

CARERS HUB SERVICE IMPACT REPORT – OUTCOMES EVALUATION SEPTEMBER 2023

The Carers Hub Service provides universal and specialist support for unpaid adult and young carers. This service is led by **Richmond Carers Centre**, which delivers services for adult and young carers with 5 subcontracted organisations delivering specialist services for 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
- **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 2023 to all adult and young carers who had received support, information or advice from the above organisations during the period December 2022 to May 2023. 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 29/05/23 until 10/07/23 (6 weeks).

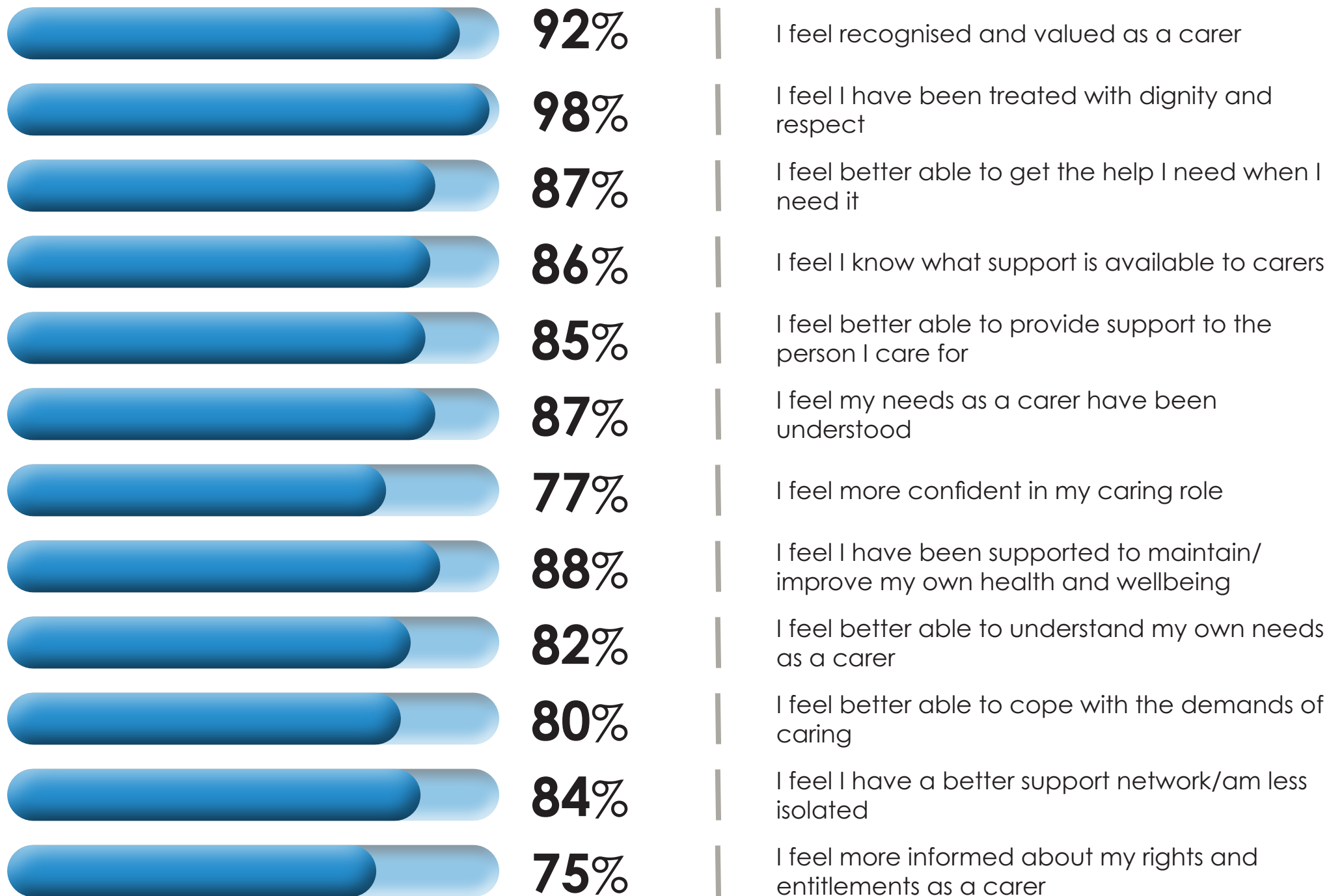
291 responses were received from young carers

166 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.

