

# Richmond Carers Centre Impact Report

## Outcomes Evaluation October 2022–Adult Carers

Using a range of outcome statements, we asked carers to tell us their perception of the impact that services and support they received from Richmond Carers Centre has had on them. 59 adult carers gave their feedback. This is what they told us.

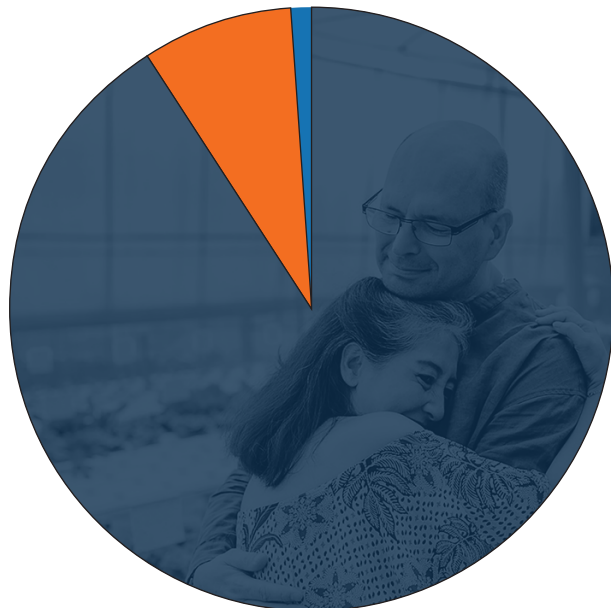
**93%** of responding carers strongly agreed or agreed with the statement **I feel recognised and valued as a carer**

I feel valued because although sometimes I am unable to participate in certain activities (RCC) always makes a concerted effort to see if I am ok and has been very supportive... I feel Richmond Carers Centre is a lifeline for people like me who have to work round the clock looking after a loved one. I feel there is someone who genuinely cares and takes an interest.

**I feel lucky to have amazing team at a Carers Centre always given as amazing support- thanks.**

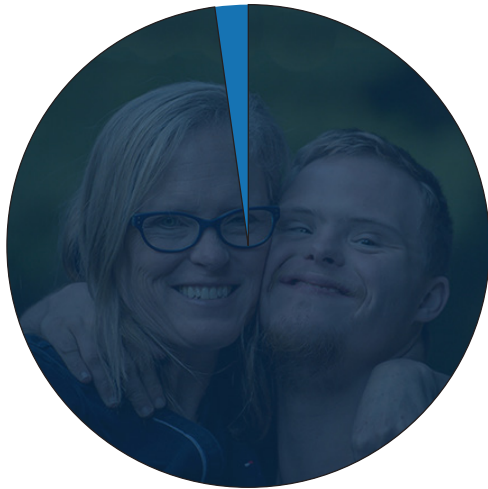
*I greatly appreciate the invaluable support I have (had) from Richmond Carers (Centre). I have particularly appreciated the telephone support ... in crisis moments. I would like to say a huge, big thank you to her and all the team.*

Reassuring and comforting to be seen, heard, noticed, valued and supported. Grateful thanks



- Strongly agree/Agree
- Disagree/Strongly disagree
- Not sure
- Not relevant

**92%** of responding carers strongly agreed or agreed with the statement  
**I feel I have been treated with dignity and respect**



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

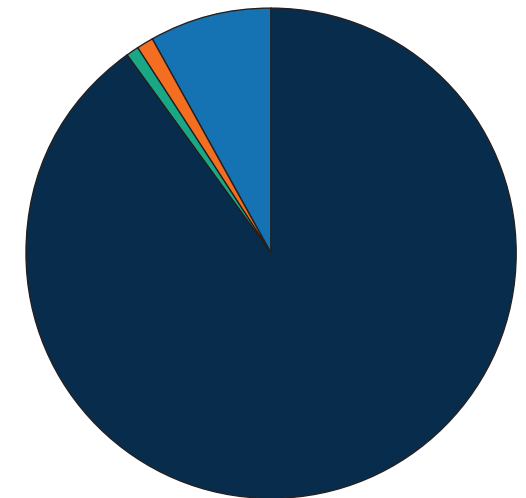
**I feel extremely happy and safer to know that there are amazing kind professional people helping and supporting me.**

