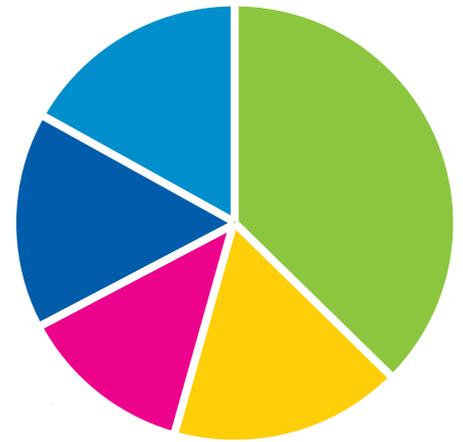


Richmond Carers Centre Impact Report - Adult Carers

Outcomes evaluation 2017/18

Responding carers indicated uptake of the following services:

- Information and advice
- Emotional support
- Leisure breaks
- Wellbeing support
- Workshops/learning opportunities



92%
I feel recognised and valued as a carer

85%
I feel better able to provide support to the person I care for

Carers were asked to tell us how they feel they have benefited from services they received at Richmond Carers Centre by rating a number of statements/outcome indicators. Percentages shown are for carers who strongly agreed or agreed with the corresponding statements.

88%
I feel I know what support is available to carers

85%
I feel my needs as a carer have been understood

79%
I feel I have been supported to maintain/improve my own health and wellbeing

91%
I feel treated with dignity and respect

77%
I feel I have a better support network/am less isolated

75%
I feel more confident in my caring role

71%
I feel more informed about my rights and entitlement as a carer

84%
I feel better able to get the help I need when I need it

77%
I feel better able to understand my own needs as a carer

63%
I feel supported in finding time for myself and having the break I need from caring

76%
I feel better able to cope with the demands of caring

64%
I feel better able to pursue some of my own interests

98% of responding carers said they would recommend Richmond Carers Centre to other carers

I had become overwhelmed and isolated with my caring roles and then I found Richmond Carers Centre. I now understand I'm not alone. Staff always have a smile and are welcoming and polite. I remind myself when the newsletter arrives to put myself first and book up. I have enjoyed every workshop/activity I have accessed. Richmond Carers Centre have helped me feel like 'me' again. **I have made friends at from Richmond Carers Centre that I meet outside the centre. This has improved my social life.** The support of staff at the centre is superb. They are always ready to listen if things are bad and you need a supportive, understanding and friendly ear. The wellbeing day was great, the two workshops I attended on relaxation techniques, and financial wellbeing were very pertinent giving me easy tools to use to help relax and ideas on how to move forwards with financial issues. The social outings are a lovely break to distract your mind from constant caring worries. **Massage has really helped me to unwind. I am delighted with the kindness and understanding I have found at Richmond Carers Centre. I have found the service priceless and invaluable – emotionally and financially, and as an employed carer – your service is the only support available to carers in my situation.** It has been helpful to speak without being judged in counselling sessions; I felt less isolated. Mindfulness is an amazing portable "tool" that has become my regular anti-depressant and the yoga was a soothing class in a beautiful location. **I feel refreshed after attending Carers functions, meetings and outings and more able to carry on with my caring. The support received from Richmond Carers Centre has been a huge weight lifted from my shoulders. Knowing I can get access and advice for myself from the centre is a great help.** The quarterly newsletter is a vital source of information, until you read it people have no idea what is available not only to you as a carer. I'm new in the journey with Richmond Carers Centre but have received help so quickly from them when I asked and that's quite rare in this borough. I know there is more help I can access and intend to do so. **I could not have coped without the support of these wonderful people. They helped me at every turn and in every way – especially with all that concerned the authorities, with payments and all I was entitled to. My thanks are endless.**

I just feel great knowing that help is only a phone call away. I feel nurtured and know I have someone to call or email. Also the wonderful help, support and knowledge from other carers doing the same role as myself. I'm not alone. It's totally invaluable and stops me from going over the edge. To talk over a problem immediately cannot be valued highly enough. **The recognition of the role of carers is vital and is itself supportive. I have benefited greatly from the wellbeing workshops that have been going on over the last couple of years. Workshops like Gardening help me to not only learn a skill, but also interact with other carers and determine how they cope with their particular situations. The emphasis that has been laid on the wellbeing of carers is fantastic as it is important for us, as carers, to realise that it is imperative to look after ourselves too.** Richmond Carers Centre is a wonderful resource. Staff are very supportive and it is obvious they put a great deal of thought into making the centre an attractive and welcoming environment for people of all ages. The atmosphere is always relaxed and friendly and there is ample opportunity to meet other carers, try new activities and get the information I need. **I came to Richmond Carers Centre in tears when my daughter was very unwell and I was caring for her. I had no idea how overwhelming caring for somebody could be. I felt very scared and had nobody to turn to. The lady at the centre spoke to me and reassured me that help was available and I was not on my own. I was offered counselling and had some massage sessions. Richmond Carers Centre helped me in a time of deep crisis. I am so grateful for the wonderful support. I feel I have benefitted from massage, mindfulness and counselling because these experiences have helped relax my body and get in touch with my needs and express my frustration and feelings in a cathartic manner. Richmond Carers Centre understands the strains and stresses of being a carer and are very receptive to those needs and how they are best supported.**

Richmond Carers Centre reviewed the feedback given by adult carers and identified a range of activities to improve our service. These include:

- **Completing the 'Carers Rights and Entitlements' document and sharing it with other local organisations supporting carers. We will include it within the carers registration pack, upload it to www.richmondcarers.org and embed it into first contacts with carers so that carers are better informed and more confident in the future when accessing services**
- **Creating impact reports demonstrating the outcomes monitoring responses, and promoting these at www.richmondcarers.org, via twitter and in carer newsletters, and sharing with other organisations and services to raise awareness of carers' needs. Reports will also help promote RCC services to professionals and help identify 'hidden' carers**
- **Continuing to put in place strategies to fundraise to attract income from other sources to continue to deliver a range of leisure break options for carers and wellbeing opportunities, including counselling and complementary therapy**
- **Piloting 'Carer Information and Support Sessions', to bring together carers with very specific caring roles to share their experiences with one another and hear from external expert speakers**
- **Conducting a focus group exploring breaks for carers, what a break means, and the importance of breaks for carers**
- **Continuing to be proactive in offering 1:1 appointments to carers at initial contact to support carers to engage with and understand the support RCC provides and to market the range of other support services available within the Carers Hub group and wider**
- **Carers also suggested at 2017's focus group that RCC should raise awareness of the support it offers *over and above* specific activities and breaks, as carers can sometimes overlook what is available on an on-going basis. Launched in spring 2018's carer newsletter, 'In the Spotlight' articles describe in detail a particular aspect of RCC's support for adult carers, and these features will continue in the newsletter on a regular basis**

We are committed to continuing to ask carers for their feedback on the services and support that make a difference to them and the developments they would like to see.