

Richmond Carers Centre Impact Report

Outcomes Evaluation 2025

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. **94** adult carers gave their feedback. This is what they told us.

99% of responding carers
would recommend Richmond Carers Centre to other carers



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.

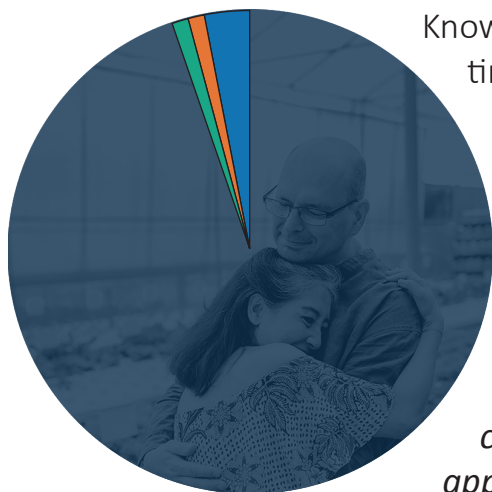
Richmond Carers Centre is an amazing protective hub that really cares for my needs and so informative with the latest news and opportunities available for carers.

It's nice to have time for myself to relax and have me time. The staff are lovely and caring, and it's nice to learn how to paint and craft. Very important to look after yourself so you can then feel better to care for someone else.

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.



94% of responding carers strongly agreed or agreed with the statement
I feel recognised and valued as a carer



Knowing that there are people there who understand and provide support has been invaluable, especially in times of extreme stress. I have never felt judged or shrugged off, quite the opposite, in any contact I have had with the service. I feel extremely grateful.

It is helpful in many ways to receive recognition and have access to some social activities, as well as up to date information.

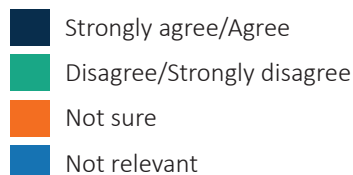
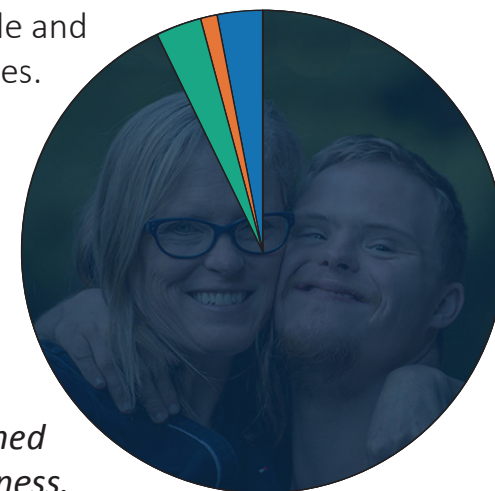
What I love is that no matter if I am never able to attend any events, the emails and the offer of support never stops. Always knowing it is there is great and recently I was checked in on because of communication between the Young Carers Support Team and Adult Carers Support Team and I really appreciated that.

96% of responding carers strongly agreed or agreed with the statement
I feel I have been treated with dignity and respect

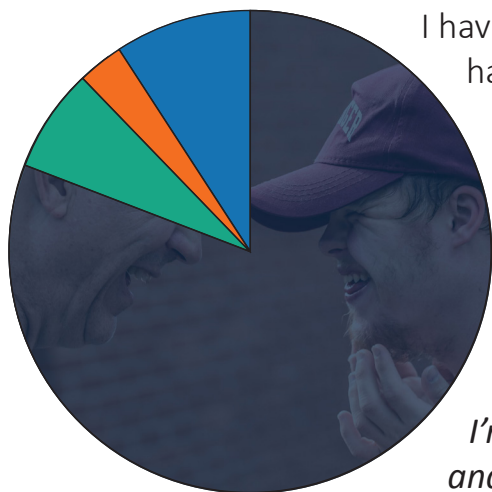
Staff are really friendly and they have helped me through some really difficult times, in my caring role and through my finances.

**Richmond Carers Centre is so helpful and supportive.
The programme offered is varied and interesting and
helps carers to relax.**

*Each time I have had contact with any individual, I have been astonished
and lucky to be treated with kindness.*



89% 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 with Richmond Carers Centre for many years and the support I have received has been invaluable.

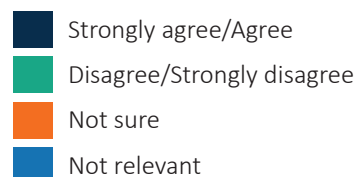
Fantastic seminar on Dementia and so good to hear similar problems and issues from other carers – we're so grateful you're around!

I'm so grateful for all the support Richmond Carers Centre provides. The staff are so warm, friendly and helpful.

