

# Richmond Carers Centre Impact Report

## Outcomes Evaluation October 2023–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. 166 adult carers gave their feedback. This is what they told us.

**91%** of responding carers strongly agreed or agreed with the statement  
**I feel recognised and valued as a carer**

I feel I have somewhere to go something to look forward to and kind honest people who understand my needs and I can trust. It has been a valuable part of my life. Thank you.

**Richmond Carers Centre staff are very supportive and compassionate and understanding.**

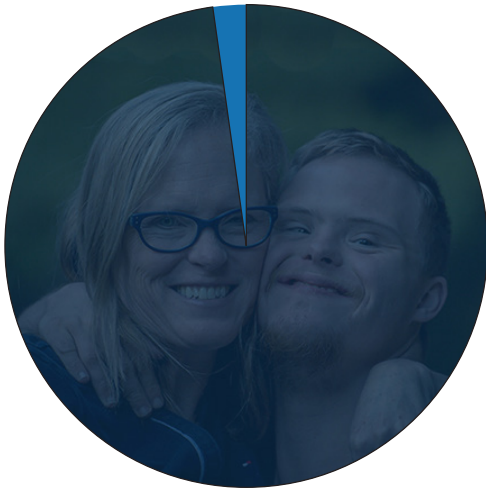
*The support I have received from Richmond Carers (Centre) has been wonderful. Without the social activities I would feel isolated, I have benefited greatly from them. My role as a carer is quite stressful at times. These outings and social activities have made a huge difference to my life.*



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

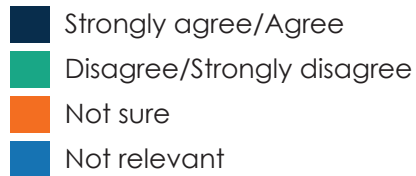
Helpful supportive conversations on the phone (*with the support line*), with follow up and emails. Feeling cared about and helped and understood.

**98%** of responding carers strongly agreed or agreed with the statement  
**I feel I have been treated with dignity and respect**



Since I contacted Richmond Carers Centre, the support I have received has exceeded my expectations. To be listened to and understood with kindness has been a great relief and I am now better informed and feel that there is no shame in asking for help.

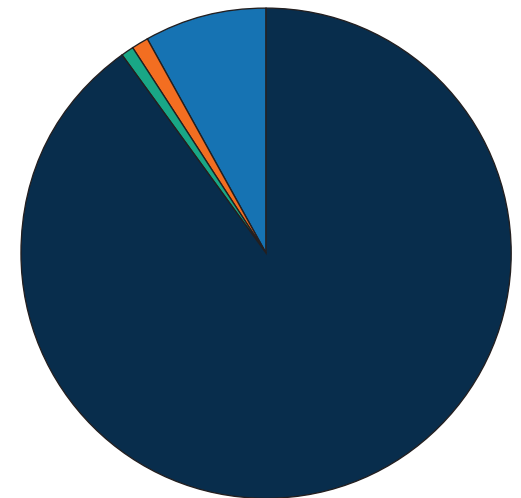
**Richmond Carers Centre have helped to give support and guidance when needed, for which I'm truly grateful and they always go above and beyond to fit you in to talk with a member of their friendly team.**



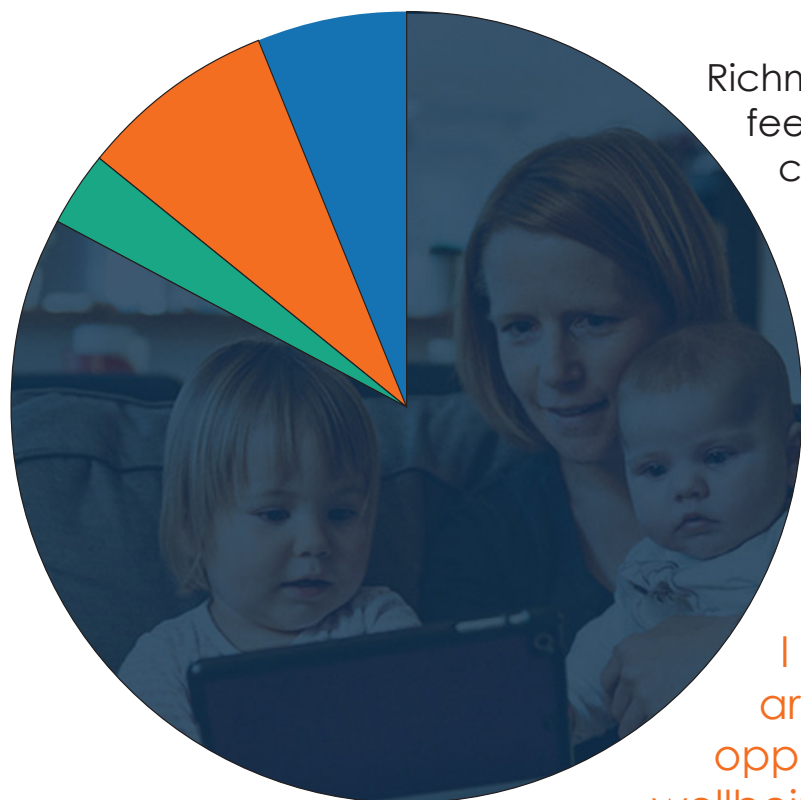
**84%** of responding carers strongly agreed or agreed with the statement  
**I feel better able to provide support to the person I care for**

I have been able to download my worries and anxieties and know that there is a sympathetic listener who can give me advice on how to address my fears.