- Strongly agree/Agree
- Disagree/Strongly disagree
- Not sure
- Not relevant

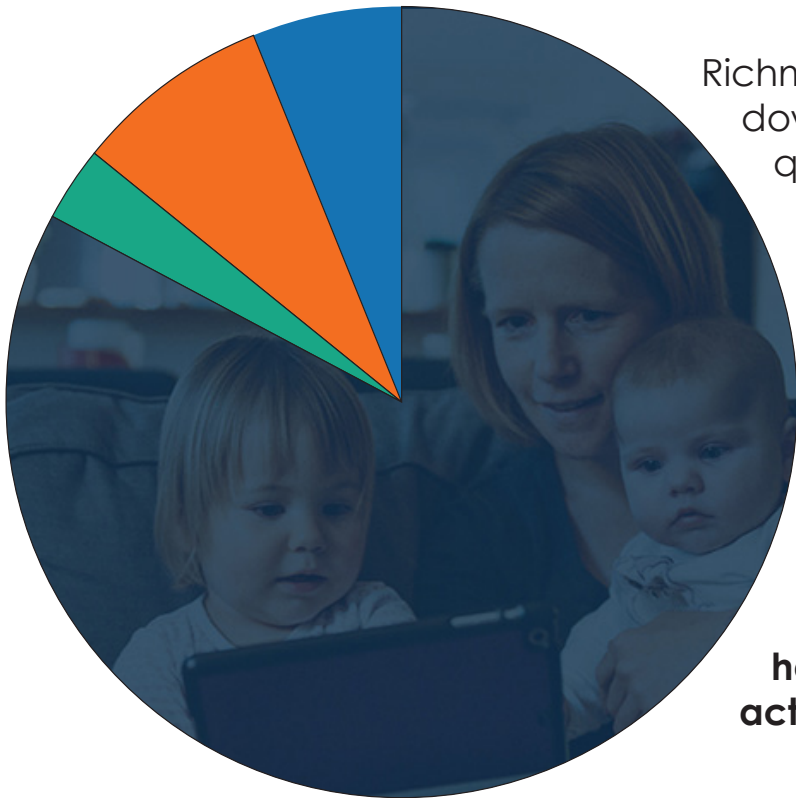
**80%** of responding carers strongly agreed or agreed with the statement  
**I feel better able to provide support to the person I care for**

Advice on getting help has been very good. I have had good advice when struggling to cope with the demands of the role. Good signposting to other organisations that can help. Useful advice on benefits.

*I would like to thank the Richmond Carers for all their invaluable support and understanding. They were particularly helpful when I joined as I was struggling emotionally with the shared care of my parents. I've also found the workshops extremely helpful and informative personally and for those I care for. I can't recommend too highly this amazing organisation, a huge, big thank you again.*



**86%** of responding carers strongly agreed or agreed with the statement  
**I feel I have a better support network / am less isolated**



Richmond Carers (Centre) have kept in touch particularly during the lockdown. They were quick to move on- line and moved into forth gear quickly once the threat had rescinded. **The programme of events and support for carers has been and are excellent.** In these times of financial constraints RCC has found the appetite to give a faultless service.

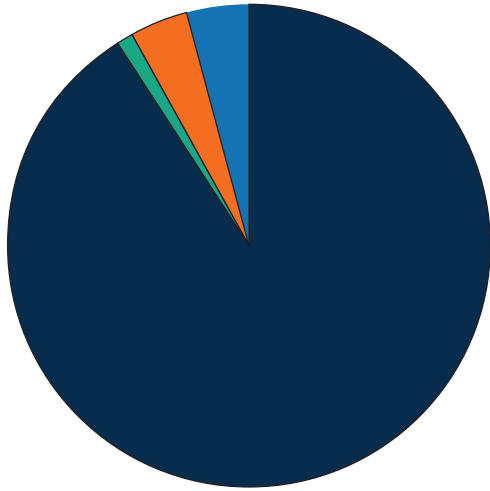
Feel there is someone there to ask for advice if needed. Quick response time from ... the team. Relaxation ... is brilliant and so beneficial. When my husband was first diagnosed and the Carers Centre was open and I could attend, I received lots of support and help whilst attending workshops and support groups. **Now my husband has more caring needs and I can't leave him I can still participate in activities through Zoom.**

- Strongly agree/Agree
- Disagree/Strongly disagree
- Not sure
- Not relevant

Excellent organisation. **They are there when you need them.** Psychologically and financially, they support you... **The staff is very caring.** They understand your needs even if you hesitate to tell them.