90% of responding carers strongly agreed or agreed with the statement
I feel better able to get the help I need when I need it

Valuable information, very efficient and informative. Fantastic service, I would be lost without such a service.

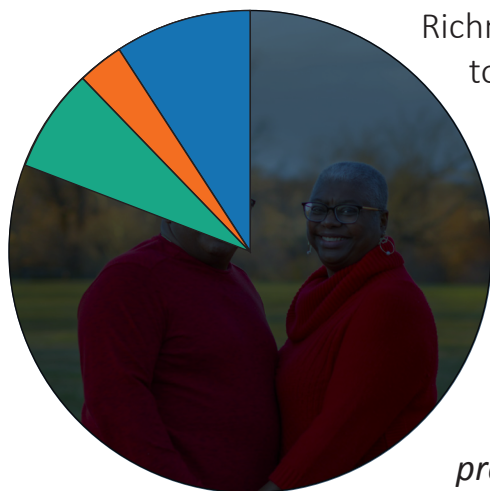
I have found meeting the Adult Carers Support Workers and the coffee mornings very helpful and any queries I have had have been answered quickly and have been very helpful too.



It's been incredibly reassuring to know there's a dedicated space where I can access advice, practical help, and emotional support whenever needed.



87% of responding carers strongly agreed or agreed with the statement
I feel I know what support is available to carers



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.

They support me as an individual, have come to my aid in a number of situations and told me who to contact when I needed help.

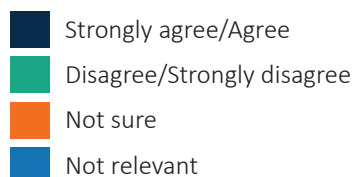
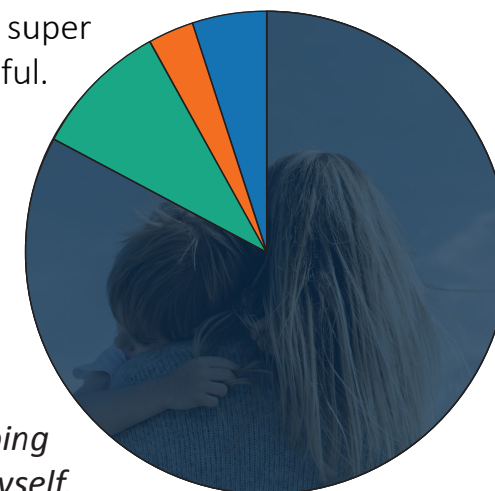
It's great to have the opportunity to have a break every now and then. Richmond Carers Centre is always providing us with many great options of activities and the friendly team is always available to provide support and advice.

85% of responding carers strongly agreed or agreed with the statement
I feel I have been supported to maintain/improve my own health and wellbeing

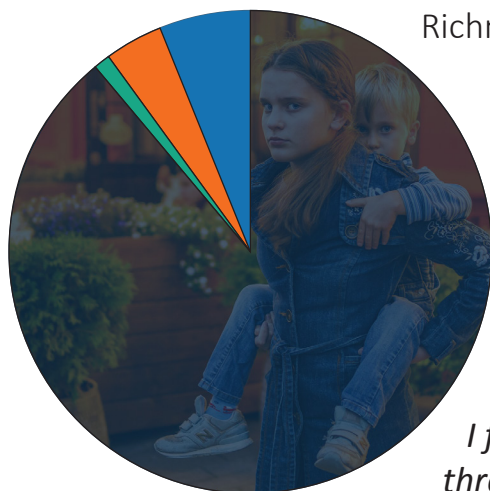
I really love the yoga and find it so beneficial but just getting out and sharing with other carers is super helpful.

It has helped me with my own health and wellbeing. A big thank you for providing these events and opportunities for us.

Meeting other carers, getting a break from caring, and doing something for myself.



91% of responding carers strongly agreed or agreed with the statement
I feel my needs as a carer have been understood



Richmond Carers Centre's activities are fun/interesting and improve my wellbeing (mental)

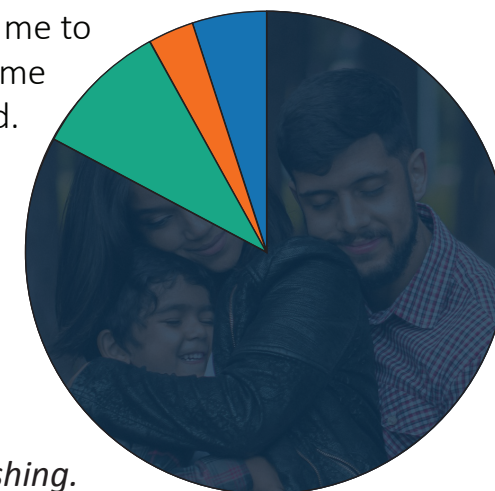
Very good support service for carers. Covers a multitude of events that appeals to a wide range of interests.

