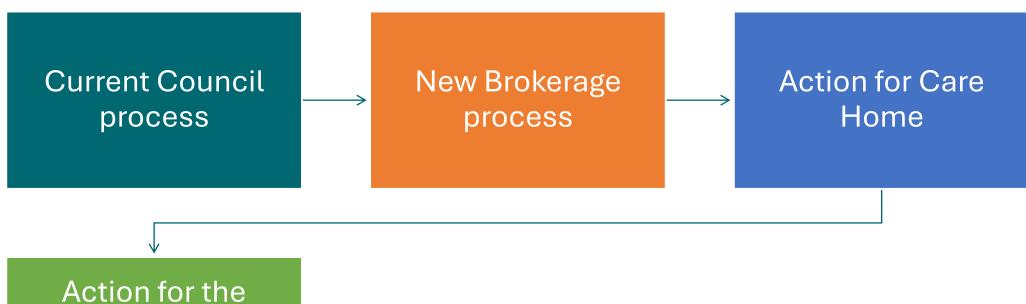
Overview of the standard process





Key

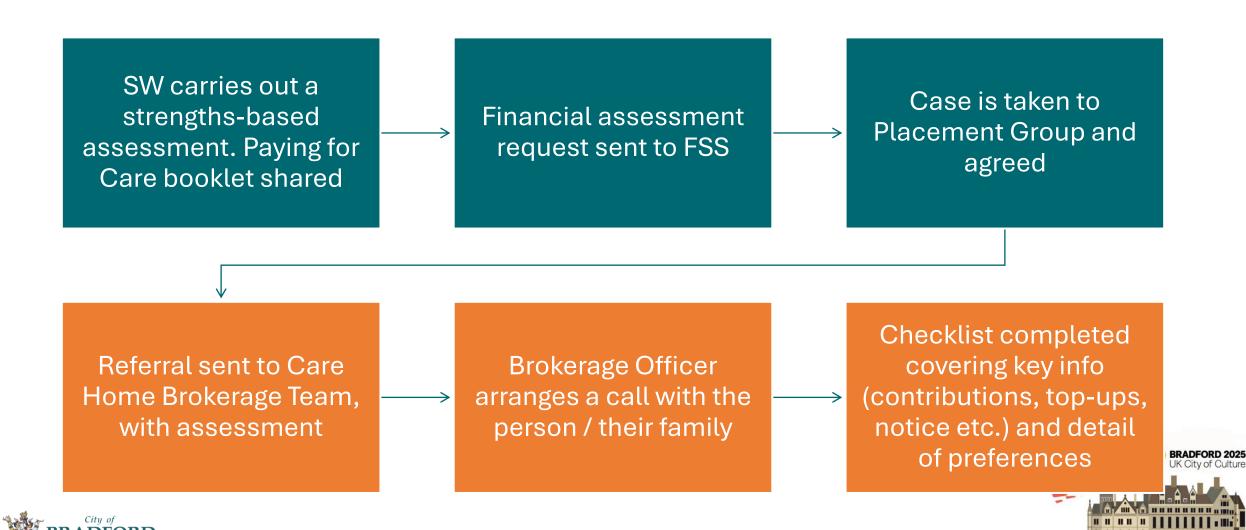


Action for the person and their family / representative





Care home brokerage process (1)



Care home brokerage process (2)

Brokerage Officer reviews the care home database to ID suitable care home

Placement details (inlc. SW assessment and preferences) sent to relevant homes via CTS

Care homes respond:

- They are able to accept the placement (subject to any final assessment requirements). A placement details form will also be completed.
- They are not able to accept the placement and the reasons why.
- They require further information in order to make a decision.



Care home brokerage process (3)

If further information is requested, the brokerage team source a response.

The Brokerage Team
Leader will support
where required on
additional funding
requests e.g. 1:1 hours.

Responses from all care homes able to accept the referral will be shared with the person / family

The person / family members consider options, arrange visits etc. and make a decision.

Brokerage Officer informs the relevant care home.
Care home will complete any final steps (e.g. assessments) and accept the placement on CTS, confirming: rate for payment, any agreed top-up payment to be made by a third party, date the placement will start



Care home brokerage process (4)

The brokerage team workflows the service line to FSS for payment set up.

Financial Support Services pick up payment and charges processes

All new placements made via the brokerage process. Care Homes will no longer collect client contribution for new placements.

Care Home will arrange collection of Third Party topups

