

Richmond Carers Centre Impact Report

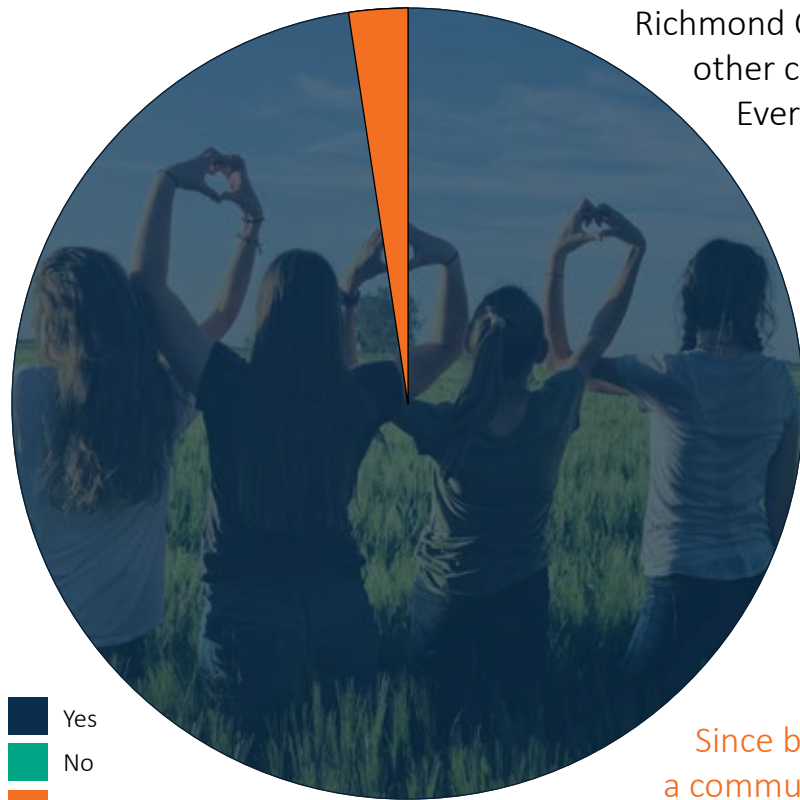
Outcomes Evaluation 2026

Adult Carers



Using a range of outcome statements, we asked carers to tell us their perception of the impact and difference the services and support they received from Richmond Carers Centre has had on them. **117** adult carers gave their feedback. This is what they told us.

95% of responding carers
would recommend Richmond Carers Centre to other carers



Richmond Carers Centre has been a lifeline for me. By attending the social events and meeting other carers, it enables me to have a social life that otherwise would not be possible. Everyone who works there is so professional and truly caring.

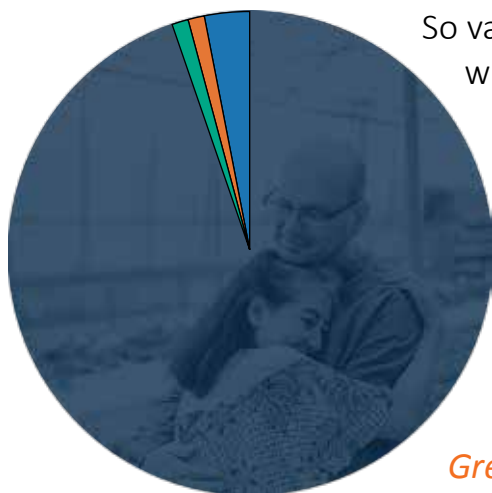
I found the first Zoom call super helpful, and the support worker is an angel, checking in with me and offering lots of information and advice. Just knowing they are there is comforting and they always say the right thing.

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.

Since becoming a carer three years ago, Richmond Carers Centre has become my bridge to a community of services in our borough and to other carers.



86% of responding carers strongly agreed or agreed with the statement
I feel recognised and valued as a carer



So valued and understood. I love the variety of activities. Fantastic, adventurous events as well as relaxing ones which really help.

