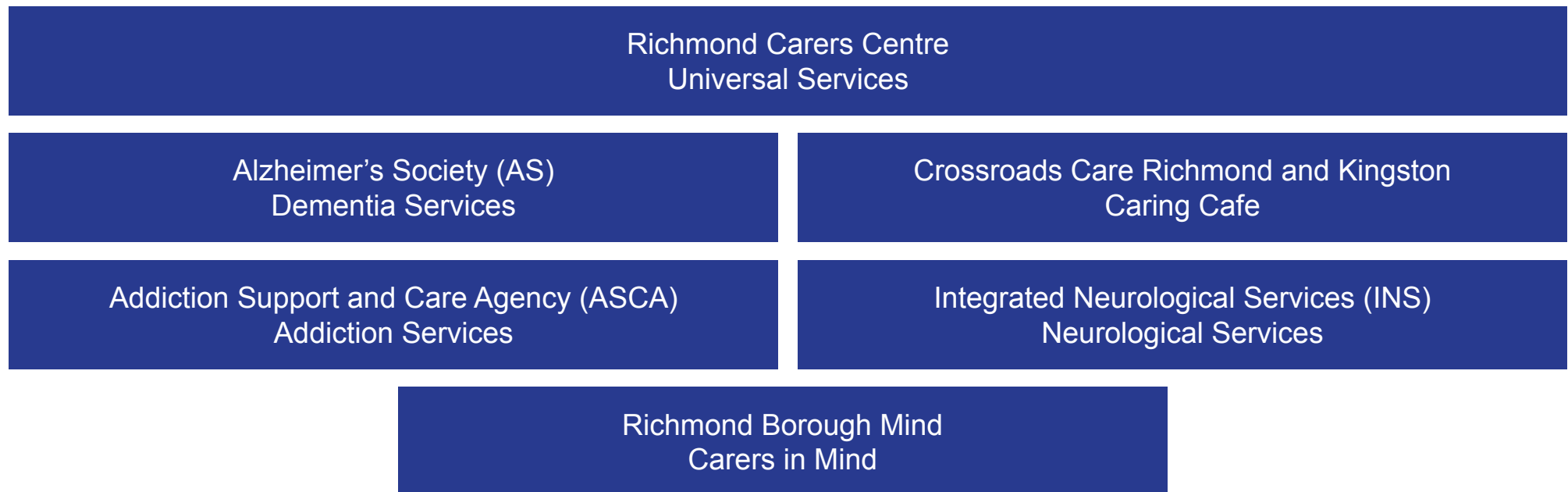


CARERS HUB SERVICE IMPACT REPORT – OUTCOMES EVALUATION

August 2017 – July 2018

The Carers Hub Service provides universal and specialist support for unpaid adult and young carers. This service is led by Richmond Carers Centre (RCC), with five subcontracted organisations delivering specialist services: Alzheimer’s Society (Richmond) (AS) and Crossroads Care Richmond and Kingston (Crossroads); Addiction Support and Care Agency (ASCA); Integrated Neurological Services (INS); and Richmond Borough Mind.

