
City of Bradford Metropolitan District Council

**Bradford and District Residential and Nursing Care Homes Provider
List**

Reference: BMDC/DN420609

5.4 BROKERAGE PROCESS

APPENDIX 5.4 - BROKERAGE PROCESS

The Applicant should also refer to the Standard Conditions of Contract in Provider List Document 3, Provider Contract.

Additional Definitions within this Appendix

Brokerage Information Requirements	means the form detailing key information about the Provider and care home used when identifying potentially suitable care homes for a Person.
Brokerage Process	means the process for making new care home placements as set out in this appendix
Brokerage Team	means the Support Options Care Home Brokerage Team
Person	means the person requiring a care home placement
Social Care Placements	means care home placements where payments are made by the Council.

Introduction

1. The Brokerage Process for care homes has been introduced to improve people's experience of finding care home placements. The Council, NHS and Providers will work in partnership to ensure the effectiveness of the Brokerage Process.
2. All new Social Care Placements will be made through the Brokerage Process.
3. The Provider will fully engage with the Brokerage Process as set out below.

Care Home Information

4. The Provider will fully complete the Brokerage Information Requirements form within one week of the form being issued to the care home.
5. The Provider is responsible for updating the Brokerage Information Requirements form if changes are made to the care home, the service it provides and its rates.
6. The Provider will ensure that vacancy information is up to date on Capacity Tracker at all times.

New Long-Term and Respite Placements

7. Where the Brokerage Team has identified a Care Home as being potentially suitable for a person, a referral will be sent to the Provider via the Connect to Support platform during office hours. Referrals sent via Connect to Support will include:
 - a. Social Work Assessment
 - b. Details of any key information or preferences shared by the person (and where relevant their family / carer / representative)
8. The Provider will respond within two working days to confirm:
 - a. They are able to accept the placement (subject to any final assessment requirements).
 - b. They are not able to accept the placement and the reasons why.
 - c. They require further information in order to make a decision.
9. The details of all care homes that have responded to confirm they are able to accept the placement will be shared with the person (and where relevant their family / carer / representative) for decision.
10. The Brokerage Team will confirm with the Provider the intention to either proceed with the placement, or if the decision was made to choose a different care home.
11. Where a placement is being made the Provider will receive confirmation of:
 - a. The rate for payment
 - b. Any agreed top-up payment to be made by a third party
 - c. An estimated start date
12. Once confirmation has been received, the Provider may carry out their own assessment or similar with the person prior to formally accepting the placement.
13. The Provider will agree a start date for the placement with the Brokerage Team and the person (and where relevant their family / carer / representative). The Provider will work to ensure placements are able to start as soon as reasonably possible and will not unduly delay admission.
14. All placements made by via the Brokerage Process will be paid the gross cost of the placement, excluding third party top up payments.

New Discharge to Assess Pathway 3 Placements

15. When the Brokerage Team receives a request for a Discharge to Assess Pathway 3 Placement they will send a referral to all suitable Providers with vacancies via the Connect to Support platform during office hours. Referrals sent via Connect to Support will include:
 - a. Home First Assessment (via the Social Worker or CCO)
 - b. A list of medication

16. The Provider will respond within 12 hours (or where referrals are received after 5pm, by 12pm noon the next working day Monday to Friday) to confirm:
 - a) They are able to accept the placement, based on the information supplied in the Home First Assessment
 - b) They are able to accept the placement but wish to also conduct their own assessment of need in the hospital.
 - c) They are not able to accept the placement and the reasons why.
17. Should further information be needed in order to make a decision, the Provider should contact the Brokerage Team within 3 office / working hours of the referral appearing on Connect to Support.
18. The Brokerage Team will update all relevant systems and initiate the completion of the placement checklist with the person/or their responsible person.
19. The details of all care homes that have responded to confirm they are able to accept the placement will be shared with the person (and where relevant their family / carer / representative) for decision.
20. The Brokerage Team will confirm with the Provider the intention to either proceed with the placement, or if the decision was made to choose a different care home.
21. Where a placement is being made the Provider will receive confirmation of the rate for payment (this is typically the standard DTA rate, unless additional 1:1 support is needed, or the placement is an exception (see point 24 below).
22. The provider will confirm acceptance of the placement and inform the Brokerage Team of the start date on Connect to Support. Note that we do **not** confirm an end date for a DTA placement – unlike a long-term placement there is no notice period.
23. Should the Provider wish to conduct their own assessment, this must take place within 24 hours of accepting the referral
24. In the event that no provider is able to pick up the package, the Brokerage Team will inform the Social Worker / CCO who will agree the next homes that can be approached – this may be via an Exception and outside the DTA provider list.

New Short Term Support Placements

25. When the Brokerage Team receives a request for a Short Term Placement they will send a referral to all suitable Providers with vacancies via the Connect to Support platform during office hours. Referrals sent via Connect to Support will include the Home First Assessment.
26. The Provider will respond within 12 hours (or where referrals are received after 5pm, by 12am noon on the next working day Monday to Friday) to confirm:
 - d) They are able to accept the placement.
 - e) They are not able to accept the placement and the reasons why.
27. Should further information be needed in order to make a decision, the Provider should contact the Brokerage Team within 3 hours of the referral appearing on Connect to Support.

28. The Brokerage Team will update all relevant systems and initiate the completion of the placement checklist with the person/or their responsible person.
29. The details of all care homes that have responded to confirm they are able to accept the placement will be shared with the person (and where relevant their family / carer / representative) for decision.
30. The Brokerage Team will confirm with the Provider the intention to either proceed with the placement, or if the decision was made to choose a different care home.
31. Where a placement is being made the Provider will receive confirmation of:
 - a. The rate for payment
 - b. Any top ups
32. The provider will confirm acceptance of the placement and inform the Brokerage Team of the start date on Connect to Support.
33. In the event that no provider is able to pick up the package, the Brokerage Team will inform the Social Worker / CCO who will agree the next homes that can be approached

Emergency placements out of hours

34. Emergency placements that are required urgently outside of office hours will be arranged by the Council's Emergency Duty Team and the details will be passed to the Brokerage Team on the next working day.