This report shows results for adult carers against each outcome indicator. They 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...

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 feel I have a support network for any questions or problems. I value the support I receive.

Integrated Neurological Services

It is an organisation that looks after carers as well as those with dementia. People are always friendly and welcoming and go out of their way to be as helpful as possible. A lot of information is available through the organisation.

Crossroads Care Richmond and Kingston

A really marvellous service. I feel very lucky that we have **Richmond Carers Centre**. They have provided me with a much-needed break for which I am so grateful. In addition, I have met other carers for the first time which was much more valuable than I could have imagined. Finally, I would say that the staff I have dealt with are impeccably polite, kind, thoughtful and responsive. A really first-rate service, meeting an important and underserved need.

Richmond Carers Centre

The group has been so helpful and supportive. It's so good to be able to talk to others who have an understanding of what I'm going through.

Addiction Support and Care Agency

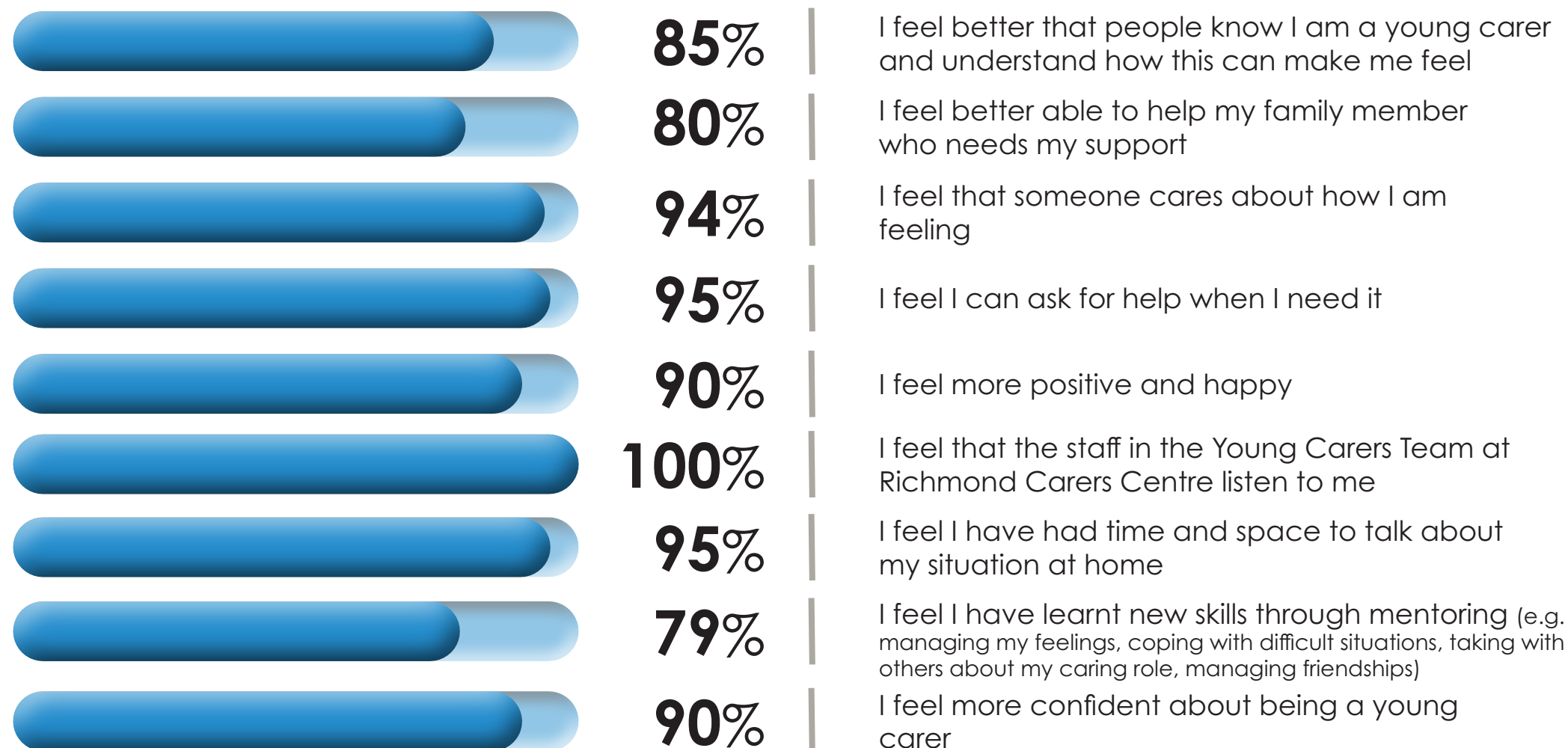
Carers in Mind are a sympathetic and understanding ear. They provide a range of activities and learning opportunities which support carers in their role. There are plenty of opportunities to talk to others in similar positions.

