

# Adult Social Care and Health

## Commissioning Intentions 2025 - 2027

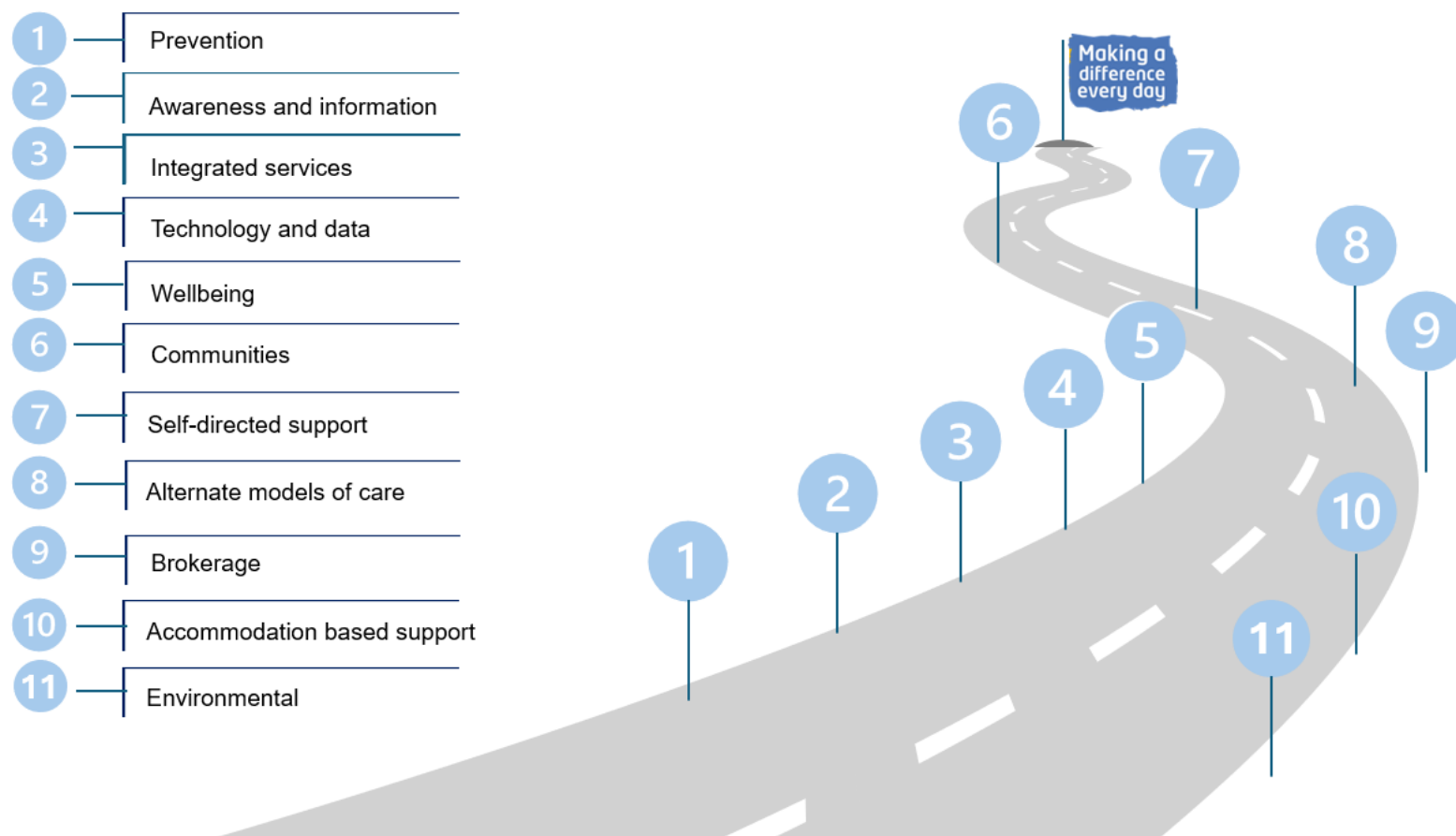


Updated March 2025



## Commissioning intentions

Through all our listening and co-production, we have designed the following commissioning intentions to support the delivery of our shared, future ambitions and help people to make decisions about their care and support.



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## Introduction

“We all want to live in the place we call home, with the people and things that we love, in communities where we look out for one another, doing things that matter to us” <sup>1</sup>.

Making a difference every day: Our strategy for Adult Social Care 2022 – 2027 and Practice Framework, clearly sets out our aspirations and direction of travel for the Directorate.

At the centre of our Practice Framework is our person-centred and strengths-based approach. We are fully committed to always putting people at the heart of what we do, we will listen to their hopes and aspirations and use our skills and expertise to support and enable them to achieve what is important to them, keeping their safety and wellbeing at the forefront of our actions.

Our strengths-based approaches with people at the heart are enabled, rather than hindered by processes and ways of working. There is a flexible offer of support for people across the directorate, seeking to maximise independence wherever possible and strengthen community-based networks of support.

<sup>1</sup>. [Time to act: A roadmap for reforming care and support in England](#), ADASS, Association of Directors Adult Social Services. Anna Dixon and Kate Jopling 2023.

