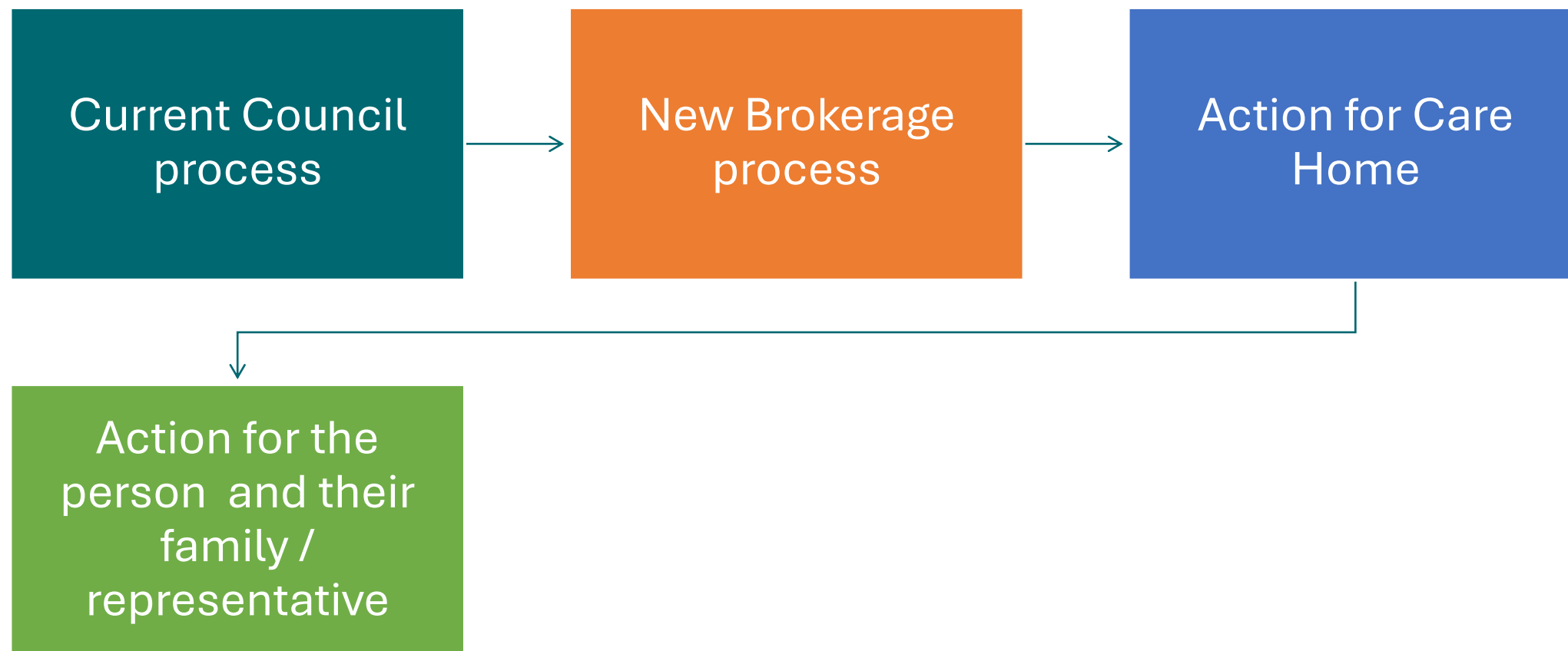
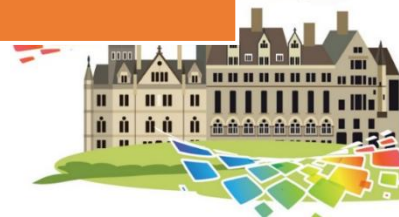
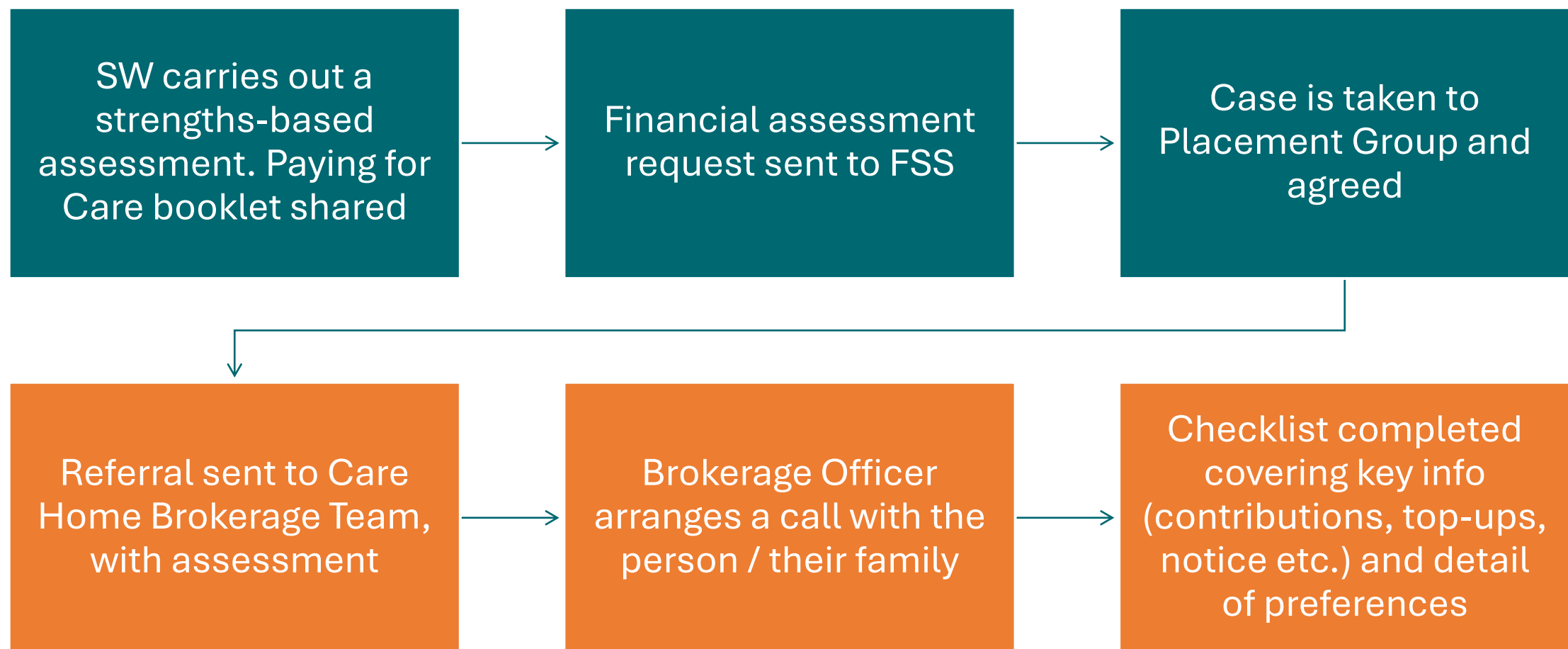