I feel supported and feel happy that I can attend groups with carers that can understand what I am going through.

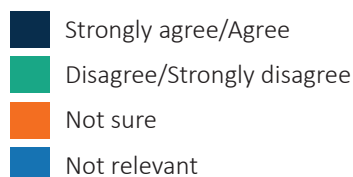
78% of responding carers strongly agreed or agreed with the statement
I feel supported in finding time for myself and having a break from caring that I need

I have thoroughly enjoyed the activities such as visiting Kew Gardens. It felt like a break and inspired me to spend more time outdoors and to take up gardening on a weekly basis. Meeting local carers has made me feel less isolated.

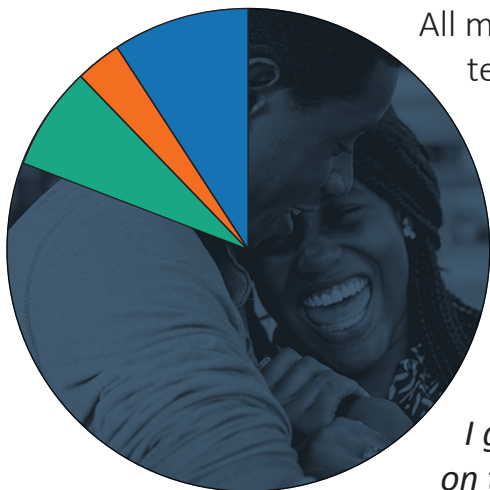
I'm a carer for my husband and son. By going to activities it allows me to have a break from my caring role and also from my work which then helps me to feel revitalised and ready to help my family again.



A respite break away from caring was so refreshing.



78% of responding carers strongly agreed or agreed with the statement
I feel more informed about my rights and entitlements as a carer



All my contacts with Richmond Carers Centre have been excellent. I have met several team members and they are all very friendly and supportive. As a result of attending a legal session, my wife and I have each completed Lasting Powers of Attorney.

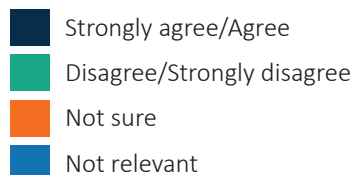
Richmond Carers Centre has provided some extremely valuable workshops that have really helped me in my role. I have also received individual support specific to my situation which has been invaluable and made a real difference.

I got great value out of the more legal and financial side when you had speakers and a specialist session on the subject. It is hugely important to me and carers. It helps generally, I don't feel intruded but helped.

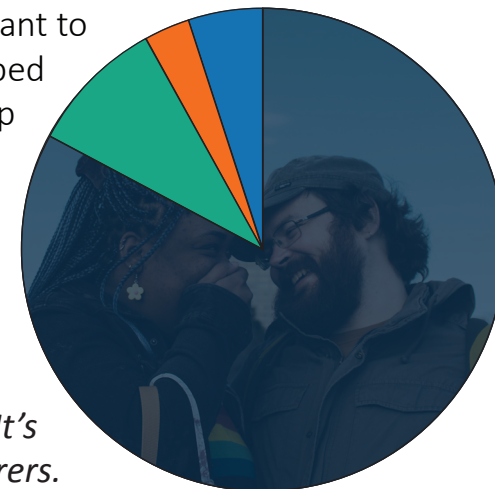
73% of responding carers strongly agreed or agreed with the statement
I feel better able to pursue some of my own interests

I have been able to access activities to give me a break from my usual routine. I have been given a grant to fund activities to help my wellbeing. This has led to attending Pilates classes regularly which has helped both my mental and physical health. In the past I have also attended massage and swimming to help with my feeling of being overwhelmed.

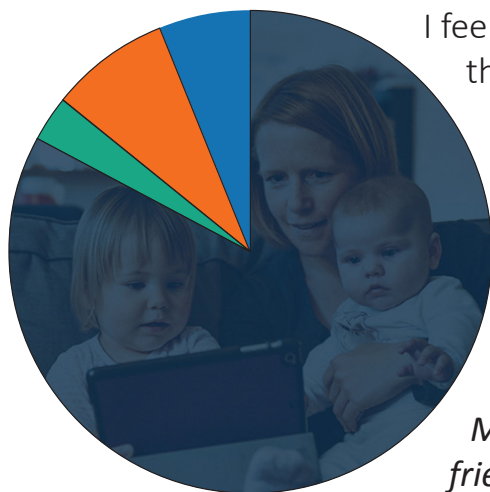
Richmond Carers Centre have helped me to get out and do activities I probably wouldn't do on my own.