## Our vision



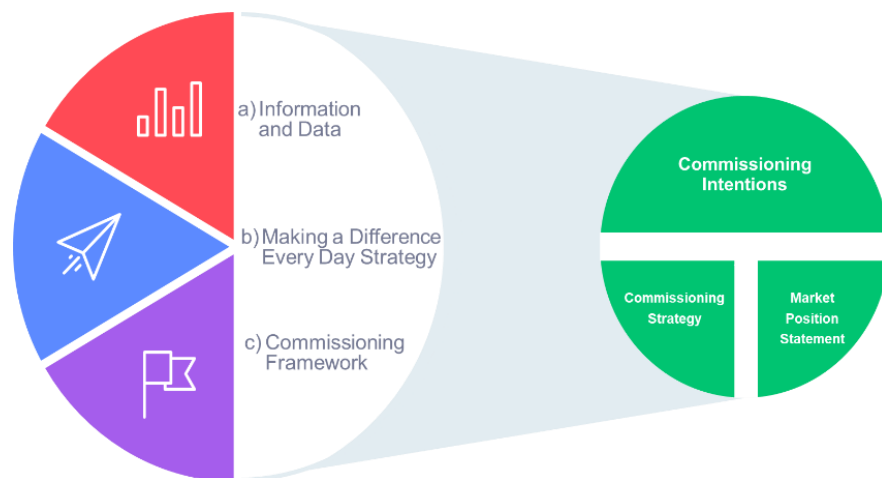
**“Making a positive difference every day,  
supporting you to live as full and safe a life as  
possible and make informed choices.”**

## Background

This document was first co-produced in 2022 following our first Kent Care Summit. It describes our ambitions for services paid for by the local authority and services paid for by the individual themselves (self-funders). This document describes:

- how we will create person-centred and flexible care and support options
- how we will address the challenges and opportunities adult social care faces

The scope of this document is for Adult Social Care and Health (ASCH). Reference has been made to services and partners we work in collaboration with, outside and within the Council. Public Health, Integration and Children's directorates, hold their own commissioning intentions, which complement this document.



## Purpose

The purpose of this document is to describe our shared outline commissioning intent within Kent and our values, aspirations and expectations. This document does not sit on its own and is designed to be read and understood in the context of the delivery of '[Making a difference every day: Our strategy for Adult Social Care 2022 – 2027](#)'. Our commissioning intentions translates our strategy into 'what' and 'how' we intend to deliver our vision, using evidenced based information and data resources, such as [The Kent Joint Strategic Needs Assessment](#), to support the future planning of services.

Our commissioning framework ensures we build strategic partnerships with our providers, through earlier engagement, more consistent and proactive commissioning practice and a stronger focus on co-designing services, underpinned by our Council commissioning principles.

We know that by working together, we can build a healthier a more resilient Kent; supporting people to live independently and well, providing high quality, joined up care. We do this by ensuring people are at the heart of what we do, and the focus is on what matters to them. Our priority is to work together with our partners to drive the best possible outcomes for people in Kent, now and in the future, allowing us to make a difference every day.

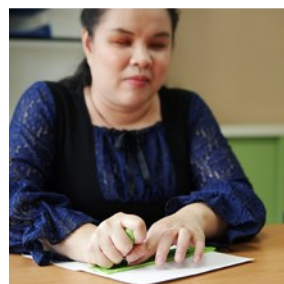
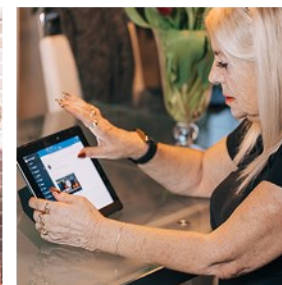
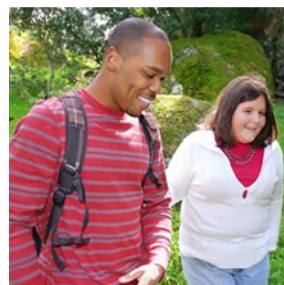
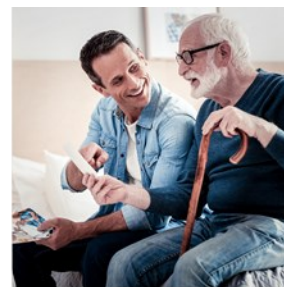


## Working in partnership and collaboration

We have reviewed and updated this document in partnership and collaboration with health colleagues, together with feedback received from people we support, their carers, Kent residents, our care market providers, partners and our workforce. A delivery plan and [market position statements](#) support this document to communicate our direction of travel, and both our expectations of and promises to current and future providers and suppliers, as well as our responsibilities to develop sustainable workforces.

The successful delivery of this vision relies on continued partnership working and co-production with people with lived experience and suppliers and providers have the opportunity to adapt their delivery model as required, to help to shape their business plans.

The updates reflect the change we see within Kent's landscape, in terms of our partnerships, financial position, structures and developments. It provides assurance to our care markets and people of Kent, as to how we are progressing what is important to them. This document will continue to be a live document and will be updated to reflect any changes.