I feel much better being looked after by Richmond Carers Centre.

...if I need support or guidance, I can reach out and there is someone there that will help me and try their best with no judgement and someone who understands some of the barriers that can be faced.

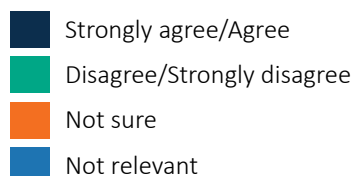
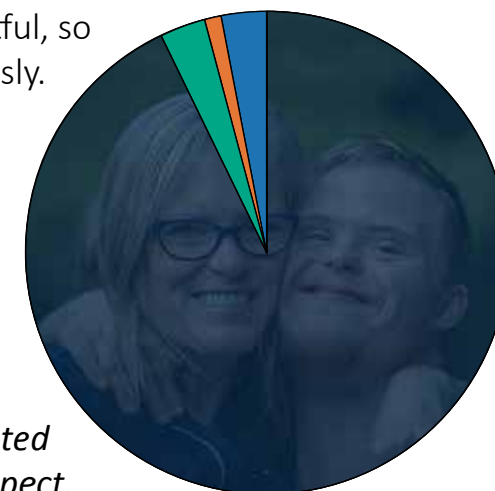
Great staff who understand and prioritise your needs.

95% of responding carers strongly agreed or agreed with the statement
I feel I have been treated with dignity and respect

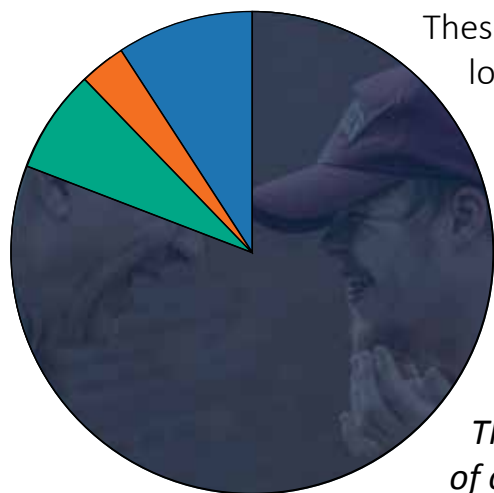
I really appreciate their follow up and I know they are here if I need them. They have also been respectful, so they are not over-contacting me. I appreciate the Adult Carers Service tremendously.

*Sincere appreciation for the support provided by the centre.
Everyone is always kind, professional, and understanding.
The events that are put on are wonderful, bringing people together and providing respite.*

I have only attended a few of the activities but have always been treated with kindness and respect.



77% of responding carers strongly agreed or agreed with the statement
I feel better able to provide support to the person I care for



These activities make me relax and gives me time to understand how to be a better carer, looking after my own health.

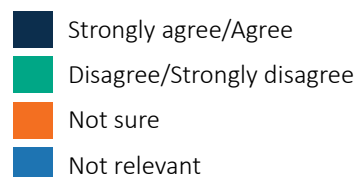
I really enjoyed my first art workshop which I could access during the day when my partner was at a day centre. I found the course relaxing and a great break. I also attended a dementia workshop... so I learnt lots of valuable information. The specialist was on hand to help and directed me towards further services.

The support we received helped in the initial stage of my wife's discharge from hospital on a number of occasions.

85% of responding carers strongly agreed or agreed with the statement
I feel better able to get the help I need when I need it

Although I have not needed to ask for any further support from the organisation, the early conversations I have had were reassuring and I appreciate that help is available if needed as the situation changes.