The opportunities on offer are varied and generally accessible. It's good to take time out for myself and also to meet other carers.



78% of responding carers strongly agreed or agreed with the statement
I feel I have a better support network / am less isolated



I feel supported and feel happy that I can attend groups with carers that can understand what I am going through.

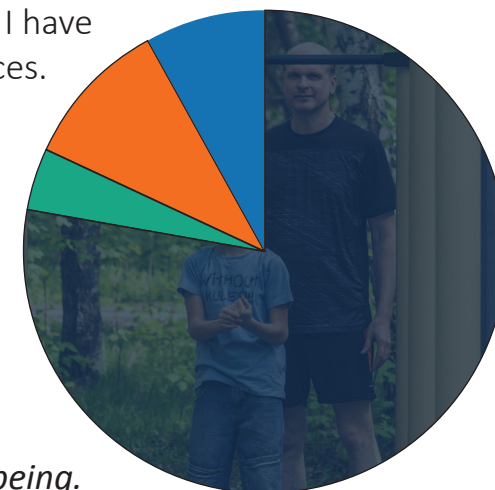
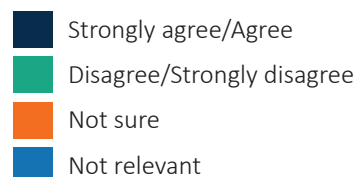
The service has set up many interesting activities and are very popular. At the coffee mornings we can share experiences and not feel so isolated as a result.

Meeting other carers at activities helps to lessen the feeling of isolation by conversation and friendship making.

83% of responding carers strongly agreed or agreed with the statement
I feel better able to cope with the demands of caring

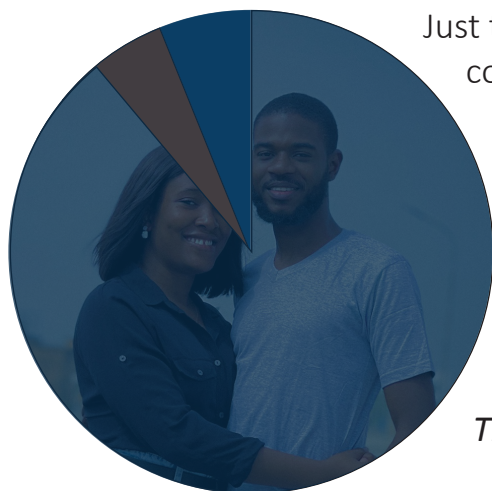
Everyone in the office is always very supportive and willing to come up with good advice. In the past I have benefitted from various courses and visits to interesting places.

I feel relief – mental, emotional and financial. It has been really useful.



It has helped me with my own health and wellbeing.

82% of responding carers strongly agreed or agreed with the statement
I feel more confident in my caring role



Just the fact that help and advice is readily available from Richmond Carers Centre gives me confidence and comfort.

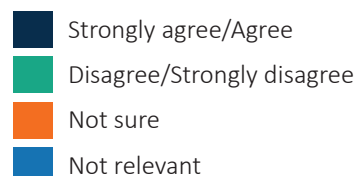
Just to be on their books makes me feel a bit more confident about my role as a carer.

The support has helped me to be more confident and feel good about myself.

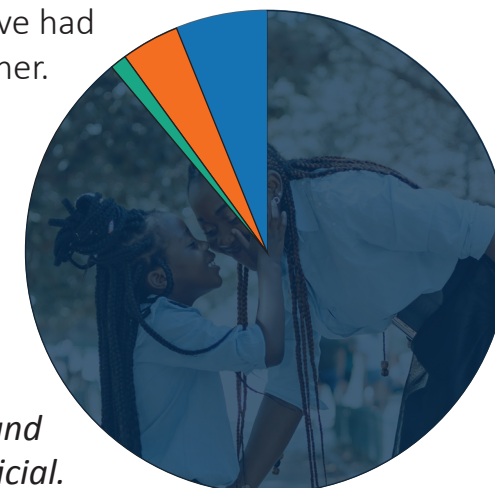
88% of responding carers strongly agreed or agreed with the statement
I feel better able to understand my own needs as a carer

I have benefitted from the knowledge of Richmond Carers Centre staff. But also from conversations I have had with other carers at the monthly get together.

I appreciated the advice I received and the help that I didn't know was available to me. I would highly recommend.



The links to like minded people and access to information and support has been so beneficial.



NEXT STEPS....

Through analysing feedback gathered from carers, Richmond Carers Centre has identified a number of priorities that will inform our approach in the coming year.

- 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 product with the aim to revamp marketing materials and products
- 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

