

CARERS HUB SERVICE IMPACT REPORT – OUTCOMES EVALUATION 2025

The Carers Hub Service provides universal and specialist support for unpaid adult and young carers. This service is led by **Richmond Carers Centre (RCC)**, which delivers services for adult and young carers with 5 subcontracted organisations delivering specialist services for adult carers.

- **Richmond Carers Centre (RCC)** - universal
- **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** - dementia

Services include carer focused information and advice, training and education, informal emotional support (group and individual), breaks and leisure activities, formal respite care, 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 June 2025 to all adult carers who had received support, information or advice from the above organisations. The survey included indicators relating to a range of experiences, including receipt of support, information and advice, asking adult 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 13/06/25 until 31/07/25 (6 weeks). Feedback was gathered from young carers who engaged in mentoring support over the previous academic year, face to face group leisure activities delivered through the period August 2024 to July 2025 and a universal survey shared in June 2025.

223 responses were received from adult carers

120 responses were received from young carers

The survey is one of several tools we use to get feedback from carers. 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 and young 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.



ADULT CARERS

96%

I feel recognised and valued as a carer

97%

I feel I have been treated with dignity and respect

92%

I feel better able to provide support to the person I care for

91%

I feel better able to get the help I need when I need it

91%

I feel I know what support is available to carers

90%

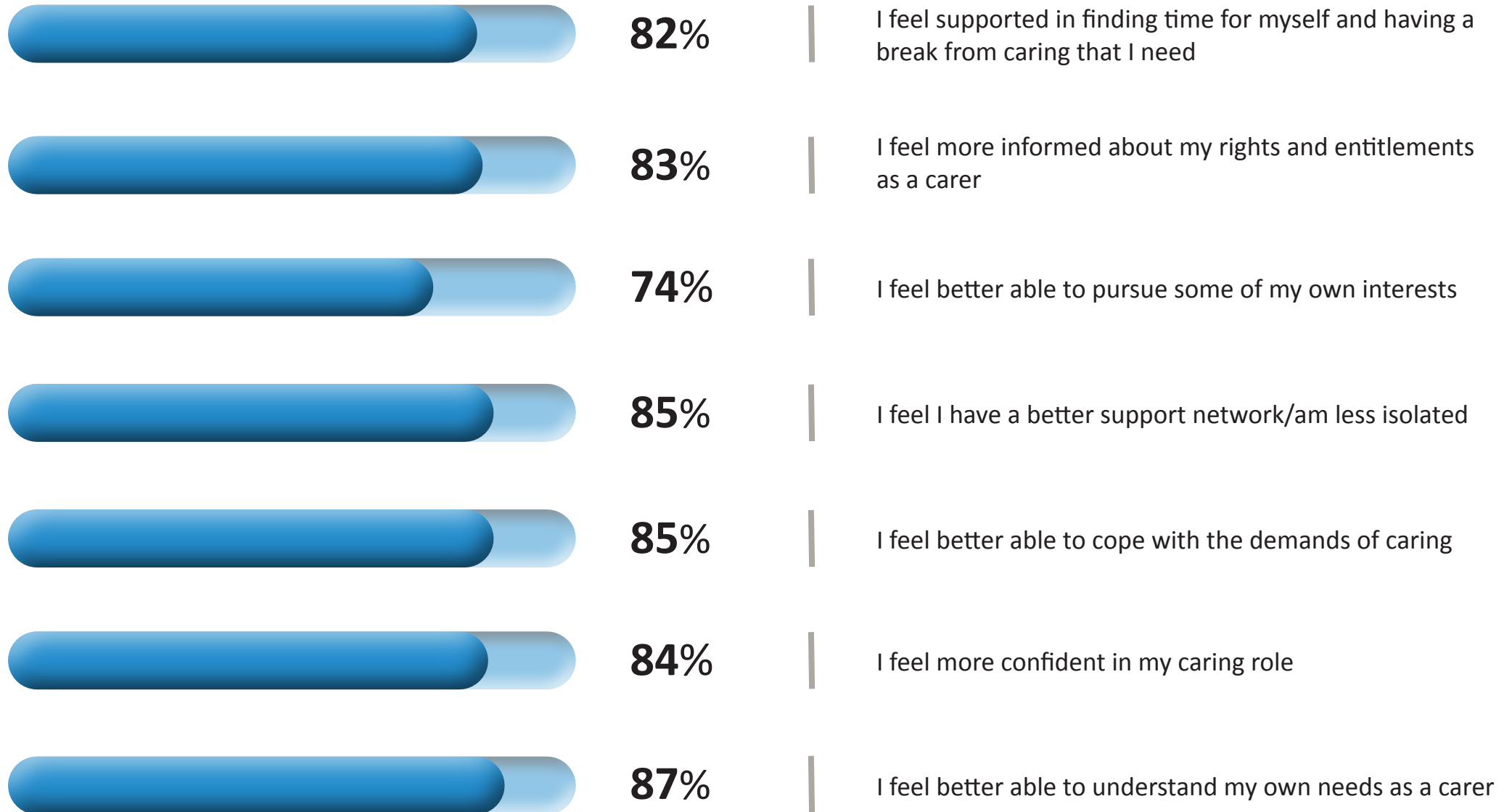
I feel I have been supported to maintain/improve my own health and wellbeing

