

Changes to Adult Carer (16+ caring for an adult) Support Service in Kent

Frequently Asked Questions (FAQs)

Why are the Adult Carer (16+ caring for an adult) Support Service changing?

Kent County Council (KCC) and the NHS Kent and Medway Integrated Care Board (ICB) needed to put new contracts in place because the current contracts are ending in July 2026.

The new service has been designed using feedback from carers. It aims to:

- Make it easier to get the right support.
- Reduce duplication between services.
- Provide clearer routes to help and advice.
- Improve outcomes for carers and the people they look after.

The aim is to make sure you know who to contact and can access the support you need more easily.

Why wasn't my current support provider awarded the new contract?

All organisations interested in delivering the new service had to go through a formal tender process. KCC and the ICB are required by law to follow strict rules when awarding contracts.

If your current provider applied but was not awarded a contract, this means another organisation scored higher during the assessment process.

This does not mean there were concerns about the quality of support you have received. We understand that changes like this can be unsettling, but the process is designed to make sure services continue to be delivered to a high standard.

Will I still be able to get support?

Yes.

You will continue to have access to carers assessment and support services. In some areas, the organisation providing that support may change, but support will still be available.

The new provider will work with you to make sure you receive the help you need.

New providers are:

- **Involve Kent Ltd – covering East Kent**
0330 320 4444
carers@involvekent.org.uk/make-a-referral
carers@involve.org.uk
 - **Imago Community – covering West Kent**
0300 011 1965
kentcarers@imago.community
www.imago.community/kent-carers
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Can I keep the same support worker?

In most cases, your support worker will change.

If your current support worker moves to work for the new provider, it may be possible for them to continue supporting you. However, this is unlikely, and most people will be supported by a new worker following the transfer.

The providers will do everything they can to make the transition as smooth as possible and ensure your new support worker understands your individual needs, preferences and routines.

When will these changes happen?

The current carers assessment and support services, and carers short breaks services, will end on 31 July 2026.

The new contracts will begin on 1 August 2026.

What do I need to do?

If the provider supporting you is changing and you are happy for your information and support history to be transferred to the new provider so that your support can continue without interruption, you do not need to do anything.

The includes information about:

- You and your caring role.
- Whether you are currently accessing support
- Whether you have had a carers assessments

If you consent to this information being shared with the new provider, the data transfer will happen during the first week of August 2026.

What information will be transferred to the new provider?

When you first contacted your existing provider you would have shared key information about yourself and your caring responsibilities to help your support worker identify what support may help you as a carer.

The information held by providers includes your contact details, date of birth, and the main language that you speak. Where you have shared this information with them, providers also hold equality data (including your ethnicity, religion, marital status, gender identity, and health conditions). They also have information about your relationship to those you care for, and any conditions or specific needs that they have which may impact the support you need in caring for them.

The outgoing provider will also let the new provider know whether you are currently receiving support, or if you are on a waiting list.

If you have had a carers assessment then the new provider will be able to see when this was completed, and the outcomes of the assessment including what support needs were identified.

What happens if I do not give consent?

If you do not want your information to be transferred to the new provider, you must let your current provider know by 31 July 2026.

if you decide not to have your information transferred, the new provider will not be able to contact you directly or access your existing support records.

You can still contact the new provider yourself using the details in your letter.

However, the new provider will not have access to information about your previous support or assessments. This means you may need to provide information to them again.

Who can I contact if I have questions or concerns?

If you have any questions, please contact your current provider first. They will continue to deliver the service until 31 July 2026.

You can also contact the new provider using the contact details in your letter.

Have your say – Kent Carer Voice Group

The Kent Carer Voice Group is open to anyone with experience of caring for a family member or friend in Kent.

The group gives carers the opportunity to:

- Share their experiences.
- Help shape services for carers in Kent.
- Discuss issues that matter to carers.
- Work with KCC to improve support for carers.

Most meetings take place online, although face-to-face meetings may also be arranged.

If you would like to get involved, please email:

makingadifference@kent.gov.uk