## Context

### National strategy

The government announced a long-term vision for delivering adult social care in England that aims to put people and families at its heart. The government's 'People at the heart of care' white paper and the Build Back Better plan for health and social care outline a 10-year vision for care and support.

The full [white paper is available to view on the gov.uk website](#) and how we plan for the future and work together with health and care colleagues, to reshape local government and local public service delivery for the benefits of our residents and businesses, is detailed within:

- [English Devolution White Paper](#)
- [A roadmap for reforming care and support in England](#)
- [Kent and Medway Integrated Care Strategy : Kent & Medway ICS](#)



## Local strategy

- [Framing Kent's Future](#) is our top-level strategy for 2022-2026. It sets out the priorities that we will focus on over the next four years, to tackle the challenges and make the most of the opportunities that the county is facing and improve the way we design and deliver our care and support services.
- The Council has set out several commitments in [Securing Kent's Future](#) to mitigate spending growth and identify deliverable savings.
- '[Making a difference every day: Our strategy for adult social care 2022 – 2027](#)', is a person-centred strategy, and the core principles focus on:
  1. Putting the person first
  2. Improving all the time
  3. Measuring what matters

During 2024, we have been [reviewing our strategy](#) during in person roadshows, which includes working with partners and people who draw on care and support, to capture:

- What people have told us is important to them
- How people expect to be treated
- What people expect to access
- Report progress we have made



## Statutory duties

- The [Care Act 2014](#) provides the legislative context for adult social care, the Department of Health and the Care Quality Commission, setting out the duties and responsibilities for market development and management thereof, working in line with the principles of 'Prevent, Reduce, Delay', for people to access the right support, at the right time.
- [Market position statements](#) contain information on: the local authority's direction of travel and policy intent, key information and statistics on needs, demand and trends, information from consumer research and other sources about people's needs and wants, information to put the authority's needs in a national context, an indication of current and future authority resourcing and financial forecasts, a summary of supply and demand, the authority's ambitions for quality improvements and new types of services and innovations, and details of, or cross-references to; the local authority's own commissioning intentions, strategies and practices.
- A new Care Quality Commission (CQC) assurance process for Adult Social Care functions, is now live for all local authorities. The CQC will visit local authorities to assess how well local authorities are performing against their duties under Part 1 of the Care Act 2014.



- From 24 February 2025, the [Procurement Act 2023](#) aims to enhance the way that public procurement is regulated in England, introducing changes to improve the way that goods, services, and works are procured for the public sector. This will be to the benefit of contracting authorities, residents and taxpayers, and suppliers.
- [The Kent Joint Strategic Needs Assessment](#), is a statutory requirement to regularly assess health and wellbeing needs of the population. The Council access this collection of data resources, tools and reports that give local planners robust information on the local population and evidence to support future planning of services to best fit local need.
- A fundamental shift in the way we arrange support and the type of care and support available, is therefore required to ensure we can address the challenges and opportunities we collectively face.
- “We will ensure that services are organised and delivered to get the best possible health and wellbeing outcomes for people of all ages and communities” <sup>1</sup>.

### **What does this mean for adult social care in Kent?**

- As people in the UK live longer, the need for assistance from the adult social care sector grows. This means a larger social care workforce is needed to meet demand, and how social care is funded, needs to change accordingly.
- The Council relies heavily on third-party providers to deliver the majority of its adult social care services. However, the market is facing extraordinary challenges including workforce shortage, cost pressures and sustainability. We cannot expect that the market will continue to be able to meet increasing social care demands in the same way they always have.

1. [Time to act: A roadmap for reforming care and support in England](#), ADASS, Association of Directors Adult Social Services. Anna Dixon and Kate Jopling 2023.

## Our care market

### Overview

Social care and health services face several significant challenges in the years ahead, as the population is living longer and with more complex needs, increasing demand on the health and care sector. We are committed to maintaining and improving high quality services in Kent, despite the challenges faced by all public sector organisations.



\*Data source 2023/24

In Kent we spend approximately **£734m** with commissioned services for younger and older adults, using both internal and external providers.

We received over **178,175** completed contacts each year regarding social care support or advice, and we support on average **53,620** people every year with a care package and thousands more through equipment, technology and the voluntary sector.

### Market Development Team

This team is creating new models of care, so that people who draw on care and support in Kent have more choice and control about how their needs can be met. The team works in local communities to understand the care that people want and works with others from those communities who would like to deliver it. Potential providers of these new small businesses or "Micro Enterprises" are supported through an accreditation programme and are assisted in accessing available funding or training they may need. Please contact [adultscommissioning@kent.gov.uk](mailto:adultscommissioning@kent.gov.uk) for more information.

### Market Support Team

This team supports the Kent care market to drive quality in care and safeguarding improvements to ensure the best outcomes are delivered to Kent residents. We create opportunities to gather, co-ordinate, analyse and report feedback from people we support, their families, unpaid carers, and other key

stakeholders. We build supportive, collaborative relationships with providers; sharing and showcasing good practice where we see it and supporting providers to develop, implement and review quality improvement action plans targeted at improving the quality of care delivered in Kent. Please contact [adultscommissioning@kent.gov.uk](mailto:adultscommissioning@kent.gov.uk) for more information.

