

CARERS HUB SERVICE IMPACT REPORT – OUTCOMES EVALUATION 2026

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 Day Respite Centre (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 5 to 18 years old.

An outcomes survey was sent in May 2026 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 15/05/26 until 31/07/26 (11 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 2025 to July 2026 and a universal survey shared in May 2026.

227 responses were received from adult carers

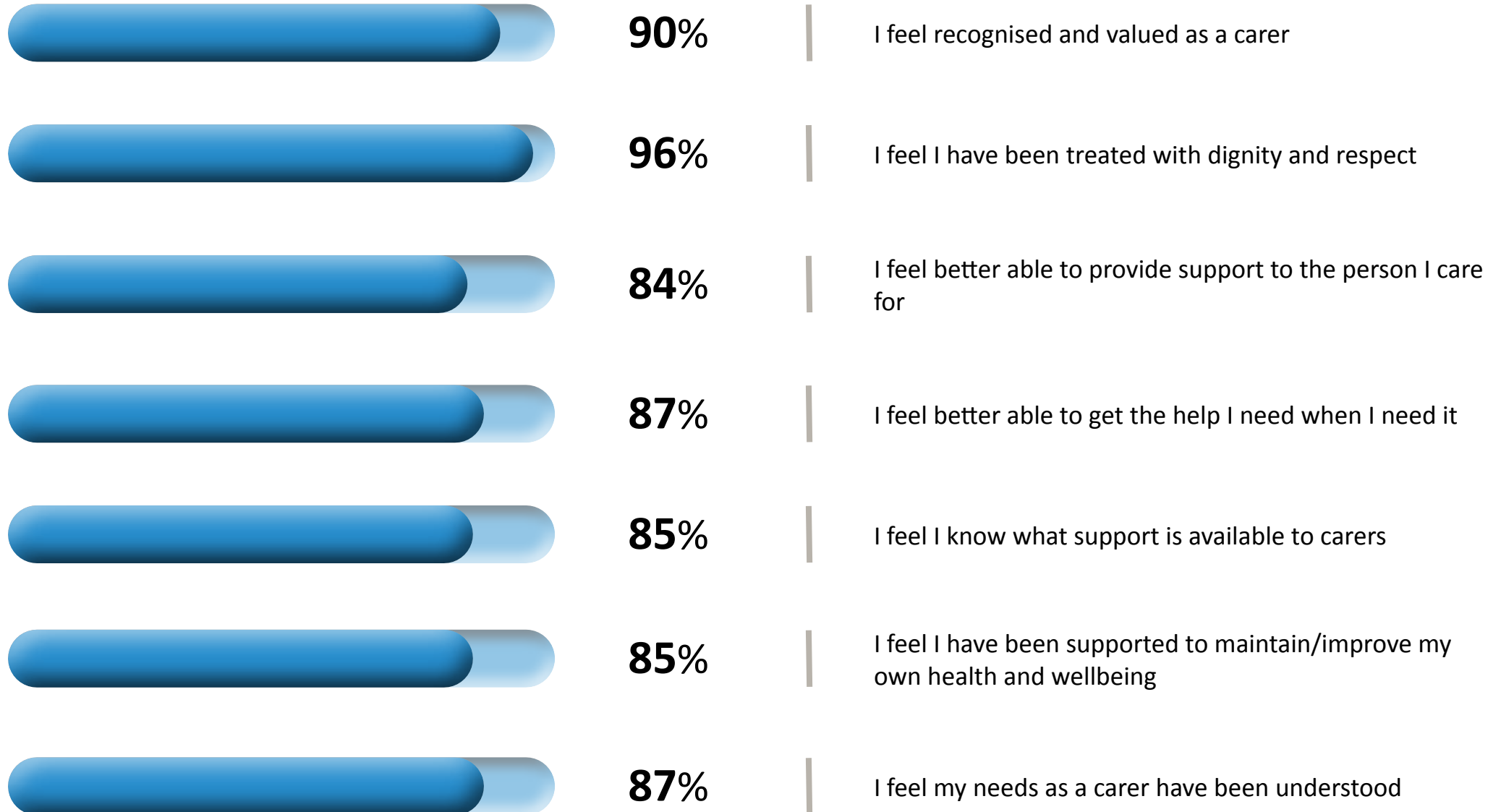
192 responses were received from young carers

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



ADULT CARERS



74%

I feel supported in finding time for myself and having a break from caring that I need



74%

I feel more informed about my rights and entitlements as a carer



65%

I feel better able to pursue some of my own interests



81%

I feel I have a better support network/am less isolated



78%

I feel better able to cope with the demands of caring



78%

I feel more confident in my caring role



83%

I feel better able to understand my own needs as a carer



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



I received a grant for me to be able to join the local gym to help with my wellbeing... The whole process was really good, they supported me and kept me informed throughout and I didn't feel judged or undeserving, if anything they made me feel empowered and like they genuinely understood the importance of this to me.