*Without RCC I would have suffered unbelievably more than I did before I found them, which wouldn't bear thinking about. They were/are a solid, trustworthy, kind, non-judgemental community when I needed it most in my whole life... and **having the help for me helped EVERYONE in my family** as I was holding up so much alone.*



**74%** of responding carers strongly agreed or agreed with the statement  
**I feel I have a better support network / am less isolated**

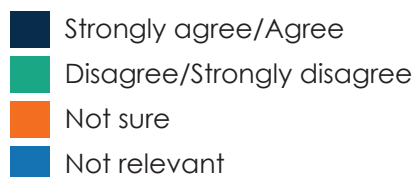


Richmond Carers (Centre) is a lifeline. I'm so glad I've found them so I don't feel so alone and isolated. **It's lovely to feel so supported** by a local charity and the ability to meet other parent carers has been amazing. The activities put on are brilliant. Thank you.

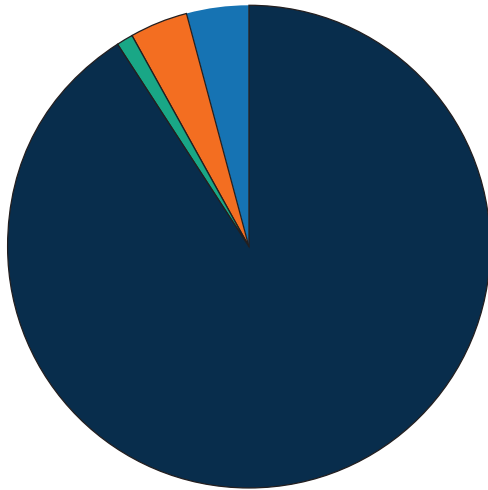
*I feel less isolated and have met lovely parent carers through Richmond Carers (Centre) who are going through similar **so I feel less alone in my caring role.** I've also loved the activities put on by Richmond Carers (Centre) and have met lovely people.*

*I can't sing praises enough - the team / activities in place are really a life saver. It's so isolating being a carer and the opportunity to meet others, try new things & focus on your own wellbeing is amazing. A big thank you to the team you make such a difference it's really appreciated.*

*Caring for someone you live with, is by its nature, very lonely. Being a member of Richmond Carers (Centre) has given me sorely needed support, not only from the Centre itself with its ever willing-to-help staff, but my supportive co members, Carers themselves, with help and advice. RCC makes my life easier and with the events provided, more pleasant. Thank you.*



**88%** of responding carers strongly agreed or agreed with the statement  
**I feel better able to get the help I need when I need it**

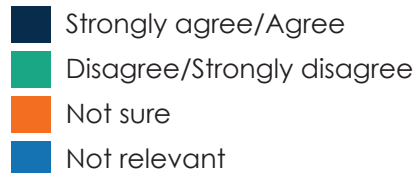


Finally, I feel...understood and...supported... and the strong feeling that I have my back covered doesn't have Any Price!

*...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.*

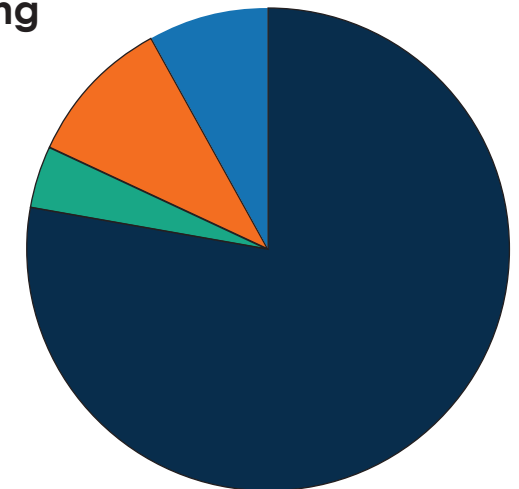
*All my questions/concerns/etc have always been met with courtesy and understanding.*

**They (Richmond Carers Centre) have always given me information and advice.**

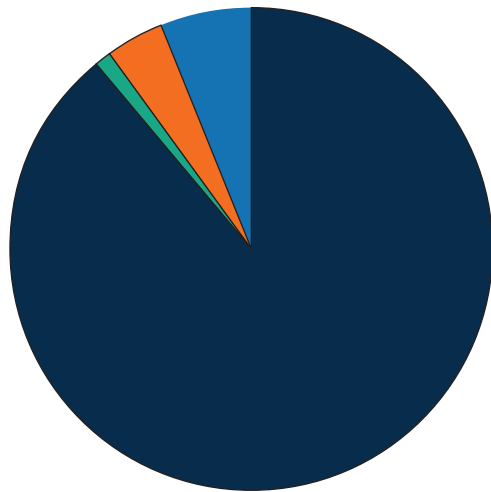


**80%** of responding carers strongly agreed or agreed with the statement  
**I feel better able to cope with the demands of caring**