### **Workforce development support**

- Joint health and social care workforce roles support care sector engagement and provide ongoing training, support, resources, and recruitment initiatives to registered managers across all care sectors. This is invaluable to keep care markets up to date on current initiatives and legislation, provide training and develop peer networks.. [You can find out more here.](#)
- [The Making Every Contact Count approach](#) encourages health and social care staff to use the opportunities arising during their routine interactions, to have conversations about how they might make positive improvements to their own health or wellbeing to support a healthy lifestyle within the workforce.

### **Market engagement**

- We continue to work in collaboration and partnership with communities and partners, to develop relationships and build trust across the sector. We are co-designing future models, which includes, helping providers with

their digital care sector journey and building community assets. We are committed to seeking innovative ways of working to ensure the best outcomes for people.

- We use a variety of mediums to engage with our markets which includes, social media platforms, sharing information resources, targeted communications and in person events.

### **Social Care Involvement Officers**

- Our public facing social care involvement officers who have a mix of direct and indirect lived experience, play a vital role in delivering our Adult Social Care Strategy. They champion co-production and help build stronger relationships with local community groups. They run social care involvement groups across Kent to host ongoing dialogues with people with lived experience of care and support, including unpaid carers. As part of the wider Involvement and Information team, they conduct community listening activities, link people together and provide useful information. They also work closely with local community leaders, partner organisations and social care staff in a variety of ways. The team is inclusive and innovative in its approach. Please contact [involvementandinfo@kent.gov.uk](mailto:involvementandinfo@kent.gov.uk) for more information.

## How adult social care representatives have informed our approach

### Kent Care Summit 2023

In June 2023 we hosted the second annual Kent Care Summit. This in-person event further built on our first care summit conversation to enable delegates to explore and share how **co-production and innovative adult social care** can improve people's lives in our communities.

The event provided an opportunity for adults who draw on care and support, carers, the care workforce, system leaders, commissioners, providers and community organisations in Kent to join up and work together.



## Kent Care Summit outcomes

### 1 Sharing power as equals

- Co-production
- Listening to what matters
- Strengthen the voice of carers and advocates
- Making things accessible to all

### 2 Communities where everyone belongs

- Proactive services which put the person first
- Promoting direct payments
- Better links between community services

### 3 Living in a place we call home

- Focus on choice and place
- Providing a variety of housing options
- The right support across the whole County
- Build relationships with District Councils and Housing partners

### 4 More resources better used

- Holistic and collaborative approach
- Sharing info and records
- Develop community assets

### 5 Leading the lives we want to live

- Giving people options, control and power
- Sharing lived experiences
- Matching services to a person's needs and wants



## Our Charter of Expectations

People rightly have expectations of what we do as commissioners, therefore, we have a co-produced charter of expectations. Commissioners will take these into account during their commissioning activities and be able to evidence where they are taking these considerations into account – moreover, there must be clear evidence of coproduction and engagement with those that would be affected by the service and/or provision.

### Our charter

- ✓ Respect us and be kind
- ✓ Include and accept us
- ✓ Listen, understand, and act upon what we say
- ✓ Be honest and trust each other
- ✓ Support us to grow and learn from our experiences
- ✓ Let us lead and make decisions



## What have we achieved so far?



### Your Voice Network

This is a virtual network of people that are interested in social care or are experts by experience and have accessed support previously. People can visit [www.kent.gov.uk/yourvoice](http://www.kent.gov.uk/yourvoice) to register.



### Adult Social Care Community Teams

Twenty-four new teams have now been established so that social care practitioners can join up and share skills and experience to enable an improved experience for people that need adult social care support.

## Small Good Stuff Directory



We worked with Community Catalysts to develop our **Community Micro – Enterprise** offer across Kent. Our Market Development Team make sure that people who need care and support to live their lives, can get help in ways, times and places that suit them. Our team works in local communities to understand the care that people want and works with others from those communities who would like to deliver it. Visit the [Small Good Stuff website](http://Small Good Stuff website)

## Kent Connect to Support



This website is the best place to go for social care information and guidance on how to stay independent and access help and support in the community. [Visit Kent Connect to support](http://Visit Kent Connect to support).

## Carers



The Carer Strategy Group harnesses pre-existing carer forums which are run by the carer voluntary organisations and aims to build on these to maximise the ability to draw on the views, experience and learning of carers across Kent.

The Carer Forums utilise pre-existing groups which are supported by carer voluntary sector organisations. The Involvement Team are supporting the groups to reach into local areas to ensure that the whole carer community can be better represented. [Read our Carers Strategy.](#)

## Self – Directed Support



Empowers the person to have flexibility over when and how support is accessed, to not only encourage the person to live their lives as independently as possible, but more importantly enables them to live the life they choose.