94%

I feel my needs as a carer have been understood



ADULT CARERS



Here is what adult carers had to say about Richmond Carers Centre



Just to have the opportunity to meet other carers, who truly understand the challenges and stresses of caring for someone – that alone is comforting. The wide range of activities and outings offered are amazing, I hope to benefit from more events in the future. I am truly grateful for all the support offered by [Richmond Carers Centre](#).

I feel very privileged to be a part of [Richmond Carers Centre](#). Everyone is so supportive, and the centre offers so many innovative get togethers with similar people. It is an amazing centre full of caring approachable people and I feel lucky to be with them.

[Richmond Carers Centre](#) is an amazing protective hub that really cares for my needs and so informative with the latest news and opportunities available for carers.

Knowing that there are people who understand and provide support has been invaluable, especially in times of stress. I have never felt judged or shrugged off, quite the opposite, in any contact I have had with [Richmond Carers Centre](#). I feel extremely grateful.

[Richmond Carers Centre](#) has made me feel more comforted in my caring role and educated me to support that I didn't know existed for carers. Everyone I have spoken to is patient, kind and informative. I'd especially like to praise the Adult Carers Support Team who have been so lovely and understanding with my situation.



Here is what carers had to say about the [Carers Hub Service](#)



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!



I am deeply grateful for the outstanding support I've received from the team at [INS](#). From the very beginning, I have felt seen, supported, and genuinely cared for—not just as a carer, but as a person navigating complex, emotional terrain.



Invaluable support and I am constantly grateful to the [RB Mind](#) team who have advised me and supported me in a number of ways. I would feel very isolated without the support.



[Crossroads Care](#) has been consistent and supportive. The care workers have comprehensive training allowing me to go out knowing the person I care for will be cared for to the same high standard. I couldn't recommend [Crossroads Care](#) highly enough.



Looking back, I don't know how I coped all these years on my own. I wish I'd known about [ASCA](#) earlier. I now have the support I so much need to help me cope with my son's addiction.



Annual outcomes



100% of responding young carers of young carers would **recommend Richmond Carers Centre - Young Carers Service to other young carers**

100% of responding young carers gave an excellent or very good rating to the question

How would you rate the communication you have received from the Young Carers Service over the past 12 months?



97% of responding young carers gave an excellent or very good rating to the question

How would you rate the support you have received from the Young Carers Service over the last 12 months?



YOUNG CARERS

Mentoring

The Young Carers Support Team provides one-to-one emotional support through a Mentoring Programme, offering a safe, confidential space for young carers to share concerns about their caring role and wellbeing.



YOUNG CARERS

Transition mentoring

The Young Carers Support Team recognises that moving to secondary school can feel daunting. To support this transition, we offer one-to-one mentoring for young carers in Year 6 (aged 10-11), focused on easing the move.



100%

I feel I have had time and space to talk about my worries



100%

I feel more confident about moving to secondary school



100%

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



100%

I have felt comfortable asking for help when I need it



YOUNG CARERS

Activities

The Young Carers Service offers holiday and after-school activities, giving young carers a break from their responsibilities and the chance to connect with peers who share similar experiences.