*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.*

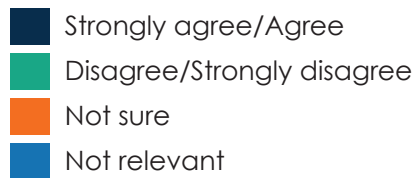


**87%** of responding carers strongly agreed or agreed with the statement  
**I feel I have been supported to maintain/improve my own health and wellbeing**



Wonderful service. Helps to keep me grounded and share thoughts with others. Makes me feel happier. So many choices of what you can do. Thank you.

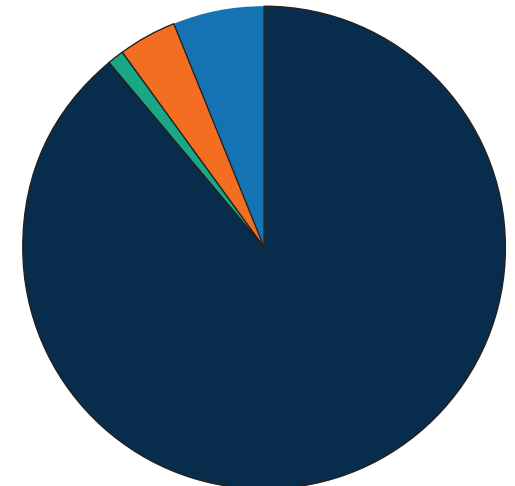
*Since I joined Richmond Carer Centre I have had a lot of support for my own wellbeing... and through those activities I have made some new friends and I am very grateful (for) all of the valuable support from the Centre.*

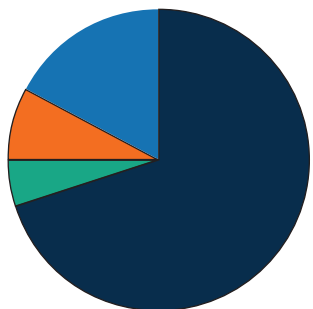


**86%** of responding carers strongly agreed or agreed with the statement  
**I feel my needs as a carer have been understood**

*The staff are very welcoming and friendly. Staff are very good at listening. Everyone is helpful.*

Having someone to talk to who understands the needs and difficulties involved with caring has been very beneficial.



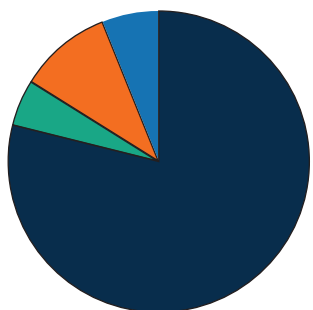
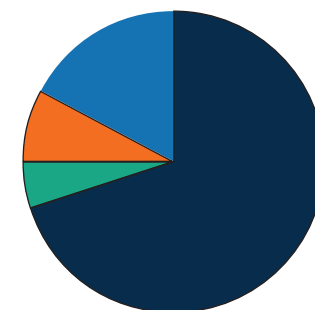


**77%** of responding carers strongly agreed or agreed with the statement  
**I feel more informed about my rights and entitlements as a carer**

*I have been given lots of information regarding help and benefits that I never knew about. I now feel that I have someone to talk to for advice.*

**83%** of responding carers strongly agreed or agreed with the statement  
**I feel better able to understand my own needs as a carer**

*I have been supported by staff when needed and they have given me valuable advice. I have met other people in the same situation as me and I have enjoyed some fantastic activities that have helped me to relax, be myself and meet new people and enjoy their company.*

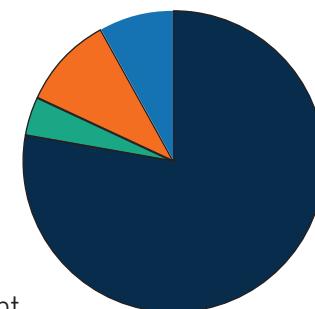


**88%** of responding carers strongly agreed or agreed with the statement  
**I feel I know what support is available to carers**

*The main benefit for me is knowing that there is a dedicated team of lovely people who are an email or a telephone call away if I have a question or need advice/to be pointed in the right direction!*

**77%** of responding carers strongly agreed or agreed with the statement  
**I feel more confident in my caring role**

*I don't feel as isolated or frustrated. I have developed more patience through understanding my family's needs, especially my son's. Richmond Carers Centre is very valuable to cope with life. Outings are very welcome. Big Thank you.*



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



## NEXT STEPS....

The next steps listed below outline actions in response to feedback received from carers that will inform our approach in the coming year.

- Explore ways 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