

**Feedback from BCA members and the BCA Provider Update Meeting 23 December 2025**

<b>Comment / Query</b>	<b>Bradford Council's response</b>
What information is being given to people / their families about the care home options available to them?	<p>The CHB Officers routinely provide:</p> <ul style="list-style-type: none"> <li>• Name of home</li> <li>• Location</li> <li>• Fee rate</li> <li>• Top-Up</li> <li>• CQC rating</li> <li>• Phone number</li> <li>• (Where relevant) whether the home meets specific preferences</li> </ul> <p>Where requested, the team will provide further details from our database.</p> <p>We will consider whether to introduce a standard email / information sheet that includes further information as standard on each home as part of the 3 month review.</p>
Can regular information on numbers of referrals / moves into care homes be included in the Provider Bulletin?	We will provide a monthly update on the Provider Zone and promoted through the bulletin. January's update (covering the November / December 2025 performance information) is available now.
Are CHB Officers negotiating fees on behalf of people / families?	CHB Officers pass on details of the rates / top-ups provided by care homes. Officers may come back to care homes with questions from people / families, but do not directly negotiate on their behalf.
How many care home options are being given to people or their families?	<p>People / their families are given details of all the care homes that have said they could accept the referral.</p> <p>A sample of cases shows that on average people are given a choice of 3 homes.</p>
Why has the ordering of referrals / conversations with the person / their family changed for DTA? Will this mean inappropriate referrals for care homes?	<p>We were asked by colleagues in hospital to try to speed up the DTA Brokerage process. Sending out referrals first means that CHB Officers can have options ready sooner for people / families. People / families can still consider their preferences and make a choice based on this.</p> <p>We will review the impact on timescales, care homes and people / their families during the 3 month review.</p>

## OFFICIAL

Are moves happening only to homes with the lowest fees?	<p>People / families will make their choice of care home based on a number of factors. Affordability may be something people consider.</p> <p>We aim to offer everyone a choice of base rate placements, in line with our Care Act requirements.</p>
Will CHB Officers build up knowledge / expertise about care homes and their specialisms?	<p>Yes, this is likely to happen over time. Also, now if social workers flag a need for a specialism CHB Officers will use the information we hold from the Brokerage Information forms you completed to look for this.</p> <p>However, CHB Officers will not make recommendations or promote care homes. Options will be presented to people / their families to make the choice.</p>
We have some notifications from Connect to Support that aren't correct and can still see information on old referrals.	We were not aware this was happening. We will raise a service request for PPL (the company that supplies Connect to Support).
We have sometimes been sent assessment information that is wrong or out of date.	We are aware this has happened and apologise for when mistakes have been made. CHB Officers are checking documents before sending and we have reminded Social Workers to upload the correct documentation when sending a referral to the team.
Sometimes responses to messages sent to the CHB have been slow.	We apologise if you feel communication hasn't met the expected standard. The team is still new and we're working with them to settle into their roles and get up to speed as quickly as possible. We will continue to work on this.
Referrals remain open on the system for a long time. Can they be removed quicker so we have a clearer picture of when a referral is accepted and when it hasn't been.	<p>We recognise that the team had sometimes been slow at confirming when referrals would not be progressing and apologise for this. We have worked to speed up the process. Please note, due to the design of the system you may get a declined message even if you didn't accept the placement. You can ignore the message if this happens.</p> <p>The referral itself will still show on the system until all the work in the case has been completed which can take several days.</p>

OFFICIAL

# OFFICIAL

Dual registered homes aren't always being sent residential referrals	We have looked into this and have resolved the issue.
Giving people / their families only 24 hours to make a decision about where they are discharged to is quite challenging and doesn't allow time for good decision-making. Can this be reviewed?	<p>Although it wasn't written in processes, giving 24 hours for a decision was existing practice in social work teams. People / families are given a letter at the start of the process by social workers explaining what Discharge To Assess is and why quicker decisions are needed.</p> <p>We will review the impact on timescales, care homes and people / their families during the 3 month review.</p>
There seems to have been a noticeable and sustained reduction in successful placements since brokerage went live.	<p>This is not reflected in our data. Data showed between 10-12 placements were made each week. The team have had 182 referrals in 7 weeks (average: 26 per week) and 123 new moves into care homes have been completed (average: 17 per week)</p> <p>Care home placements have steadily declined in recent years, aligning with the Department's Happy, Healthy and at Home strategy.</p> <div> <p>It is important to recognise that many of the concerns raised are not a direct result of the new Care Home Brokerage (CHB) team but were present before the team was established.</p> <p>The CHB team is now well positioned to identify patterns of issues as they arise and to address them openly and quickly, something that was more challenging when responsibilities were spread across separate social work teams.</p> </div>
Families being redirected away from their preferred homes, sometimes out of area, despite local capacity at the base rate.	<p>For the cases we have looked into, this is because homes did not have correct vacancy information on Capacity Tracker.</p> <p>If the homes can provide other specific examples of where this has happened we will look into it.</p>

OFFICIAL

OFFICIAL

<p>We haven't received many long-term referrals, why is this?</p>	<p>A significant number of people referred to the Care Home Brokerage Team had already chosen their home before talking to the Brokerage Officer. Where the home has had a vacancy on the system, the team have supported them to move forward with their chosen home. Some of these, especially in the first month of the service will have been legacy cases and we know it is also normal for some families to have thought about the need for a care home in advance of them contacting the Council. We expect the number of people coming to the Care Home Brokerage teams with decisions already made to reduce over time.</p>
-------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------