



YOU'RE NOT ALONE

# ALONE's Older Person's Survey

2025



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# Introduction

ALONE provides and coordinates a range of services to support older people to age safely at home. Our national network of fully trained staff and volunteers are ready to work with individuals across the country. We are committed to our vision of an Ireland where older people can age happily and securely in the comfort of their homes while maintaining strong connections to their local communities.

Feedback from the people we support is vital. It helps us to improve, to adapt to the needs of those we serve, and to ensure we provide the best possible care and support.

Our annual survey is one way that we gather this feedback. This report sets out key findings from the 2025 survey, provides an overview of emerging themes, and outlines the steps that we are taking in response to the feedback we obtained.

Each year we send our survey by phone, e-mail, or post to a sample of people supported by ALONE. This year, 3,445 people who were receiving or had recently received support from ALONE were sent the survey.

In this year's survey individuals were asked to answer questions about:

- Themselves,
- What services they had received in ALONE,
- Positive or negative experiences with ALONE,
- The impact of ALONE support on their lives,
- Recommendations for service improvements or innovations,
- The support they received from volunteers.

The survey also included questions about the cost of living, helping ALONE advocate for better supports for older people ahead of Budget 2026.

We would like to thank the 656 people who took the time this year to fill in the survey, and the family members, friends, ALONE staff, and volunteers who assisted them. The responses and insights we received are invaluable to helping us achieve our mission to better support older people across Ireland.

Overall, the feedback we received this year was generally very positive. Most individuals who filled in the survey expressed strong satisfaction with the support ALONE provided, noting that they would recommend ALONE to others and that our services had a meaningful impact on their lives. A high number of people highlighted the positive effects of Visitation Support & Befriending and Telephone Support & Befriending volunteers.

However, not everyone had a positive experience with ALONE. Some people felt dissatisfied when communications from ALONE were unclear, especially if the support they were receiving was ending, or if they had difficulty accessing support. We greatly appreciate the honesty of those who shared their challenges and concerns with us. We take this feedback seriously and are committed to addressing these issues to improve our services for everyone moving forward.



“

**I had a bad fall last Feb. My ALONE friend who visits me once a week came out of their way to support me and did some shopping for me.**

”

# Who took part



64% of the 656 individuals who completed the survey were female, which is a little higher than the usual proportion engaging with ALONE (58% in 2024).



About 60% were aged 71-85, which is which is very close to the national average age of older people supported by ALONE.



We had respondents from 26 counties, with most based in Dublin (22%), Donegal (17%), and Cork (14%).



Most people received Telephone (52%) and Visitation (38%) Support & Befriending. There were increases this year in the number of people who said they had received support with technology (+5 percentage points) and mobility (+4 percentage points) compared to 2024.

# Positive Impacts of ALONE Services

A circular graphic with a dark green border and a white center, containing the text '77%'. The circle is partially filled with a dark green color.

77%

77% of people who took part in the survey said the ALONE services met their needs.

A circular graphic with a dark green border and a white center, containing the text '88%'. The circle is partially filled with a dark green color.

88%

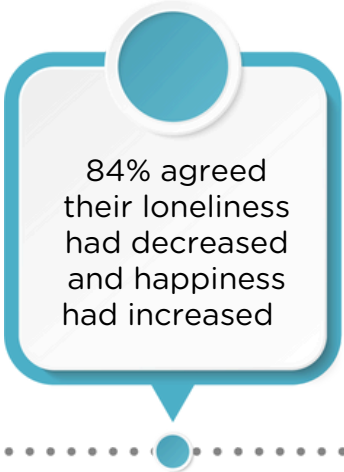
88% would recommend ALONE services to a friend.

A circular graphic with a dark green border and a white center, containing the text '75%'. The circle is partially filled with a dark green color.

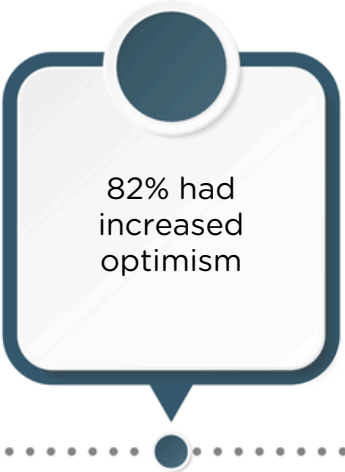
75%

In 2023, we learned that only 54% of people had received a check-in call from ALONE. After hearing this, we reminded our staff about the importance of these calls. As a result, the number of people receiving them increased to around 75% in 2025.


As part of the survey, we asked how ALONE support had impacted people's lives:

A blue-bordered box with a white background and a blue circle at the top. The text '84% agreed their loneliness had decreased and happiness had increased' is inside. A blue dot is at the bottom.

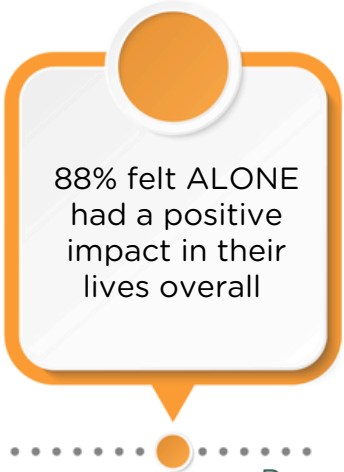
84% agreed their loneliness had decreased and happiness had increased

A dark blue-bordered box with a white background and a dark blue circle at the top. The text '82% had increased optimism' is inside. A dark blue dot is at the bottom.