Richmond Borough Mind

YOUNG CARERS

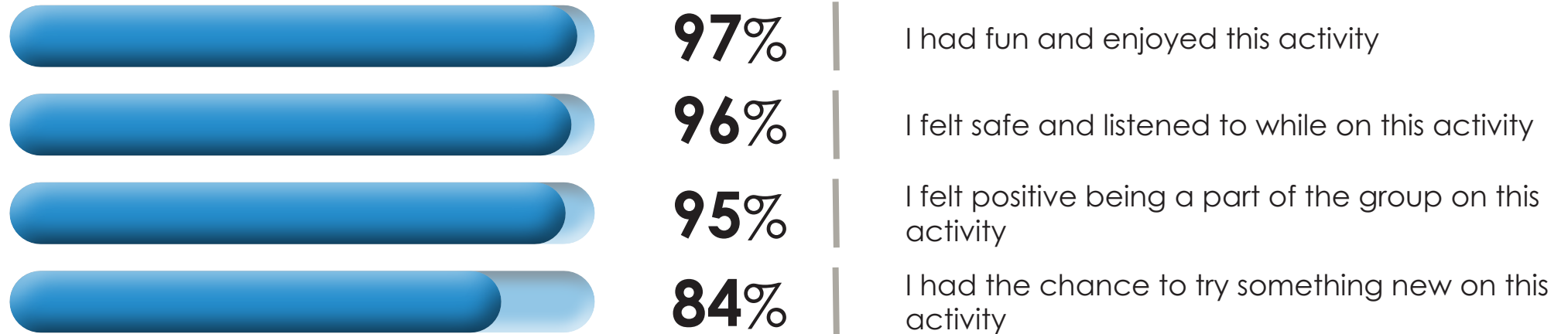
A different set of Outcome Indicators were devised for Young Carers. Results for young carers against each outcome indicator are displayed below. Percentages shown are for those young carers who strongly agreed or agreed with the corresponding statements.

Mentoring



YOUNG CARERS

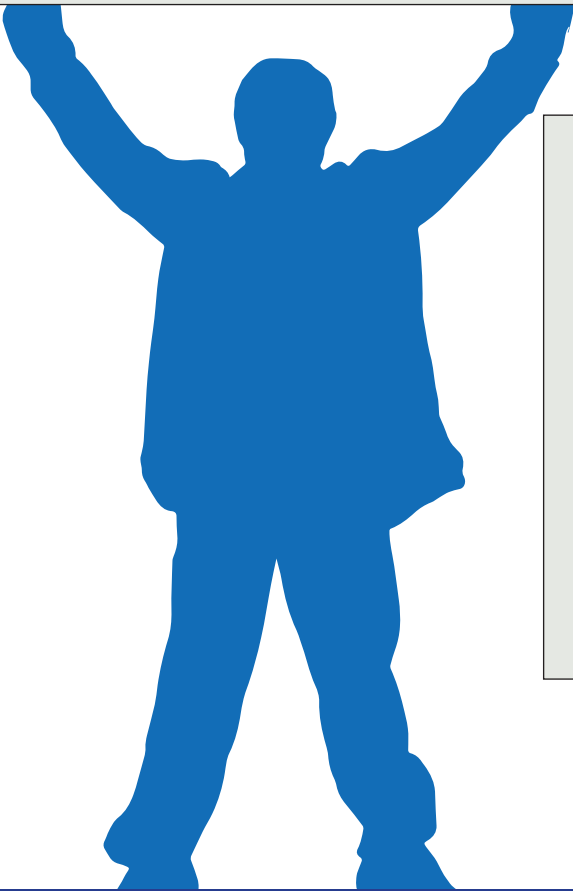
Activities



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



I liked **(Richmond Carers Centre) Young Carers Service** because I felt in a safe space and I felt like I could say all my



I feel more in control of my feelings and I now know that it's ok to feel how I am and it's all part of being human. I would strongly recommend **(Richmond Carers Centre) Young Carers Service** - it is a life-changing experience.