You can find out [on Kent Connect to Support.](#)



## Financial assessment estimator tool

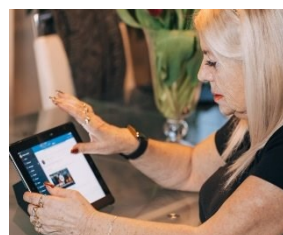
This tool gives you an idea of how much people may need to pay. Access the estimator online on the [Kent County Council website.](#)

## Digital Inclusion



Digital Kent is working to improve digital inclusion and capabilities in the county of Kent. Formed by Kent County Council in 2021 and part of the Helping Hands scheme and Financial Hardship programme, the Digital Kent service has been created as a response to the COVID-19 (Coronavirus) pandemic. [Find out more about Digital Kent.](#)

## Technology Enhanced Lives



This work has been carefully co-produced to include people with lived experience of social care and accessing technology to enhance their lives to ensure a was secured which would support the benefits to health, wellbeing and independence for the people that will use future services.

[Find out more about Technology Enhanced Lives.](#)

## How our commissioning arrangements are currently organised

### Commissioning Purpose

The nature of Commissioning is to continue to strive to effectively design, manage and deliver care and health pathways. We seek or support areas that require improvement, review and/or problem solving in accordance with our ever-changing Kent landscape. Our commissioning arrangements aim to support high quality services, making the best use of intelligence, evidence and available technology, creating a culture of learning and adapting to improve what we do.

We support the voice of local people, collaborate effectively with external stakeholders, gain a deep understanding of the need and target resources effectively to empower individuals and communities to meet their needs, with support from services as required. We focus on the benefits for the people, places, and populations, with the individual person at the heart of the approach.

Through all commissioning activity, we will expand on the [commissioning cycle](#) approach and aspire to achieve best value. We will work with providers to deliver high quality, efficient and cost-effective services and consider the economic, environmental and social value of the services available for the people who draw on care and support.

We work together across teams to ensure the effective commissioning and procurement of services and efficient use of Council resources, to ensure the best outcomes for people are obtained.

### Our commissioning cycle





## Commissioning Framework and Principles

Our commitment is to reshape our commissioning practice to ensure we build strategic partnerships with our providers, through earlier engagement, more consistent and proactive commissioning practice, and a stronger focus on co-designing services. This includes a focus on commissioning practice and an immediate need to look at key areas of activity that continue to place significant pressure on the Council's budget, and to test out more efficient and effective ways of meeting these demands.

The following principles have been developed to underpin how we undertake our commissioning within the Council. These principles are intended to act as a guide for our commissioning activity and create a consistent approach across the Council.



- 1. Our commissioning is based around a solid understanding of legislative and statutory requirements.**
- 2. Our commissioning is based around a solid understanding of legislative and statutory requirements.**
- 3. We have a sound understanding of our stakeholders and evidence of need.**
- 4. We engage with our partners in our co-design process and understand the opportunities for collaboration.**
- 5. We are open-minded about how we best achieve our outcomes.**
- 6. A robust planning approach means that we have built in sufficient time to influence the outcome or can respond quickly to new opportunities.**
- 7. A commitment to a robust assessment of cost and demand to enable sustainable commissioning.**
- 8. We seek out opportunities for innovation through business process transformation and technology.**

## Commissioning expectations and aspirations

Our commissioning expectations and aspirations, demonstrate our commitment as to how we will work with partners and communities to deliver high quality and best value to people within Kent. Our direction of travel outlines how we are working as a Council and how we expect to work with and influence others, to shape our care and support offer, to ensure effectiveness and efficiency. “We will ensure care and support enables people to flourish and live life to the full.”

### Equalities



Give 'due regard' to promoting equity and equality, eliminating discrimination for people and staff when planning, commissioning, changing or stopping services and seek opportunities to foster good relations between different communities.

### Listening and coproducing



Co-production is key and must happen on all levels, individual, service and strategic. We listen and learn from people, ensuring they are involved as equal partners in designing their own care and support and we continually use feedback and co-production to inform decision making.

## Raising awareness in communities



Work with charities, groups or Kent residents, to support people who are not known to Kent, to support their independence to stay within their own homes and signpost them to available care and support options to encourage and empower people to improve their health.

### Support for unpaid carers



Provide more support to carers and continue to campaign for unpaid carers, defining and structuring person-centred support.

### Market shaping and provider support



Support for providers to deliver services, develop their business, and provide high quality services, alongside the market shaping and sufficiency response needed for the whole population.

Ensuring government guidance around market sustainability and fair cost of care is observed.

## Innovation



We will challenge and influence partners and communities to achieve a whole system approach to health and social care integration, including the innovative use of resources and maximising digital solutions to manage demand through the prevention, reduction and delay in the need for social care support. We will use 'innovative sprints' to test new ideas and concepts connecting closely with our communities so their voices are heard.

## Partnership and integration



People experience more collaborative support with better coordination and co-production between providers and partner organisations. We will become an integral part of the Kent and Medway Integrated Care Board and continue to work closely with District and Borough Councils, housing partners and provider alliances to understand and support the diverse needs of our communities and ensure consistency across the County.

## Workforce and careers in social care



Showcase career development opportunities and educate the workforce in their broader choices, in choosing a valued career. This includes a shift in culture and values within our own workforce and

population to enable us to accelerate into a renewed focus on inclusion and diversity and enable high performance.

