you set out will make a valuable contribution to your Government's Older People, Food and other policies, and to UK-wide action.

Please post to 216 Stow Hill, Newport, NP20 4HA or fill in on-line at

[www.councilofelders.org.uk/older-peoples-food-survey](http://www.councilofelders.org.uk/older-peoples-food-survey)

*If you do not have enough space for any of your answers, please use a separate piece of paper with the question number (eg 1b) clearly marked.*

**Would you please enter your Postcode**

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#### **Part 1. We invite your views on issues for public services to consider.**

- |   |  |         |        |   |   |   |
|---|--|---------|--------|---|---|---|
| a | Are gas/electricity costs affecting your food choices/cooking method in any way?   | Yes [ ] | No [ ] |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| b | Do you have difficulties in getting your shopping home?  | Yes [ ] | No [ ] |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| c | Do you have difficulties in preparing and cooking food, or using equipment?  | Yes [ ] | No [ ] |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| d | During periods of bad weather, or illness, would you welcome 'Meals on Wheels' for a limited period of time?   | Yes [ ] | No [ ] |   |   |   |
| e | Over the last 12 months, what experience have you had either as a patient/client or as a carer, of food provided in a hospital and/or a residential or nursing home?   |         |        |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| f | For older people at home, malnutrition can increase with ageing. Over the past 12 months, what experience have you had personally or as a carer, of difficulties in buying, preparing, cooking and eating food when you/ the cared for person were unwell? |         |        |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| g | Do you take advantage of any local activities, which include a meal, eg a lunch group? If yes, how frequently, eg number of times per month?   | Yes [ ] | No [ ] |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| h | What do you consider to be the main causes of malnutrition in an ageing population?  |         |        |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| i | What action should be taken to tackle this issue?  |         |        |   |   |   |
|   | <b>Please specify:</b>   |         |        |   |   |   |
| j | How important is it that health and social care professions/workers are knowledgeable about food and nutrition?  | 1       | 2      | 3 | 4 | 5 |
- Please circle 1 = very important: 5 = no importance
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[Please copy and distribute to those who would like to have their say]

## Part 2. Food retailer issues - how important are the following to you?

Please score by circling the number from 1 - very important, to 5 - no importance

### In shop facilities

a	Clearer larger internal store signs	1	2	3	4	5
b	Well-placed buttons to call for assistance	1	2	3	4	5
c	Magnifying aids to read price/product information	1	2	3	4	5
d	Comfortable seating/resting facilities	1	2	3	4	5
e	Grocery trolleys with a built-in comfortable seat	1	2	3	4	5
f	Small baskets with wheels	1	2	3	4	5
g	Access to an 'in-store' telephone	1	2	3	4	5
h	Easy access to toilets, including disabled toilets	1	2	3	4	5

### Accessibility

i	Wider aisles and check-outs	1	2	3	4	5
j	Making goods easy to reach on shelves	1	2	3	4	5
k	Easy to see and reach food from freezer cabinets	1	2	3	4	5
l	Home food delivery service from the store	1	2	3	4	5
m	Local store taking orders on the telephone and delivering	1	2	3	4	5
n	Hearing aid loop at the check-out	1	2	3	4	5
o	Home delivered pre-prepared frozen meals	1	2	3	4	5

### Practical aspects

p	Easier packaging/opening of containers	1	2	3	4	5
q	Price promotions on single items that meet my needs	1	2	3	4	5
r	Small portions on sale	1	2	3	4	5
s	Quick visit section with access to basic needs	1	2	3	4	5
t	A range of relevant non-food items	1	2	3	4	5
u	Stocking of suitable special diet foods	1	2	3	4	5
v	'In-store' skilled practical assistants to advise on, eg, freezing food, how to make food interesting, cooking for one, vegetarian dishes, etc.	1	2	3	4	5
w	How important are the factors above – rather than prices – in your decision to shop in one store rather than another?	1	2	3	4	5

Please select and mark the boxes as appropriate for all the following questions:

Are you	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>				
Age	50-59	<input type="checkbox"/>	60-74	<input type="checkbox"/>	75-84	<input type="checkbox"/>	85 and over	<input type="checkbox"/>
Size of household?	Single	<input type="checkbox"/>	More than 1	<input type="checkbox"/>				
Where do you live?	England	<input type="checkbox"/>	Scotland	<input type="checkbox"/>	Wales	<input type="checkbox"/>	N. Ireland	<input type="checkbox"/>
Do you live in a	Rural	<input type="checkbox"/>	Semi Urban	<input type="checkbox"/>	Urban	<input type="checkbox"/>	area	
Do you have Internet access?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>				

## Thank you

Many thanks for your support in making the voice of older people heard. We regret the absence of a freepost facility, as this is a self-financed citizens initiative, unconnected with business or government. Answers will be confidential. **Postal replies** please to **216 Stow Hill, Newport NP20 4HA** or go to [www.councilofelders.org.uk/older-peoples-food-survey](http://www.councilofelders.org.uk/older-peoples-food-survey) and fill in this form on line.

**Our findings will be made available to Parliaments, Assemblies and Governments across the UK, to Age organisations, Mature Times and, in summary, on the website.**

Our thanks to the many who have made this survey possible. Special thanks to 'Mature Times', Trevor Bennett, Linda Fornal, Gwent College Newport Campus Business Studies staff and students for their support, and David and Hilda Smith who organised the survey questionnaire and Older Peoples Food Summit. *Email* [foodsurvey2009@councilofelders.org.uk](mailto:foodsurvey2009@councilofelders.org.uk)