I don't know what I would do without the support of [Richmond Carers Centre](#) as there are times I feel overwhelmed. The outings, meetings, yoga and Pilates groups have made a difference to my wellbeing and I feel more able to cope when things get me down.

I feel better for the advice that I have received and I am more confident in what I am doing to support my daughter and other members of the family. Most importantly, I am able to get help and advice fast when I need it.

I've had two face-to-face initial advice sessions after recently becoming a full-time carer for someone with dementia. Very helpful, friendly staff who made me aware of all the help available to carers, and with some good advice on navigating family and care issues.

I really enjoyed my first art workshop which I could access during the day when my partner was at a day centre. I found the course relaxing and a great break. I also attended a dementia workshop which again was very well organised and run by a specialist... so I learnt lots of valuable information.



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



Joining [Carers in Mind](#) has completely changed my life for the better. I find I am so much more informed of my rights as a carer. I have also met some wonderful people who have become firm friends.



I feel better equipped to deal with different challenges. If something unexpected appears I am sure I will ask for help from the staff at INS to sort it out. All the staff at [INS](#) are always ready to go beyond the extra mile to help and support me.



The team at [Homelink](#) is more than a day centre for respite, it provides a community with a capital C.



Walking into [Crossroads Care](#)'s Caring Cafe is like walking into a hug. Everyone is so supportive and everything is so relaxed. It is a very comfortable place to be and you can learn so much just by talking to people. It makes a difference.



The sessions grounded me, supported me and kept me going each week to face the challenges I faced each day... [ASCA](#) was my safest place that supported me through this. Without it I would have been in a terrible state. I feel heard and appreciated.



YOUNG CARERS

Annual Outcomes



100% of responding young carers
feel the support they received was excellent or very good

100% of responding young carers
would recommend the service to other young carers



100% of responding young carers
gave the overall support they received a 5 or 4-star rating



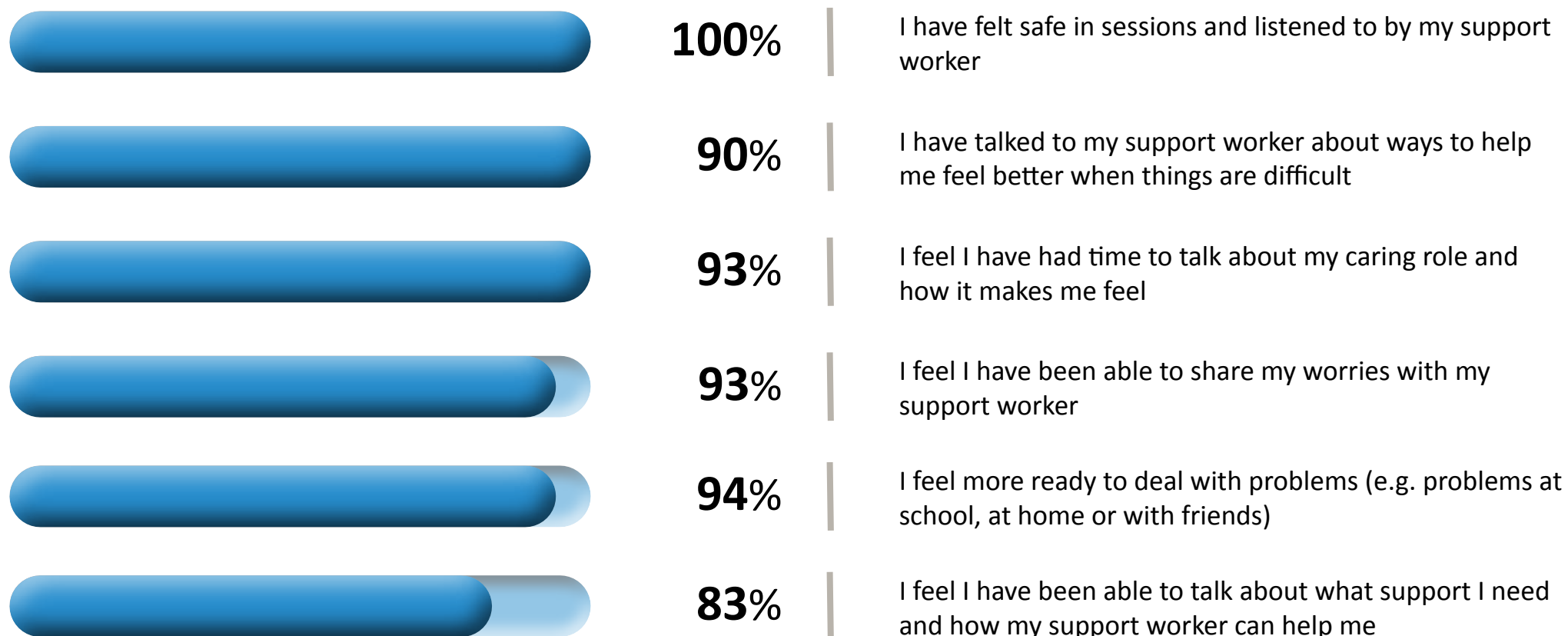
YOUNG CARERS

Mentoring Support (primary and secondary) Delivered to young carers aged 8-17 years old

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.