## Social value



Social value is a critical part of any tendering activity and subsequently, contract management. The Council's Commissioning Teams and Commercial and Procurement Division will work in partnership with the Council's supply base, to identify the potential for providers to deliver services, while supporting our social value priorities. This will include working together to help develop our communities, support local and fair employment, grow the local economy, and deliver environmental sustainability.

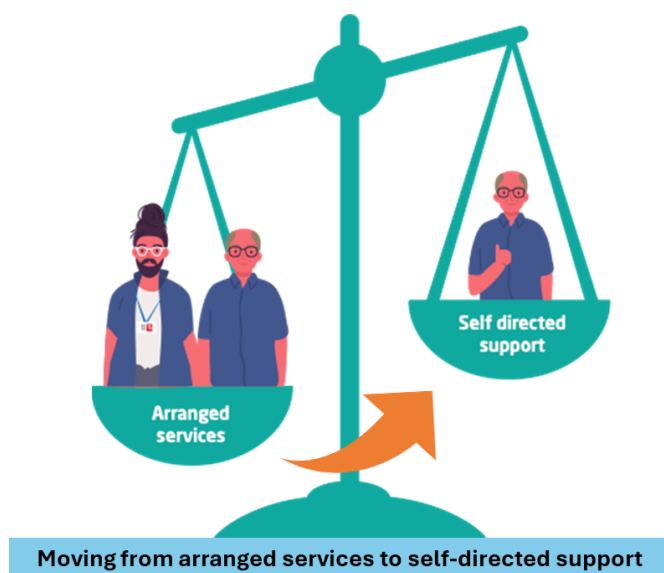
## Future Opportunities

### Future state

Our shared ambitions described within our strategies, will mean a huge shift from how care and support is currently arranged and delivered, to give people more choice and control over the support they receive to meet their eligible needs.

This will start with more people being offered direct payments with the right support mechanisms in place, to ensure they have the choice and control to arrange their own support.

There is still a need for our current providers, but we cannot expect that they will continue to be able to meet increasing social care demands in the same way they always have.



## Provider Relationships

Providers need to recognise that our commissioning approach will need to change, so we focus more on the needs of people who draw on our services and offer them a variety of support options. The best support option for a person will not always be to buy a service from the market, as we have historically done.

The Council will ensure a more flexible approach to contracting, to offer people choice and control. We will need to change our relationship with local businesses, voluntary and community sector partners and registered care and support providers across Kent to ensure services can be reshaped. We will continue to build strong partnerships across Kent and ensure services are co-produced to keep the person at the heart of everything we do.

Providers will need to reflect on how to make themselves accountable to the people they work with, and the systems required to enable people to have choice and control. We will all need to move away from measuring the use of services and resources to measuring the outcomes that matter to people.



## Sustainable commissioning programme

As a Council, we will always be commissioning and procuring a range of care and support options, for current and future people who use our services.

We hold contractual arrangements with a range of providers, and we have recommissioning programmes in place across portfolios, to support the delivery of our commissioning intentions. All commissioning opportunities are advertised via our [Kent Business Portal](#).

Our delivery plan intends to build on our outcome-based commissioning approach, to change mindsets and culture and ensure people have greater control over their care and support.

## Future operating models

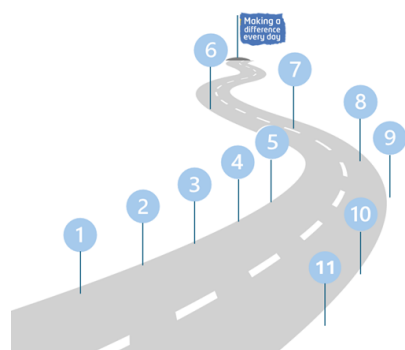
We will continue to review our whole Council resources, in accordance with Securing Kent's Future and its development of the Authority Strategic Business Plan for 2024/25. We must ensure there is a focus on the further transformation of the operating model of the Council to drive behavioural and culture change across all services and strengthen management accountability.

Our commissioning model must be adaptable, agile, responsive and fit for the future to meet the Council's and Kent residents, current and future needs.



## Commissioning intentions

Through all our listening and co-production, we have designed



the following commissioning intentions to support the delivery of our shared, future ambitions and help people to make decisions about their care and support.

These will be developed via our market positions statements and delivery plans:

1

**Prevention We are:** Working in an integrated way and co-producing a sustainable and meaningful approach with system partners. Our 'Prevention Framework' sets out our approach and strategic direction for Kent County Council – Adult Social Care, for achieving prevention support and activities, to promote wellbeing and work with partners to prevent, reduce and delay the need for care and support, in accordance with The Care Act 2014.

2

**Awareness and Information We will:** Ensure information is available to all who need it and when they need it, and people understand what services are available to them and how to access them. Our [Kent Connect to Support](#) resource offers online support to answer common questions, provide information and

advice to help people look after themselves to stay independent and connected.