*For me it has been great value receive phone calls and emails with activities provided for carers. I'm feeling that I'm not alone...I'm very happy to belong to Richmond Carers Centre.*

**83%** of responding carers strongly agreed or agreed with the statement  
**I feel better able to get the help I need when I need it**

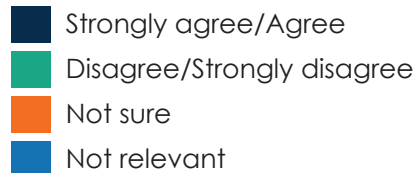


The Carers Centre keep us informed about things happening and joining anything we wish. This is very useful.

*Thank you, to all the Staff who have helped & been so kind to me. The service is amazing & I am so grateful that this service is available.*

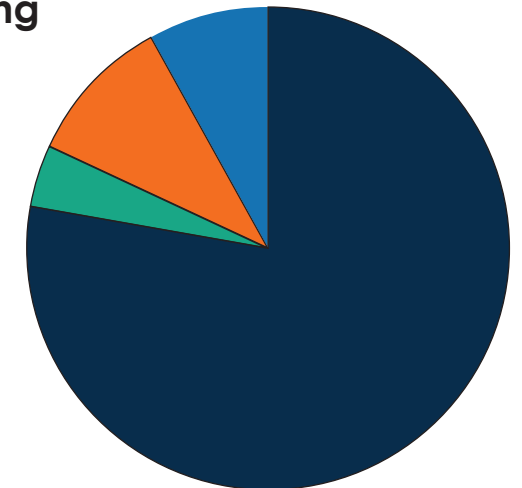
*The telephone help line is very supportive, and the things planned for carers are really thoughtful.*

**There is always someone to talk to. Lots of advice from specialists on various needs.**

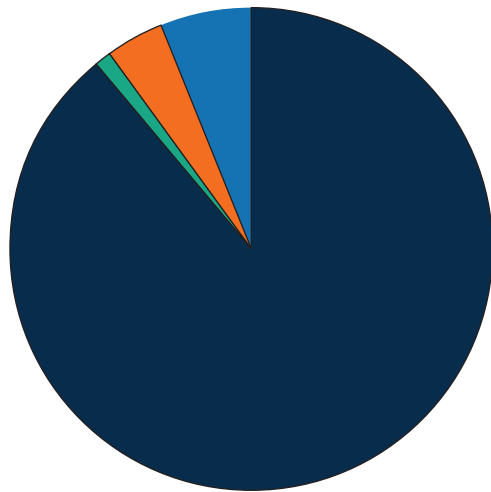


**75%** of responding carers strongly agreed or agreed with the statement  
**I feel better able to cope with the demands of caring**

*I feel that finally due to the help that I have been given I am able to cope better with my caring roll as the information I have received has made me feel far more positive. I have had several face-to-face meetings and also contact by email. (It was) very professional and has given me confidence in dealing with my problems. I really enjoy the outings, especially those to Kew Gardens and absolutely loved the visit yesterday to Marble Hill Park. During the cream tea I met a couple of carers I hadn't seen before and later we walked along the river into Twickenham. Richmond Carers Centre plays an important role in my life. Thank you.*



**90%** of responding carers strongly agreed or agreed with the statement  
**I feel I have been supported to maintain/improve my own health and wellbeing**



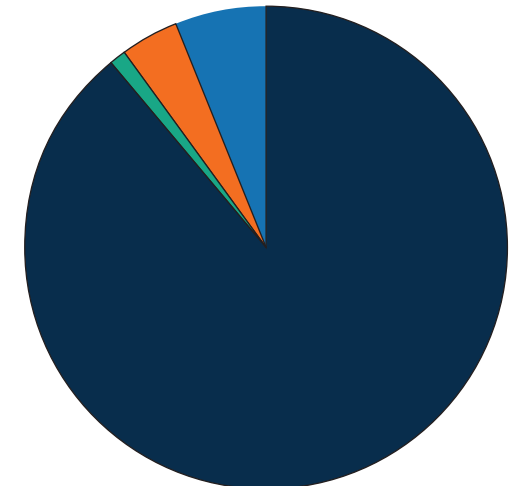
The Carers Centre has provided support for my wellbeing with some excellent meditation classes, which have helped me a lot both mentally and physically. Also, they have helped me to get a break with the Carers grant and more recently been supportive with some financial issues to do with my mother. I have also just attended two useful and informative Zoom webinars about Power of Attorney and Wills.

