



New Carers Hub Contract - Answering Frequently Asked Questions - March 2025

At the beginning of March, we will be starting a new contract with the council to deliver Carers Hub services. We're sure you might have some questions about what this might mean for you as a professional:

Why is there a new contract?

We came to the end of the previous carers hub contract and were successful in retaining the contract via a retendering process.

What changes does this mean for services?

Adult carers will continue to be offered carers contact assessments and the opportunity to get a carers card and access universal carers services, however some of our specialist services are changing. The reablement project that matched carers with a volunteer to learn a new skill is becoming a more general volunteer service so that volunteers can support all parts of our organisation and services. There will be more opportunities for groups and wellbeing activities. There has been an impact on Carers Hub services from The Alzheimer's Society, who will have less capacity to deliver support as part of the hub.

Young Carers services will now be available for children aged 5 and up, and to sibling carers however all young carers referrals will continue to be assessed by the young carers team before services are offered, this can range from 1:1 support through to a referral to an appropriate service.

What will stay the same?

Adults will be able to book in for a carers contact assessment, as well as sign up for coffee mornings, activities and wellbeing groups providing their cared for person lives within the city of Brighton and Hove. The specialised services for carers of people with mental health challenges, carers of people with life limiting illnesses, working carers and carers of people caring for someone with learning disabilities. Our outreach, engagement and carers voice work will also continue including our Primary Care link work improving support for carer at GPs and Pharmacies.

How do I refer someone to your services?

For adults you can refer via our professional referral form [here](#), or adult carers can [self-refer](#). For young carers you can refer via our referral form [here](#). It's important to ensure that the family and young person are aware that you plan to refer them. We can support young carers aged 5-17 years old. This service is for young people with either a significant and substantial caring role for a family member and/or is significantly impacted by the health needs of the cared for person. We can't provide general youth worker services or counselling services. The core reason for referral must be the young person's caring role. There may be a wait for services.

I referred a young carer for sibling support under the old contract, what will happen with that referral?

We have a significant waiting list of sibling carers. The young carers team are prioritising allocating services to children who are on the waiting list. New sibling carer referrals will be added to the waiting list. We estimate that newly referred sibling carers will be assessed within 6 months.

Who can I contact if I have more questions about the changes in service?

You can send an email to info@thecarerscentre.org or contact us on 01273 746222.



www.thecarerscentre.org

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