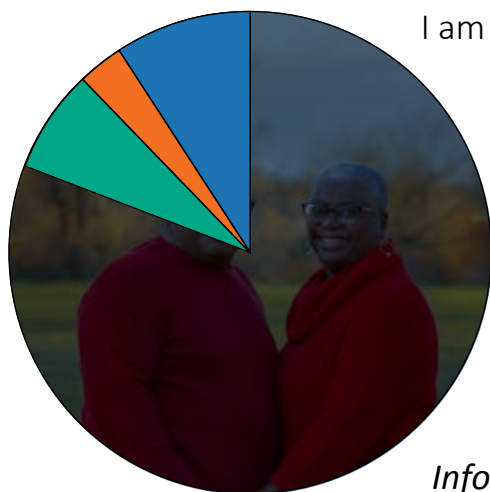
I feel better for the advice that I have received and I am more confident in what I am doing to support my daughter and other members of the family. Most importantly, I am able to get help and advice fast when I need it.



It has been reassuring to have another person on the end of a phone when I need support.



85% of responding carers strongly agreed or agreed with the statement
I feel I know what support is available to carers



I am much more aware of the services available for carers.

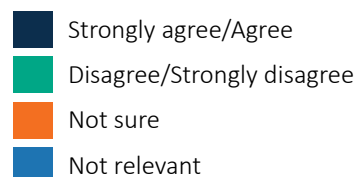
I've had two face-to-face initial advice sessions after recently becoming a full-time carer for someone with dementia. Very helpful, friendly staff who made me aware of all the help available to carers, and with some good advice on navigating family and care issues.

Information about support available is sent by email. It's really useful.

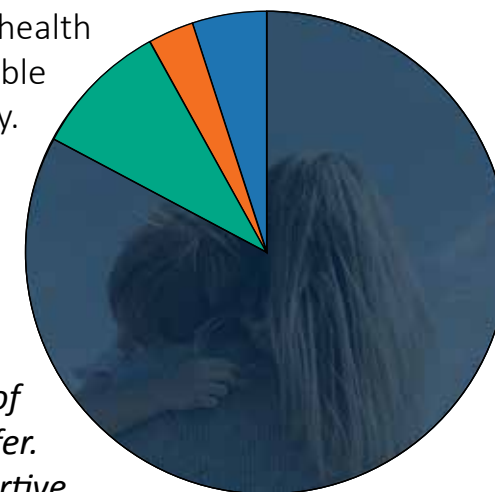
79% of responding carers strongly agreed or agreed with the statement
I feel I have been supported to maintain/improve my own health and wellbeing

I received a grant for me to be able to join the local gym to help with my wellbeing, having a mental health condition myself and losing my job meant that I had very limited income and it would not of been possible to access the services that I need to keep myself physically and mentally healthy.

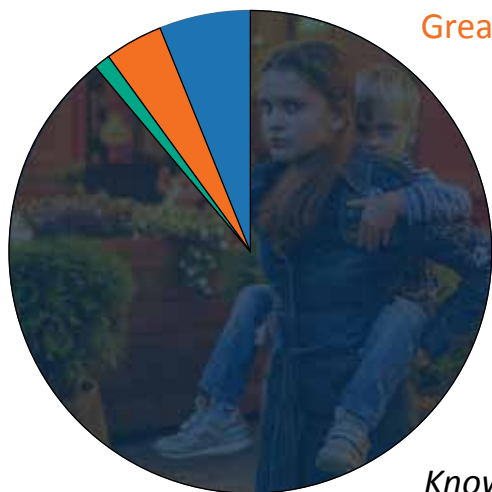
I have benefitted from all kinds of activities offered by Richmond Carers Centre to support our wellbeing which is important to our caring role.



*I have benefitted a lot from Richmond Carers Centre in terms of my wellbeing especially with the activities they offer.
The staff are helpful and supportive.*



83% of responding carers strongly agreed or agreed with the statement
I feel my needs as a carer have been understood



Great staff who understand and prioritise your needs.

I feel more relaxed knowing I can talk with Richmond Carers Centre and get support and advice whenever I need.