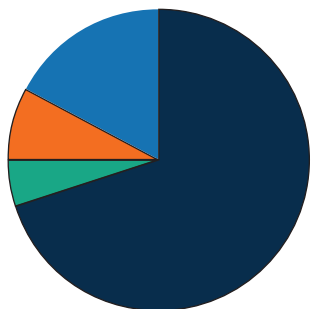
*Been able to enjoy regular time off, as it were, with trips to Kew Gardens regularly. These are my days where the pressure is off, take a book and lunch and just chill, it's lovely.*

- Strongly agree/Agree
- Disagree/Strongly disagree
- Not sure
- Not relevant

**90%** of responding carers strongly agreed or agreed with the statement  
**I feel my needs as a carer have been understood**

It was just great to have the chance to speak to someone about the situation I found myself in. I was coping but the support system for helping my Mum, which I was in charge of was just not co-ordinated and so I was going around in circles, feeling like I was having to solve everything myself. Talking it through and hearing that this was also the same for others was reassuring, if a little disappointing as it proved the system doesn't work. It was good to hear other situations and stories and **gain tips and advice on how better to cope and help to person you were caring for...** Thank you for all your help and support.



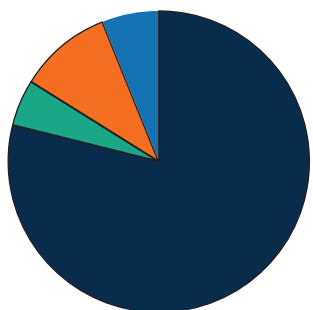
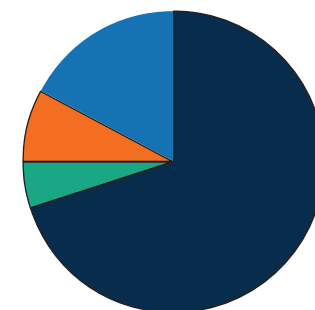


**75%** of responding carers strongly agreed or agreed with the statement **I feel more informed about my rights and entitlements as a carer**

*Richmond Carers Centre have been so good in offering courses and support that they organise. My husband was diagnosed with dementia in June 2021, and he returned from his diagnosis with an envelope enclosing information for carers and those needing care. I have done 2 courses with them, and both have been very well explained and executed.*

**85%** of responding carers strongly agreed or agreed with the statement **I feel better able to understand my own needs as a carer**

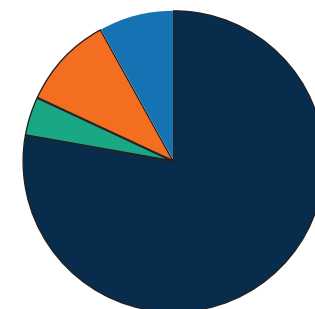
*It is a great comfort to have such kind people to turn to if I need advice or support of any kind, especially as caring for my wife is so stressful. Sometimes, just to talk is a huge relief.*



**83%** of responding carers strongly agreed or agreed with the statement **I feel I know what support is available to carers**

*Knowing someone is always at the other end of the phone is invaluable. This has been a really hard year or two. The kindness and empathy shown has been greatly appreciated.*

**75%** of responding carers strongly agreed or agreed with the statement **I feel more confident in my caring role**



Strongly agree/Agree
  Disagree/Strongly disagree
  Not sure
  Not relevant



## NEXT STEPS....

The below listed next steps outline actions in response to feedback for carers that will inform our approach in the coming year, with a focus on the outcome indicator *I feel more informed about my rights and entitlements as a carer.*

- 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 organisations
  - ▶ 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)