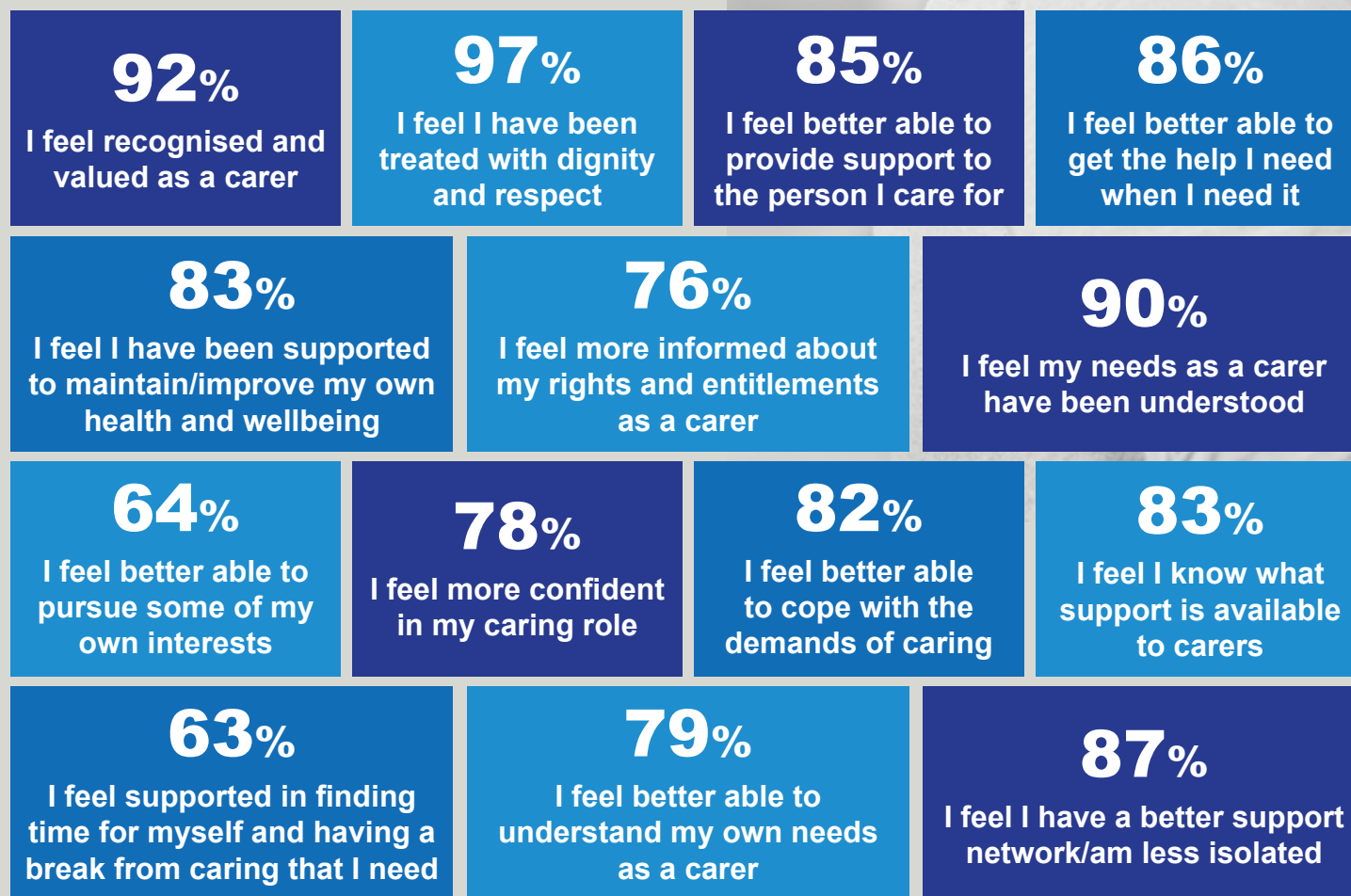


These services include specialist (carer focused) information and advice, promotion of engagement opportunities, training and education, informal emotional support (group and individual), a caring café (for carers and those they care for living with dementia), and targeted support, information and breaks for young carers aged under 18 years.

Richmond Carers Centre has continued to work on the development of an outcomes based approach for monitoring and evaluating the impact that the Carers Hub Service has on adult and young carers. This report sets out the results from a survey, conducted through June/July 2018.

The results give us a really positive picture of carers' experiences and their perception of the impact or difference receiving services from organisations in the Carers Hub Service has made to them.

The survey is one of several tools we use to collect feedback from carers.



Left: Results for **adult carers** against each outcome indicator have been averaged across all organisations within the Carers Hub Service. Percentages shown are for those carers who strongly agreed or agreed with the corresponding statements.

Here's what carers had to say...

