

## Impact Report – Outcomes to December 2023

### Introduction

AgeWell is a preventative, community-based programme supporting older people to live well, remain connected, and maintain independence as they age. Delivered by trained volunteers and supported by digital monitoring, the programme focuses on companionship, wellbeing, early identification of emerging needs, and timely access to supports.

This report summarises the impact of the AgeWell Programme in Meath from its commencement to 31 December 2023, drawing on six years of data, including wellbeing assessments, service activity, and client feedback.

### Who We Support

Since the programme began, 462 older people have been supported through AgeWell in Meath.

#### Client profile

- Mean age: 83 years
- 70% are aged over 80
- 46% are aged 85 and over
- 88% female, 12% male
- 71% widowed
- 13% married
- 12% single
- 4% divorced

This demographic reflects a group at high risk of loneliness, reduced mobility, declining health, and social isolation.

### Programme Activity

AgeWell delivers structured, regular home visits supported by digital assessments and clinical oversight.

#### Programme activity to end 2023

- 19,132 home visits delivered
- 9,926 structured wellbeing (20/20) screenings completed
- 3,430 trigger referrals generated through the AgeWell algorithm

#### Managing emerging needs

- 92.3% of trigger referrals (3,166) were managed internally by the AgeWell team, often in partnership with clients and families
- Only 7.7% (264) required escalation to primary care services

#### Connecting clients to services

- 758 linkages made across 18 different services
- 158 clients supported to access one or more external services

This demonstrates AgeWell's role in early intervention and reducing unnecessary pressure on statutory services.

### **Improved Wellbeing Outcomes**

#### Wellbeing (WHO-5)

The WHO-5 is an internationally recognised measure of mental wellbeing.

- 22% improvement from baseline to first midline assessment
- Mean score increased from 15.08 to 18.42 within approximately four months
- Wellbeing levels remain consistently high after this initial improvement
- A 6.23% upward trend is observed across all midline assessments, despite the increasing age of the cohort

This indicates a sustained and meaningful improvement in wellbeing for AgeWell clients.

#### Long-Term Impact Over Six Years

When analysed across calendar quarters since the programme began in 2018:

- Wellbeing scores increased by 6.5% overall
- Scores rose from 17.47 to 18.61
- While COVID-19 had a temporary impact, the positive long-term trend remains clear

Importantly, the initial wellbeing improvement is seen regardless of the year a client joins the programme.

## Loneliness

Loneliness is measured using the UCLA Loneliness Scale (0–6, with higher scores indicating greater loneliness).

- Clients have a mean age of 84, where increasing loneliness would normally be expected over time
- Loneliness scores increased slightly across individual midlines (4.08 to 4.33), reflecting bereavement and ageing
- However, when viewed across calendar quarters, overall loneliness reduced by 9%
- Average scores fell from 4.36 to 3.95 over six years

This suggests AgeWell helps protect against worsening loneliness at population level.

## Social Support (MOS-8)

The MOS-8 measures both actual and perceived social support (range 0–40).

- 9% improvement across the first 15 midline assessments
- Scores increased from 23.73 to 25.87
- A 7.7% increase is also seen across calendar quarters since 2018

These gains reflect the strength of AgeWell's volunteer-led companionship model.

## Self-Rated Health

Despite advancing age:

- Self-rated health remained stable across 15 midlines
- Scores stayed within a narrow and expected range
- Trendline remained effectively unchanged (2.74 to 2.72)

Maintaining health perception over time is a positive outcome in an ageing population.

## Physical Activity

AgeWell clients report increasing levels of physical activity over time.

- Activity levels improved from 72% to 84% across midline assessments
- Across calendar quarters, activity rose from 71% to 87%
- Improvements were sustained despite COVID-19 restrictions

This reflects increased confidence, motivation, and engagement among clients.

### Hospital and A&E Visits

- A&E and urgent care visits reduced prior to COVID-19
- Further reductions occurred during COVID restrictions
- Visits increased again following the lifting of restrictions

### Overall:

- Of 462 clients, 109 reported at least one hospital or A&E visit during their time in the programme

AgeWell continues to refine this measurement to better understand long-term system impact.

### Client Satisfaction

Client feedback consistently demonstrates very high satisfaction.

- 98.9% of clients are satisfied with the programme
- 86.9% are *very satisfied*
- 90.1% say the programme meets their expectations
- 89.8% would recommend AgeWell to a family member or friend

### What Our Clients Say

“We would be lost without our AgeWell.”

“Someone outside my family to talk to.”

“The help with getting services is amazing — AgeWell get things done.”

“A huge support to me dealing with issues around my wife’s death.”

“A friend I know is at the other end of the phone when I need her.”

### Conclusion

The AgeWell Programme in Meath delivers measurable, sustained improvements in wellbeing, social support, physical activity, and quality of life for older people. Through early intervention, trusted relationships, and effective use of technology, AgeWell supports ageing in place while reducing pressure on health and social care services.

The evidence shows that small, consistent interventions — delivered by trained volunteers and supported by robust data — can make a profound difference in the lives of older people.