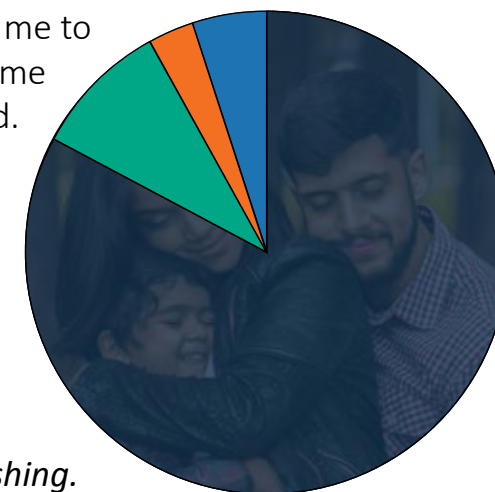
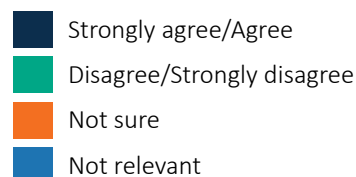
I felt listened to by the support worker; they pointed me in the right direction of further specialist support. Thanks.

Knowing there are people who understand.

70% 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

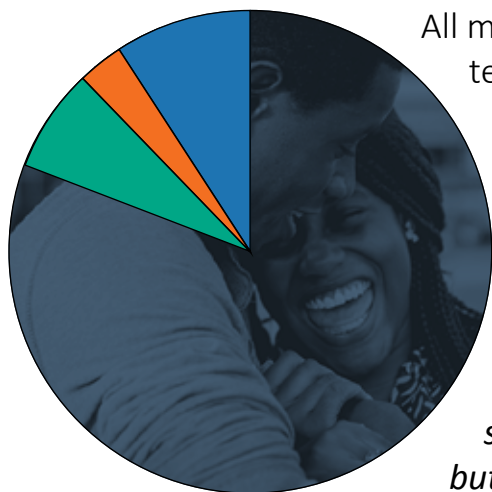
I have thoroughly enjoyed the activities such as visiting Kew Gardens. It felt like a break and inspired me to spend more time outdoors and to take up gardening on a weekly basis. Meeting local carers has made me feel less isolated.

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.

73% 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.

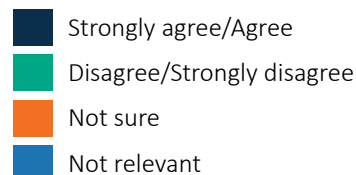
Richmond Carers Centre has provided some extremely valuable workshops that have really helped me in my role. I have also received individual support specific to my situation which has been invaluable and made a real difference.

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 on but helped.

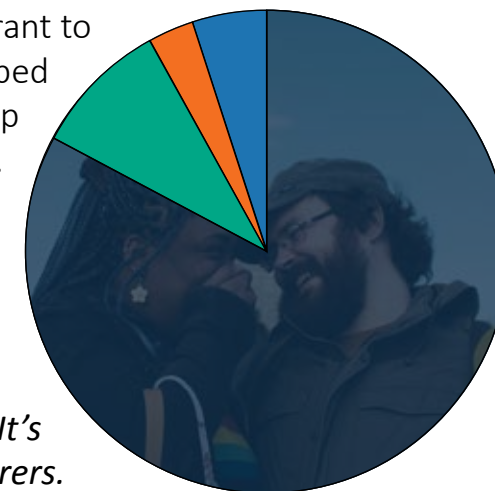
60% of responding carers strongly agreed or agreed with the statement
I feel better able to pursue some of my own interests

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.

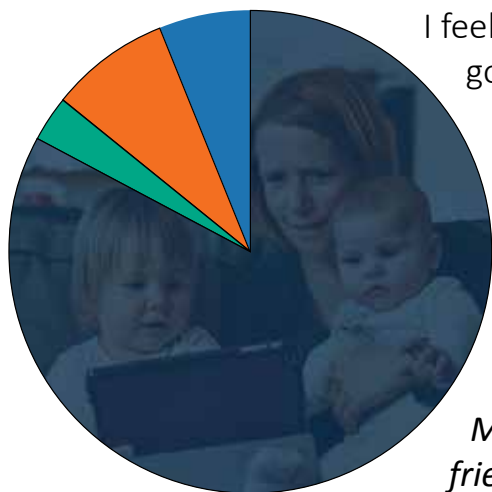
Richmond Carers Centre have helped me to get out and do activities I probably wouldn't do on my own.