It's invaluable - it has given me a sense of security, stability - an anchor in my life. My life has changed for the better because of ASCA. I am so grateful for all the help, support and advice over several years. (ASCA)

It's good to know that I am not alone and that there is always someone to contact/speak to when things get difficult. The advice has been invaluable. I have really valued having someone who has got to know us over the last two years, who can suggest various coping strategies when problems arise. (Alzheimer's Society)

I have met with other carers and have shared my experiences and worries with them. It is a little oasis in a busy week. (INS)

Richmond Carers Centre have made me feel like 'me' again. Everyone is so kind and helpful. Workshops are interesting and well run. It is always comforting to know that Richmond Carers Centre is there. (Richmond Carers Centre)

The Caring Cafe is a life-line for carers. It can be very isolating especially caring at a distance and it has meant a lot to me to be able to talk to other people in the same position and share our experiences and problems. (Crossroads Care Richmond and Kingston)

For me, INS is local, invaluable and has been/and is a wonderful resource of help, support and advice. For me, they are always there, a source of help, advice and friendship - wonderful. (INS)

They totally understand the strains and stresses of being a carer and are very receptive to those needs and how they can best support them. I feel able to pick up the phone and speak to someone at the other end and speak about my daughter's depression. Someone is 'always there'. It is a great service. (Richmond Carers Centre)

An invaluable go-between in the relationship between carers and the clinical mental health service. (Carers in Mind)

A different set of Outcome Indicators were devised for Young Carers. Results for young carers against each outcome indicator are displayed below. Percentages shown are for those young carers who strongly agreed or agreed with the corresponding statements.

84%

I feel I have made friends

96%

I feel more positive and happy

93%

I feel more able to do the things I want and have fun

83%

I feel that someone cares about how I am feeling

79%

I feel better that people know I am a young carer and understand how this makes me feel



86%

I feel I can ask for help when I need it

88%

I feel more confident about being a young carer

89%

I feel better able to help my family member who needs my support

89%

I feel I can have time away from my situation at home

80%

I feel I have had time and space to talk about my situation at home

96%

I feel that the staff in the Young Carers Team at Richmond Carers Centre listen to me



86%

I feel I have learnt new things through activities (for example, leadership, working with others, arts and crafts, friendships, team building, decision making, problem solving)

What is the best thing about Richmond Carers Centre - Young Carers Service?

'I feel like I am able to talk to someone about anything at home or any troubles and I can have fun without worrying about anything'

'Because they are are kind to us'

'I get time away from home and opportunities to do activities I might not get the chance to at home'

'It makes me feel I can have fun without thinking about my situation at home'

'The staff are really nice and I can make new friends'

'Getting out of the house and doing fun stuff'

'They do lots of activities and they listen to you'

'Everyone is so friendly and it makes me feel cared about'

'You get to talk with people that have a similar situation'

'They are there for you'

Richmond Carers Centre has adopted the Carer Specific Outcomes established by COBIC through their outcomes based commissioning work with Richmond Clinical Commissioning Group (www.cobic.co.uk). These three Outcomes were assigned a number of Outcome Goals, which were then translated into Outcome Indicators specific to the services being provided to carers.

COBIC OUTCOME	OUTCOME GOAL	OUTCOME STATEMENTS - ADULT CARERS	OUTCOME STATEMENTS - YOUNG CARERS
I want to have a good experience of care and support	Recognised as playing an important part in the wellbeing of the person they care for	I feel recognised and valued as a carer	I feel better that people know I am a young carer and understand how this can make me feel
	Treated with respect and dignity	I feel I have been treated with dignity and respect	I feel that staff in the young carers team at Richmond Carers Centre listen to me
	Help to make the process of caring as smooth as possible	I feel better able to provide the support to the person I care for	I feel better able to help my family member who needs my support
		I feel better able to get the help I need when I need it	I feel I can ask for help now when I need it
I need help reducing the stress of caring	I know where to look for support (including peer support, training and advice) when I need it and get it	I feel I know what support is available to carers	I know where to go to get the help I need
	I know my own health is valued	I feel I have been supported to maintain / improve my own health and wellbeing	I feel more positive and happy
			I feel that someone cares about how I am feeling
	I want to feel involved and listened to (consulted in decisions regarding the cared for)	I feel my needs as a carer have been understood	I feel that staff in the young carers team at Richmond Carers Centre listen to me
I want to have a break from caring when I need to	I feel supported in finding time for myself and having the break from caring that I need	I feel I can have time away from the situation at home	
I want support to live a normal life	I have been recognised as a carer and offered sufficient support to live my own life as well as care	I feel better able to pursue some of my own interests	I feel I am learning new skills (mentoring and activities)
		I feel more informed about my rights and entitlements as a carer	I feel that people understand my situation and will help if needed



