

CARERS HUB SERVICE IMPACT REPORT – OUTCOMES EVALUATION SEPTEMBER 2022

The Carers Hub Service provides universal and specialist support for unpaid adult and young carers. This service is led by Richmond Carers Centre (Universal services for adult and young carers), with 5 subcontracted organisations delivering specialist services (adult carers) - Richmond and Kingston Crossroads Care (Crossroads) - dementia; Addiction Support and Care Agency (ASCA) - Addiction; Richmond Borough Mind - Carers in Mind - mental health; Integrated Neurological Services (INS) - neurological conditions; and Homelink - Day Respite Care - dementia. These services include carer focused information and advice, training and education, informal emotional support (group and individual), a caring café (for carers and those they care for living with dementia), promotion of engagement opportunities, and targeted support, information and breaks for young carers aged under 18 years.



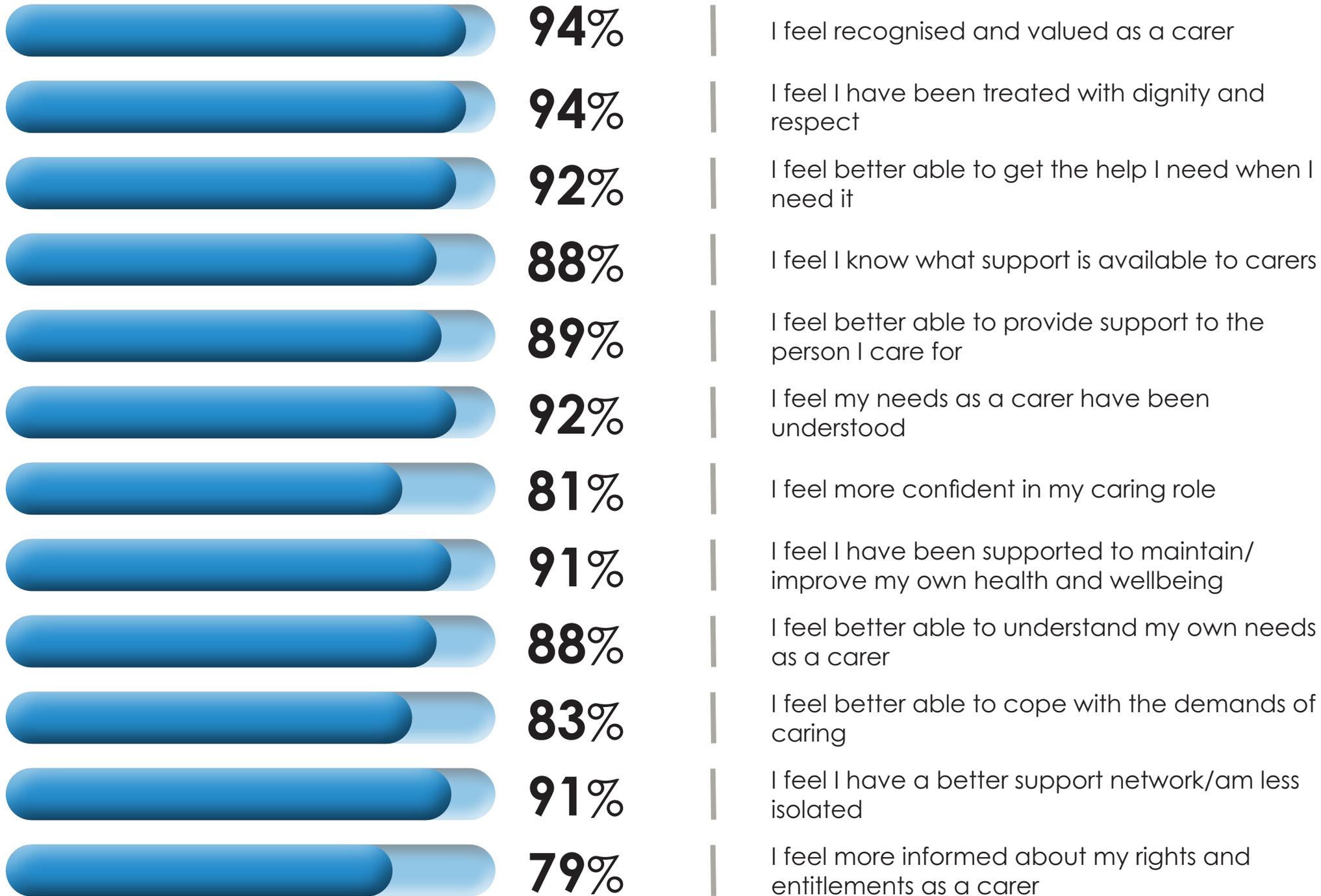
An outcomes survey was sent in May 2022 to all adult and young carers who had received support, information or advice from the above organisations during the period December 2021 to May 2022. The survey included indicators relating to support, information and advice, asking carers to rate their perception of the impact or difference the service has made for them against a 6 point ratings score of strongly agree to not relevant. The survey was open from 24/05/22 until 18/07/22 (8 weeks).