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



75% 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.

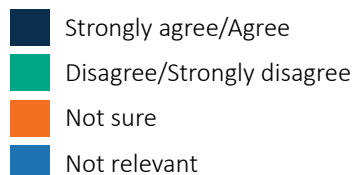
The service has set up many interesting activities and are very popular. At the coffee mornings we can share experiences and not feel so isolated as a result.

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

74% of responding carers strongly agreed or agreed with the statement
I feel better able to cope with the demands of caring

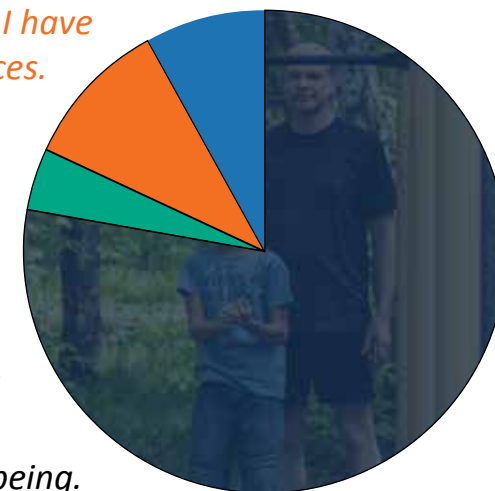
Everyone in the office is always very supportive and willing to come up with good advice. In the past I have benefitted from various courses and visits to interesting places.

I have had the opportunity to learn more about being a carer and get help when things get extra tough. Plus, the social aspect can be a thing to help and look forward to. Also just knowing you are there is essential comfort to isolation when one doesn't know which way to turn.

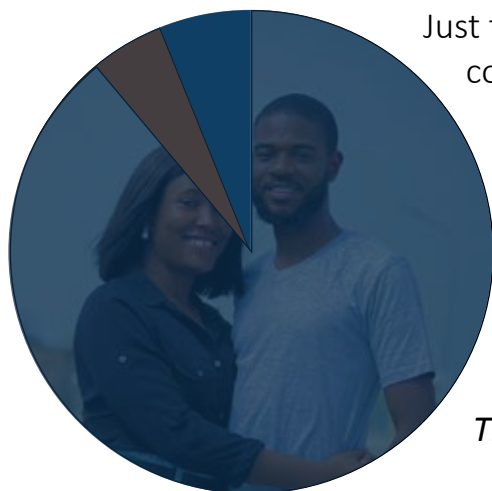


I feel relief – mental, emotional and financial. It has been really useful.

It has helped me with my own health and wellbeing.



70% 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.

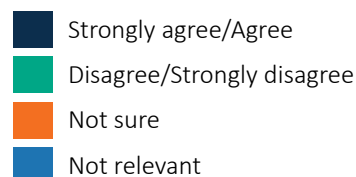
Just to be on their books makes me feel a bit more confident about my role as a carer.

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

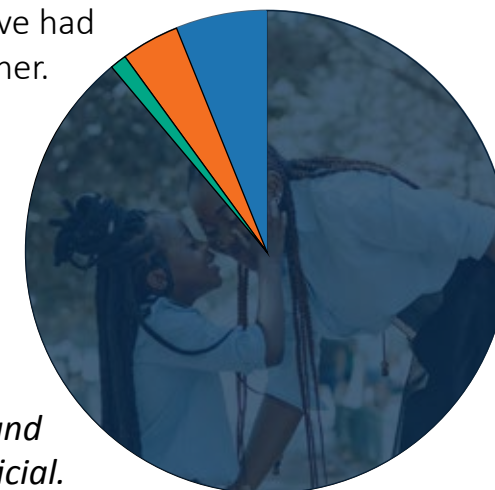
79% of responding carers strongly agreed or agreed with the statement
I feel better able to understand my own needs as a carer

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.

- 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