82% had increased optimism

A yellow-bordered box with a white background and a yellow circle at the top. The text '81% felt they had improved their confidence and independence' is inside. A yellow dot is at the bottom.

81% felt they had improved their confidence and independence

An orange-bordered box with a white background and an orange circle at the top. The text '88% felt ALONE had a positive impact in their lives overall' is inside. An orange dot is at the bottom.

88% felt ALONE had a positive impact in their lives overall



As in previous years, older people valued ALONE's services, especially the phone calls and visits they received, as well as the helpfulness, friendliness, and dedication of the volunteers and staff.

“

A volunteer from ALONE visits mom every Wednesday and has brought so much joy to mom. She has become a family member, and we are so grateful for her time.

”



“

Everyone I have dealt with has been professional, displayed empathy, and provided assistance that I needed which has been way beyond my expectations.

”





79% of people said they were satisfied with the Visitation and Befriending Support they received, while 93% of people said the service positively impacted their lives:



“ I am very happy with my Volunteer as she is very efficient in her job also has a great personality and very friendly. I can ask her for information on anything I need. My Volunteer makes my life easy as I can phone her whenever I need advice and she is always there to help me.

”

“

My life is much better since my ALONE Volunteer came to visit me, I am not as lonely and know there is help there when needed.

”



79% of people said they were satisfied with the Visitation and Befriending Support they received, while 93% of people said the service positively impacted their lives:

“

They listenen to my worries and fears and I look forward to their calls, such kind people.

”



“

I would feel lonely without those calls, they're really important. I'm really grateful.

”



A major reason people were satisfied with ALONE's services was the genuine approach of staff and volunteers, which made many people feel listened to and cared for.

“

The commitment of the staff, always willing to help while not judging me. The people I speak with are very genuine and caring.

”



# Enhancing the Experiences of Older People in ALONE

## Improving Communication from ALONE

Where people offered feedback, it was often about poor communication or follow-up from ALONE, sudden, or unexplained endings to a befriending match, or not receiving the technology support they had been promised.

“

**There was a change over on who Mum dealt with and we were not informed. Also, not sure if it is up to ALONE to notify Mum of new appliances; for example, ALONE supplied a Ring doorbell which Mum missed out on, and it had stopped by the time we found out about it. We were able to buy our own and it is a great help.**

”

To address this, we are:

- Working with our services teams to ensure procedures are followed and that transparent, honest, and timely communication occurs.
- Running a project to improve and standardise the way we support older people to access assistive technology.

## Continued Increased Demand for ALONE Support and Befriending Services

We found that:

73%

73% of older people were satisfied with wait time to the Visitation Support and Befriending service (↓4% on 2024)

79%

79% of older people were satisfied with wait time to the Telephone Support and Befriending service (↑2% on 2024)

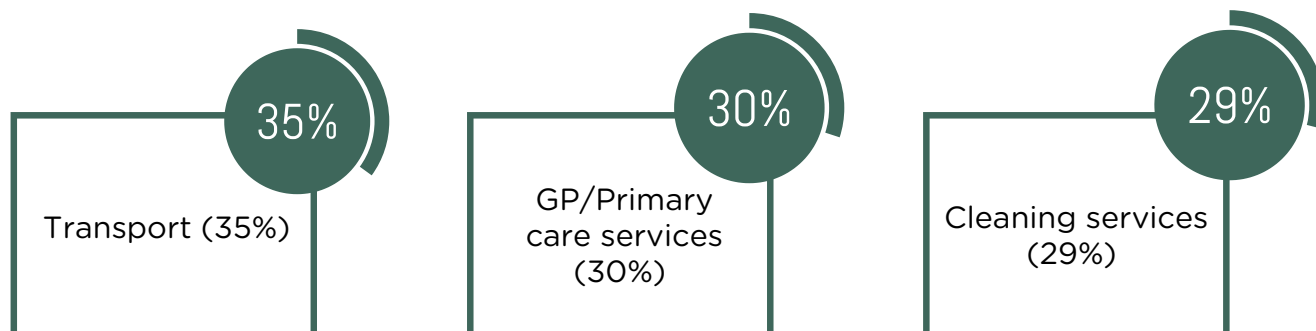
To address this, we are:

- Using a new tool to make a live map showing older people who need Visitation Support and Befriending and volunteers available nearby. This will make it easier and faster to match people.
- Exploring new ways to offer volunteering so we can attract a wider range of people.
- Focusing on local recruitment to get more volunteers in the areas where they are needed most.



## Access to Essential Services

We asked people if they had difficulty accessing services, ranging from Meals on Wheels to GP services. People reported the following as the most difficult to access:



Only half of respondents had access to a car or a friend or family member to ask for a lift, while around 40% struggle to get to appointments or use public transport and taxis.

### To address this, we are:


- Creating local directories of trusted services, like cleaning services for local services.
- Conducting detailed research on the transport needs of older people in Ireland and what services are available, so we can develop practical, evidence-based solutions.






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Thank you for taking the time to read this report. If you have any questions or would like to discuss our findings further, please don't hesitate to reach out to us.

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