26 responses were received from young carers

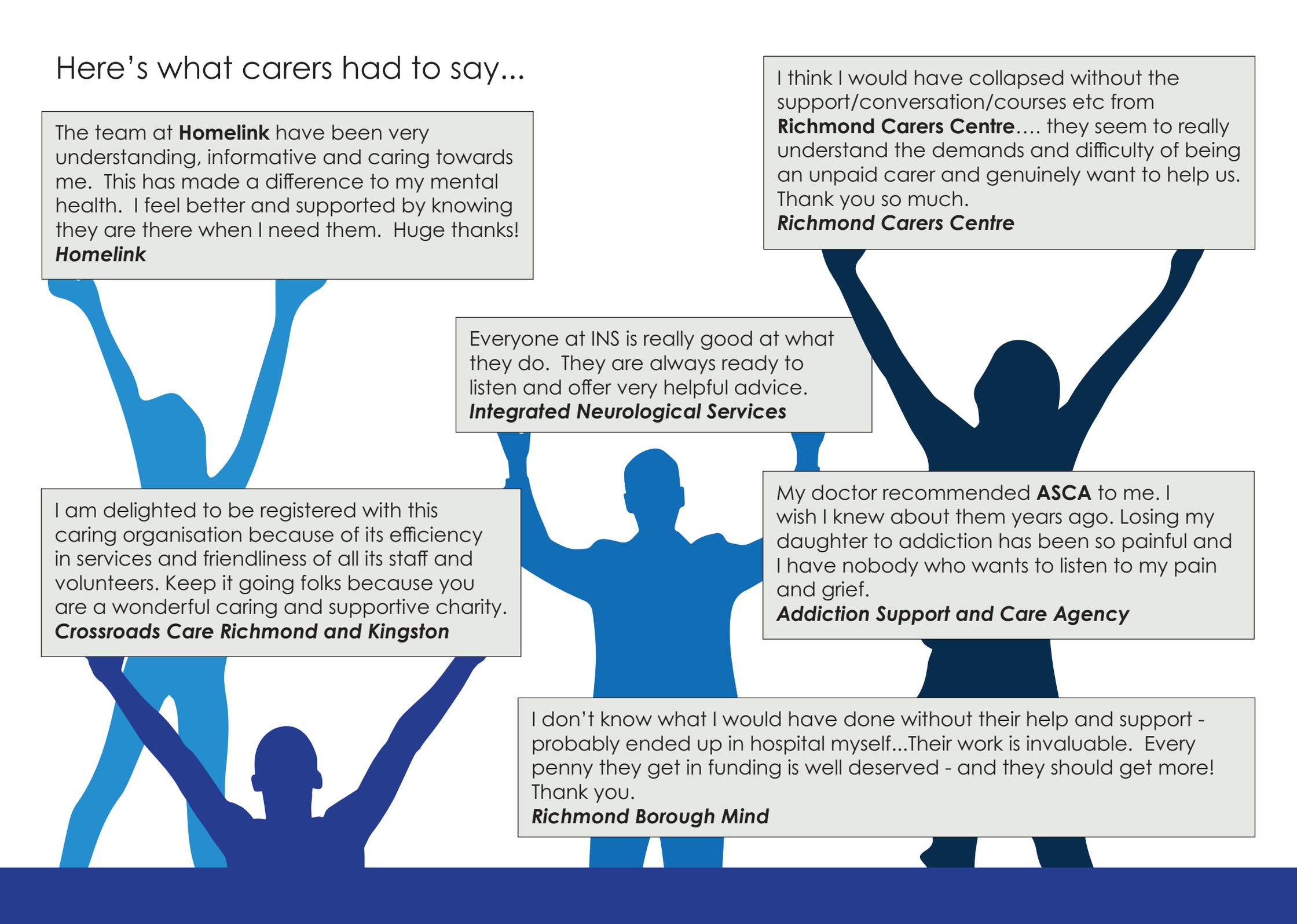
121 responses were received from adult carers

The survey is one of several tools we use to get feedback from carers to allow us to measure the impact of the services we offer. The results give us a very 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.

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



Here's what carers had to say...

The background of the page features three stylized human silhouettes in shades of blue. The silhouettes are positioned as if they are holding up the text boxes. The person on the left is light blue, the middle person is medium blue, and the person on the right is dark blue. They are all facing forward with their arms raised, supporting the signs.