3

**Integrated Services We are:** currently reviewing and recommissioning a number of services to improve them for the future. This includes a transformation programme for public health services, recommissioning of domestic abuse services and review of wellbeing services. We continue to invest additional funding received to enhance and increase health outcomes for local residents, which includes smoking, substance misuse and young families.

4

**Technology and Data We will :** Continue to create collaborative forums with local technology providers and retailers to identify cutting edge technology and share good practice across the care sector. Emergent digital devices present many opportunities for much greater data-driven care, which will allow us to do more predictive modelling, provide advanced warning and intervention planning. The primary aim is to prevent problems before they arise, such as reducing falls and hospital admissions and supporting people and carers to remain independent. Ensuring an outcome-based approach that matches the needs, aspirations and capabilities of individuals with [appropriate technology enabled care products and services](#).

5

**Wellbeing. We are:** Working with Partners such as Public Health to assess and forecast the health and wellbeing needs of the adult population through [The Kent Joint Strategic Needs Assessment](#), which is a statutory requirement to regularly assess health and wellbeing needs of the population. This will identify key health and care priorities and helps to focus commissioning, to improve the physical and mental health and wellbeing of individuals and communities that enable a good life. People will experience positive person-centered support which promotes their wellbeing and allows them to focus on what really matters to them.

6

**Communities We will:** Continue to build on the development of resilient, vibrant and well-connected communities. “We all want to support people to live in the place they call home with the people and things that they love, in communities where we look out for one another, doing things that matter to us”<sup>1</sup>. We will play a key role in making connections in our local communities between a wide range of public, private, voluntary and community organisations, including micro-enterprises that all work together in supporting people to be well, safe and independent and utilising our social care involvement officer roles. This will involve locally adopted arrangements and offering support beyond traditional services and ensuring values services and adopting a locality-based approach to commissioning. Working with

diverse services such as those offered via our [Growth, Environment, and Transport](#) Directorate, will ensure community-based services keep people protected, educated and enriched; and our commitment to investment and enterprise for businesses, enables a thriving economy for the benefit of all. Building a vibrant civil society is described more in the Kent County Council’s Civic Society Strategy 2021 – 2024.

7

**Self-Directed Support We are:** Focusing on how we support people to have a greater influence over the care and support they receive within a range of settings and how people can be involved in the joint development of their creative care and support plans and solutions. Choice and control and [self-directed support](#), must apply to all forms of support– including personal budgets, support at home and housing with support. It is recognised that direct payments are one of many mechanisms which offer greater flexibility over how care and support is delivered, and are therefore a mechanism to achieving choice and control for the person and supporting them to live a glorious ordinary life. A managed account offer will be developed to support those who would benefit from a direct payment, but do not feel that they are able to manage the financial processes on their own.

8

**Alternate Models of Care We will:** “Ensure care supports people’s independence and allows them to have real choice and control over the things that matter, enabling them to live healthier, happier, and more fulfilling lives in the place that they choose”<sup>1</sup>. Creating an alternative approach to traditional commissioned services and giving people more choice and control about the care and support they receive through both support at home, and support getting out and about in the community. Our [Community Micro-Enterprises \(CMEs\)](#) and Market Development Team, are examples of our alternate models of care offers, which are developed within local communities and creates and supports small, local businesses that offer services to people, in ways, times and places that suit them.

9

**Brokerage We will:** host a joint brokerage team and employ and manage all staff who arrange all care and support on hospital discharge other than where there is NHS Continuing Health Care Fast Track. Services and placements to facilitate hospital discharges are currently arranged by workers within Health and within Social Care. Services arranged by Health are often spot purchased which leads to a fragmented approach, increasing overall costs to both organisations, and undermining the work undertaken to shape and oversee the wider market.

10

**Accommodation Based Support We will:** Continue to work with housing partners and the wider system, to ensure lifelong living and independent housing is developed to support people. Where possible, we will support people to continue to live in their own homes and if people have to move from their original home, a good choice of accommodation and support should be available. Moving forward, accommodation-based support will be able to support people with more specialist needs. People should always have somewhere they can call a home. We want people to live in a place which is best for them and keeps them safe, recognising that good housing is the bedrock of good health.

11

**Environmental We are:** Taking responsibility to make sure environmental risks and opportunities are managed positively to deliver the best health outcomes, and ensuring our use of natural resources is minimised for the benefit of future generations and extending our environmental commitments to all commissioned services and providers. We place significant value on Kent’s rich and diverse natural environment and have made formal commitments to reduce our overall impact on the environment, achieve net-zero emissions, and plan and adapt to a changing climate.

1. [Time to act: A roadmap for reforming care and support in England](#), ADASS, Association of Directors Adult Social Services. Anna Dixon and Kate Jopling 2023.



## People's stories



**Ben** lives with his mum, Beryl. Beryl is awaiting an Occupational Therapy assessment due to her mobility and epilepsy. Ben does not feel he can leave mum as she is reliant on him for help in and out of bed, around the bathroom and moving around the house. He also is also on hand whilst she showers, he undertakes all household tasks.

Ben now has a carer [Direct Payment](#) which he uses for support with housework or gardening.