96%

I had fun and enjoyed this activity



91%

I felt safe and listened to while on this activity



89%

I felt positive being a part of the group on this activity



79%

I had the chance to try something new on this activity



Here is what young carers had to say

I loved how supportive and kind the staff were. I felt very safe and had loads of fun and was very encouraged to march on. I loved trying a new activity and getting over my fears.

I have made friends, and tried new things I never get the chance to try without it.

The mentoring was super helpful as it helped me feel more confident with joining a new group or activities. I also found out about carers financial aid as well as other forms of help and support which has been extremely helpful.

When the Young Carers Support Worker comes into my school, they talk to me about the move to secondary school and help me feel less nervous about it. Other young carers should join because it's fun.

The support helped me by being able to have time away from stress and helped me to connect with others.

Staff are really helping me to talk about having a disabled sibling. I would recommend the service to other young carers so they would feel the same way as me. They could make really good friends.



Next Steps

Through analysing feedback gathered from carers, each organisation in the Carers Hub Service has identified a number of priorities that will inform our approaches in the coming year.

Richmond Carers Centre – Adult Carers Service

- Continue to develop and deliver targeted support for specialist groups of carers (for example, isolated carers, male carers and carers supporting someone living with Dementia)
- Deliver 2–4 activities or professional awareness sessions in identified areas of the borough where there are a low number of carers registered to increase engagement and carer identification
- Conduct a comprehensive assessment of existing professional awareness products with the aim to revamp marketing materials and tools
- Deliver 4–5 specific professional awareness and outreach sessions with a focus on health professionals to increase carer identification and referrals to the service (for example GPs, Pharmacies, Social Prescribers, and hospital staff)
- Develop a Young Adult Carers project plan in partnership with young adult carers (aged 18-25) to launch in August 2025

Richmond Carers Centre – Young Carers Service

- Develop and deliver robust support for young carers aged 16+ around transition to adult services
- Expand the Young Carers in Schools Programme to support higher education
- Continue to develop communications strategy to better signpost young carers and families to local support (outside of RCC services)
- Expand the activity programme offer to include more educational and skill building activities



Next Steps continued

Richmond and Kingston Crossroads Care

- Coordinate a programme of professionals attending Caring Cafe to deliver information on specialist topics (e.g. legal planning, advanced dementia care, financial advice)
- Aim to increase the number of supported referrals of carers to other services
- Introduce small sessions at the Caring Café with a focus on carer rights and entitlements and Wills/Power of Attorney and promote other opportunities for carers to engage in
- Explore introducing formal 1:1 support session at the Caring Café, supported by volunteers with dementia expertise

INS

- Gather information about gaps in service provision from INS carers in order to better target our service
- Work with partners to look at an “Introduction to being a carer” group sessions to look at carers’ rights, benefit entitlement and key services with the aim to deliver 2 per year
- Target Richmond Community Neuro-rehab team with carers data to improve referrals
- Deliver a talk to carers about new Travel with Confidence project

RBMind – Carers in Mind

- Develop evening activities (at least x2 new sessions)– for working carers who are unable to attend the daytime sessions
- Improve information for carers who have cared for in hospital or being discharged
- Develop a resource of information for carers on our website
- Provide a series of workshops that help carers understand the challenges of caring and provide appropriate tools



Next Steps continued

ASCA

- Make improvements to our office environment to create a warm, safe and welcoming environment for all of our stakeholders
- Invest in the continuing professional development of our staff and volunteers to meet the changing needs of unpaid carers and develop services
- Develop a wellbeing plan for staff and volunteers to help retain and attract to provide continuity of service for carers and cared for

Homelink

- Enhance carer skills and knowledge through training opportunities by partnering with local professionals and organisations to deliver specialist workshops
- Expand engagement and increase outreach to underrepresented groups/hard to reach carers
- Improve marketing resources and develop referral pathways locally both within the Carers Hub and with outside sources
- Grow and strengthen the 'Carer Community' by expanding the "Top Tips" library of resources, incorporating topics identified by carers themselves during Carers Hub support Groups