The team at **Homelink** have been very understanding, informative and caring towards me. This has made a difference to my mental health. I feel better and supported by knowing they are there when I need them. Huge thanks!
Homelink

I think I would have collapsed without the support/conversation/courses etc from **Richmond Carers Centre**.... they seem to really understand the demands and difficulty of being an unpaid carer and genuinely want to help us. Thank you so much.
Richmond Carers Centre

Everyone at INS is really good at what they do. They are always ready to listen and offer very helpful advice.
Integrated Neurological Services

I am delighted to be registered with this caring organisation because of its efficiency in services and friendliness of all its staff and volunteers. Keep it going folks because you are a wonderful caring and supportive charity.
Crossroads Care Richmond and Kingston

My doctor recommended **ASCA** to me. I wish I knew about them years ago. Losing my daughter to addiction has been so painful and I have nobody who wants to listen to my pain and grief.
Addiction Support and Care Agency

I don't know what I would have done without their help and support - probably ended up in hospital myself...Their work is invaluable. Every penny they get in funding is well deserved - and they should get more! Thank you.
Richmond Borough Mind

YOUNG CARERS

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.



88%

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



77%

I feel I can ask for help when I need it



100%

I feel that someone cares about how I am feeling



73%

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



50%

I feel I have made friends

Here's what young carers had to say...

I enjoyed meeting new people and I feel like you have helped me express my emotions

This trip has made me get out of my usual habits and go outside and this trip was amazing

It's comforting and it makes me feel good

Next Steps

The below listed steps outline ideas and priorities that will inform our approach in the coming year.

Richmond Carers Centre

- Continue to focus on ensuring carers are aware of their Rights and Entitlements
 - ▶ Share information at registration
 - ▶ Signpost carers to Rights and Entitlements page on RCC website
 - ▶ Promote Legal and General Care Service and Paying for your care and support guidance
 - ▶ Continue delivery of workshops on rights and entitlements
 - ▶ enhance promotion with other professional and orgs
 - ▶ Know You Rights workshop to be delivered in November for Carers Rights Day
 - ▶ Ensure all Carer Support Workers include a conversation about rights and entitlements in their initial contact with RCC
- Identify and action strategies to increase the number of carers accessing carer assessments and continue to develop collaborative and partnership working with the Local Authority to achieve this
- Continue to provide a blended offer to carers – that meets their needs and is responsive
- Expand and develop wellbeing programme for adult carers – and engage carers in redesign
- Review practical support that can be provided to carers in addition to emotional support (eg, help with completing forms, supporting letters where needed, advocacy for carers where relevant)



Next Steps continued

Young Carers service

- Develop support for Young Carers with SEN
- Review and co-produce Young Carer Outcome Indicators to make more appropriate across various age groups
- Expand reach of professional awareness by identifying groups or areas where awareness raising of young carer related issues is needed (eg LGBTQ+, BAME, disability)
- Expand the Young Carers Activity Programme to strengthen the offer of breaks for young carers
- Continue offer of school transition mentoring and Achieving Ambitions Programme

Richmond and Kingston Crossroads Care

- Ensure all new and existing carers have seen and have a copy of the “Dementia Directory of Services”
- Ensure all existing and new clients are actively encouraged to make links with Richmond Carers Centre to enable them to be more aware of their right and entitlements and for support as carers
- Introduce sessions on carers rights at the Caring Café and other Carers Support Groups
- Continue to share and promote information about rights and entitlements to all carers we are in touch with
- To help carers feel recognised and valued, include discussion, both in support groups and with individuals, on specific topics relevant to carers individual needs



Next Steps continued

INS

- Launch online quarterly carers group - format to be topic based followed by open support conversation. First to take place in October
- Explore further partnerships with other charities to support carers of people with neurological conditions. Initial conversations with MND Association and Parkinson's UK.
- Clearly define INS' offer to carers and publicise
- Create a carers section to monthly timetable and improve carer content on website.
- Create online referral forms to help carers refer themselves and make it easier for them to refer their cared for

RBMind – Carers in Mind

- Schedule social and leisure walks to take place late mornings, after 11am
- Develop and include in our programme of workshops in the coming year a session on caring for a person with multiple needs / dual diagnosis
- Return to the majority of events being in-person
- Encourage carers give us feedback about our services, including their impact, at regular intervals
- Complete the Carers in Mind Handbook review and publish/circulate revised/updated booklets as appropriate



Next Steps continued

ASCA

- Identify strategies and actions to ensure that carers feel valued and recognise themselves as carers and/or the importance of their role
- Continue to promote other services available locally eg LBRuT Carers Information Packs, RCC newsletter
- Review with carers after they have been engaged with ASCA rather than at assessment when carers are not ready to take up carers assessment or take away the Carers Information Pack

Homelink

- Diversify attendees - by publicising the support groups all over the borough. Using local organisations such as Age UK and community centres, GP surgeries and Pharmacies to seek out carers who might benefit from attending one of the groups
- Promote consistent attendance every month to ensure quality of support. When a carer is unable to attend, offer 1:2:1 support between group sessions
- Explore how to integrate social gathering/activities into offer for support groups
- Further establish HomeLink's Carers Support service with the continuation of music therapy, monthly coffee mornings and other carer specific information and leisure sessions