**Beccy and Jim.** Beccy's husband, Jim is struggling with his caring role due to his own health needs. Beccy has weakness in her left side following a stroke several years ago and has a morning and evening call. Previously, Jim prepared lunch, reassured Beccy when she became anxious and provided a lot of daytime care. Involve and Crossroads raised referrals for a carer assessment to introduce a sitting service.

To support Jim, an additional midday call will be provided and domestic support to help Jim worry less about Beccy and to help him to stay well.



**Derek** is in his eighties and lives with Dementia. Derek's wife, Anne, supports him and they have a son who lives close by. Derek has started to frequently wander without purpose in the day and of a night. After wandering Derek fell and was admitted to hospital. As part of his discharge home the Hospital Technology Facilitator discussed the use of technology to support Derek's wife to maintain her caring role.

A movement sensor was given to support Anne. The movement sensor was placed downstairs by the front door and would alert Anne in the event of him getting up during the night. This enabled Anne to get quality sleep and was the least restrictive solution to locking doors.

[In the event Derek tried to leave the property Anne would be notified through the pager alarm and would be able to assist, reassure and support him.](#)

### Watch our videos on how we are supporting people with:

- [Using direct payments](#)
- [Direct payments and employing a personal assistant](#)
- [Micro enterprises](#)

## Bibliography

**Time to act, A roadmap for reforming care and support in England**, ADASS, Association of Directors Adult Social Services. Anna Dixon and Kate Jopling 2023  
[www.adass.org.uk](http://www.adass.org.uk)

**Making a difference every day**: our strategy for adult social care, 2022 – 2027 – Kent County Council, Adult Social Care and Health [www.kent.gov.uk](http://www.kent.gov.uk)

**Framing Kent's Future** – Kent County Council  
[www.kent.gov.uk](http://www.kent.gov.uk)

**The Kent Joint Strategic Needs Assessment**, Kent Public Health Observatory [www.kpho.org.uk](http://www.kpho.org.uk)

**Adult Social Care Commissioning Market Position Statements** 2021-26 [www.kent.gov.uk](http://www.kent.gov.uk)

**People at the Heart of Care**: adult social care reform white paper, Department of Health and Social Care, 1 December 2021 [www.gov.uk](http://www.gov.uk)

**English Devolution White Paper**, Housing, Communities and Local Government, 16 December 2024 [www.gov.uk](http://www.gov.uk)

**Kent and Medway Integrated Care Strategy**, Kent & Medway ICS [www.kmhealthandcare.uk/about-us/vision-and-priorities](http://www.kmhealthandcare.uk/about-us/vision-and-priorities)

**Procurement Act 2023** [www.gov.uk](http://www.gov.uk)

## Websites referenced

- **ADASS – Association of Directors of Adult Social Services**  
[www.adass.org.uk](http://www.adass.org.uk)
- **Community Catalysts – Small Good Stuff**  
[www.communitycatalysts.co.uk/smallgoodstuff](http://www.communitycatalysts.co.uk/smallgoodstuff)
- **Gov.uk**
- **Kent Connect to Support**  
<https://kent.connecttosupport.org>
- **Kent County Council Adult Social Care and Health**  
[www.kent.gov.uk/careandsupport](http://www.kent.gov.uk/careandsupport)
- **Kent Public Health Observatory**  
<https://www.kpho.org.uk/>
- **Kent Business Portal**  
<https://www.kentbusinessportal.org.uk/>
- **The Institute of Public Care**  
<https://ipc.brookes.ac.uk/>

## How to get in touch

### Adults Commissioning contact details

[adultscommissioning@kent.gov.uk](mailto:adultscommissioning@kent.gov.uk)

- Care and support in communities
- Intermediate care, discharge and care support prevention
- Learning disability, physical disability and mental health accommodation
- Care in the home and independence
- Older persons accommodation
- Supported accommodation

### Integrated Commissioning contact details

[integratedteam@kent.gov.uk](mailto:integratedteam@kent.gov.uk)

- Prevention and public health services
- Domestic Abuse
- Wellbeing services

### Children's Commissioning contact details

[ccbussinesupport@kent.gov.uk](mailto:ccbussinesupport@kent.gov.uk)

- Accommodation and Support
- Community Resilience
- Strengthening Independence Service
- Inclusion and SEND
- Post-16 Transition
- Joint Commissioning/Joint Funding

### Social care email and website

[social.services@kent.gov.uk](mailto:social.services@kent.gov.uk) or see our website at:  
[www.kent.gov.uk/careandsupport](http://www.kent.gov.uk/careandsupport)

### Kent Connect to Support

The Kent Connect to Support website provides you with information and advice to help you (or a relative or a friend) look after yourself, stay independent and connect with your local community. [kent.connecttosupport.org](http://kent.connecttosupport.org)

### Telephone our contact centre

For non-urgent telephone calls, please contact us Monday to Friday between 8.30am and 5.00pm.

Telephone: 03000 41 61 61 .

Text Relay: 18001 03000 41 61 61

### Alternative formats

This information is available in alternative formats and can be explained in other languages.

Telephone: 03000 41 61 61 or

Text Relay: 18001 03000 41 61 61