I enjoyed a new experience and getting out of my comfort zone.

Next Steps

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

Richmond Carers Centre – Adult Carers Service

- Review and update Rights and Entitlements information
- Explore ways to support to more actively provide check in support to more isolated carers
- Continue commitment to develop and deliver targeted support for specialist groups of carers e.g. young adult carers, former carers and parent carers
- Create an information resource and a range of bespoke communications with focus on increasing awareness of respite opportunities and how to access
- Further develop and review activity programme for adult carers with focus on physical and mental wellbeing
- Invest in growth of RCC counselling service and offer blended approach to access

Richmond Carers Centre – Young Carers Service

- Develop the use of identification card for young carers issued by RCC to ensure that they are recognised by local businesses, organisations and in the community
- Provide transition support for young carers aged 16+ and as they turn 18 to support engagement in adult services and targeted Young Adult Carer support
- Increase the access to and the variety of the activity/breaks programme for young carers with a focus on working with other local organisations in the planning and delivery
- Further develop support for young carers in school including the education of parents/guardians and the development of support services for young carers in a school/education setting
- Continue to develop support for young carers with SEND with particular focus on bespoke break activities



Next Steps continued

Richmond and Kingston Crossroads Care

- Facilitate discussion with carers at Caring Café (individually and group) with focus on identifying improvements to support carers to improve confidence, understanding of their rights, improving health and wellbeing
- Target the above areas within regular group support
- Spend time with each new carer attending Caring Café to try to increase understanding, in a more structured way, of their individual needs, identify options for support
- Ensure all carers, new and known, are aware of the Dementia Directory and other services/projects provided by Crossroads and other organisations and actively encourage attendance
- Actively refer to Age UK for wellbeing services and support
- Continue to invite other services/agencies to the Caring Café to share information with carers and explain their offer

INS

- Complete proactive telephone reviews for all male carers and male partners of INS clients – 3 to 5 per month
- Deliver a carers open day to inform carers about service at INS and to meet partner organisations to provide knowledge of services
- Deliver a modified Taking Back Control course for carers focusing on carer health and wellbeing, maintaining relationships. Deliver pilot by March 24 and second course by August 24
- Complete carers information and website by October 23



Next Steps continued

RBMind – Carers in Mind

- Implement and upskill team in the use of a structured Carer Support Plan to provide carer with a map of progress and tangible/practical actions
- Improve knowledge of and networking with other voluntary and public sector organisations supporting people with a range of needs, so that carers feel more informed about what is available for themselves and their cared for
- Introduce a regular feature of newsletter 'Spotlight on Services' to highlight upcoming activity and support services in the Borough
- Schedule regular delivery of 'Navigating the Mental Health Maze' workshop to inform about NHS services
- Host a 'Carers Connect' evening for Carers Rights Day in November, with relevant guest speaker/s on Carer Rights and recent changes to legislation
- Schedule more out of hours activities to engage working carers
- Improve visibility of Carers in Mind team. Introduce the team at beginning of groups, activities, training; update Carers in Mind website pages with 'Meet the Team' section; inclusion of more information about the team in quarterly Carers in Mind newsletter



Next Steps continued

ASCA

- Continue to promote other services available locally to support unpaid carers
- Establish a review process with carers after they have engaged with ASCA support to revisit carer assessment and carer information pack
- Continue to ensure that carers are supported in their own right and have support to focus on their physical and mental wellbeing

Homelink

- Invite qualified guest speakers to selected support group sessions with focus on carer entitlements and information about the Care Act
- If above successful, look to plan a series of guest speakers
- Maintain the high number (capped at 10 per group) of carers attending each group and operate a waiting list where appropriate. Carers on a waiting list can access Homelink's other services for carers