30 young carers gave their feedback

100% of respondents would recommend mentoring support with Richmond Carers Centre - Young Carers Service to other young carers



YOUNG CARERS

Group Leisure 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.

129 young carers gave their feedback

91% (8% not sure) of respondents would recommend activities with Richmond Carers Centre - Young Carers Service to other young carers

98%

I had fun and enjoyed this activity

100%

I felt safe and listened to while on this activity

98%

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

75%

I had the chance to try something new on this activity

90%

Rated the activity as excellent or very good



Here is what young carers had to say

The activity calmed me down, it made me feel safe and cared for. I was happy to see new friends and happy to decorate baubles.

I found that talking about my worries and finding ways to cope with situations has helped me.

I feel lighter,
like a weight has been lifted.

I enjoyed the problem-solving aspect of the escape room. It was also one I had not tried before. The time limit made it exhilarating!

I enjoyed meeting others as everyone was nice and the Young Carers Support Team didn't pressure anyone (to take part).

Being able to talk about how I feel about my brother and being able to talk about what to do next.



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

- Deliver 1-2 activities in identified areas of the borough where there are a low number of carers registered to increase engagement and carer identification
- Deliver 1-2 professional awareness sessions to healthcare professionals who work within GP settings where there are low numbers of carers registered
- Develop current registration offer to include a targeted follow up/check in with the view to increase engagement with newly registered carers
- Deliver 1-2 workshops that provide targeted support and information and advice to parent carers
- Increase carer and professional awareness knowledge of the Universal Care Plan and Carer Contingency Plan through a review of the carers rights and entitlement guide and by sharing information and resources

Richmond Carers Centre – Young Carers Service

- Provide access to new and bespoke activity experiences to young carers, with a focus on confidence-building and challenge-based activities
- Create opportunities for peer support and social interaction as part of the mentoring programme
- Increase young carers involvement in shaping the Young Carers Service and the support provided, including the creation of a Young Carers Ambassador Group
- Develop the relationship between the Young Carers in Schools Programme and the Young Adult Carers (16 to 17 year olds) Transition Programme



Next Steps continued

Homelink

- Promote the Carers Hub Support Groups and maintain a consistent number of carers attending each group particularly male carers, and those in paid employment. We will do this by proactively building on working relationships with other carers hub organisations and local community groups
- Offer a series of Carer Connect sessions based on issues of concern for group members, to continue enhancing carer skills and knowledge, creating opportunities to bring the professionals to the Carers. Create regular follow up pathways including practical and simple “next step” guidance not just information
- Keep Carer Assessments and reviews as a regular topic of conversation within the support groups

INS

- Work with partners to look at “Introduction to being a carer” group sessions to look at carers’ rights, benefit entitlement and key services. To aim to deliver 2 per year
- Plan and deliver two carers’ marketplaces with partners targeting areas of the borough previously not covered
- Embed an understanding of carer experience into therapy student placements

ASCA

- Expand Peer Support and Community Connections by supporting carers to connect with others who understand their caring experience through introducing and incorporating creative activities in Affected Others Lunchtime Group Programme
- Focus on early identification and prevention by working more collaboratively with RCDAS to identify carers/affected others/family members and sign post to ASCA



Next Steps continued

Richmond and Kingston Crossroads Care

- Increase carers' confidence in their caring role. We will use the Caring Café and Carers Support Group to provide regular opportunities for carers to discuss practical aspects of caring and share experiences
- Strengthen carers' support networks and reduce isolation. We will continue to encourage carers to participate in the Carers Support Group and informal peer support at the café
- Increase awareness and use of respite support. Respite will be discussed regularly in small group conversations, recognising that some carers may initially feel reluctant to accept help or may feel guilty about taking time away from caring.
- Support carers to recognise and prioritise their own wellbeing. We will introduce more regular conversations around self-care and the importance of carers looking after themselves
- Improve carers' understanding of their own needs. Staff will use informal conversations, group discussions and individual support to help carers recognise when their own needs may be changing
- Continue individual support and follow-up. Alongside group support, staff and volunteers will continue to make time for individual conversations with carers

Richmond Borough Mind - Carers in Mind

- Introduce more activities where both carers and cared-for people can attend
- Provide regular benefits, income maximisation and energy advice sessions
- Run regular online courses on mental health conditions and navigating health and social care systems
- Develop a 'buddy' system to pair more experienced carers with new referrals
- Provide practical "next step" guidance in our one to ones

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