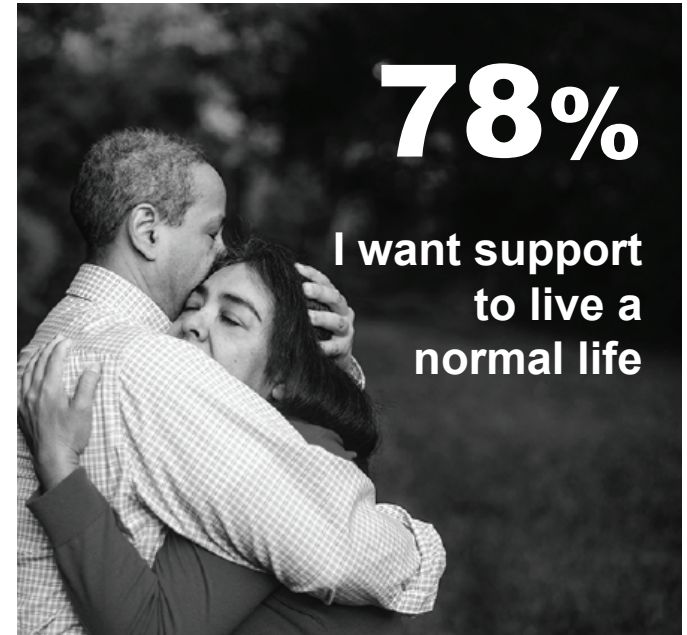
90%

I want a good experience of care and support



80%

I need help reducing the stress of caring



78%

I want support to live a normal life

Survey results have been mapped back to the original three Cobc Carer Specific Outcomes, illustrated **above for adult carers** and **below for young carers** against average percentages for strongly agree/agree using the carer-specific outcome indicators.



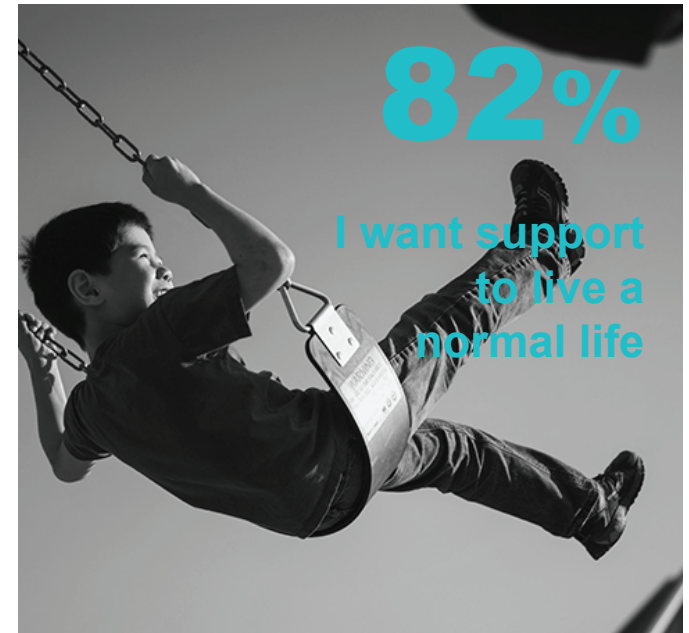
85%

I want a good experience of care and support



91%

I need help reducing the stress of caring



82%

I want support to live a normal life

All organisations in the Richmond Carers Hub reviewed the feedback given by carers and identified a number of initiatives to improve our service. These include:

Increasing carer engagement in services and activities

- ***HUB partners recognise that there's capacity within their existing programmes for greater take-up and we will be using a range of techniques to encourage more participation***

Empowering carers

- ***We want carers to have a clearer understanding of their own needs so that they are better informed and more confident when they seek support and access services in the future***

Identifying the borough's hidden carers

- ***Working with other organisations and healthcare professionals we are committed to identifying and supporting the borough's many 'hidden' carers, young and old***

Supporting carers to seek a break

- ***Every carer deserves a break and we will look at how carers can be better supported to take a break***