Overview of the standard process

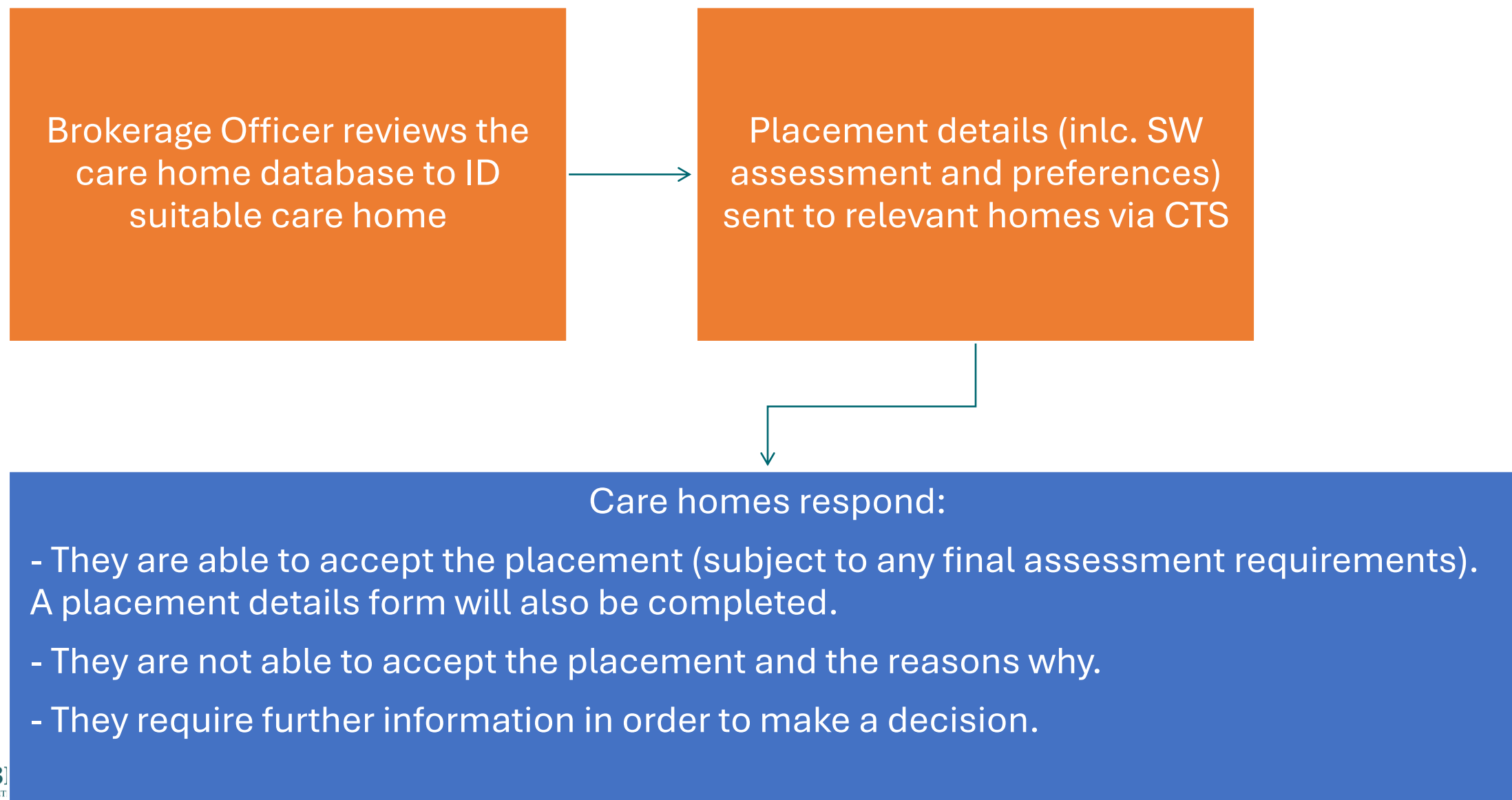
Key



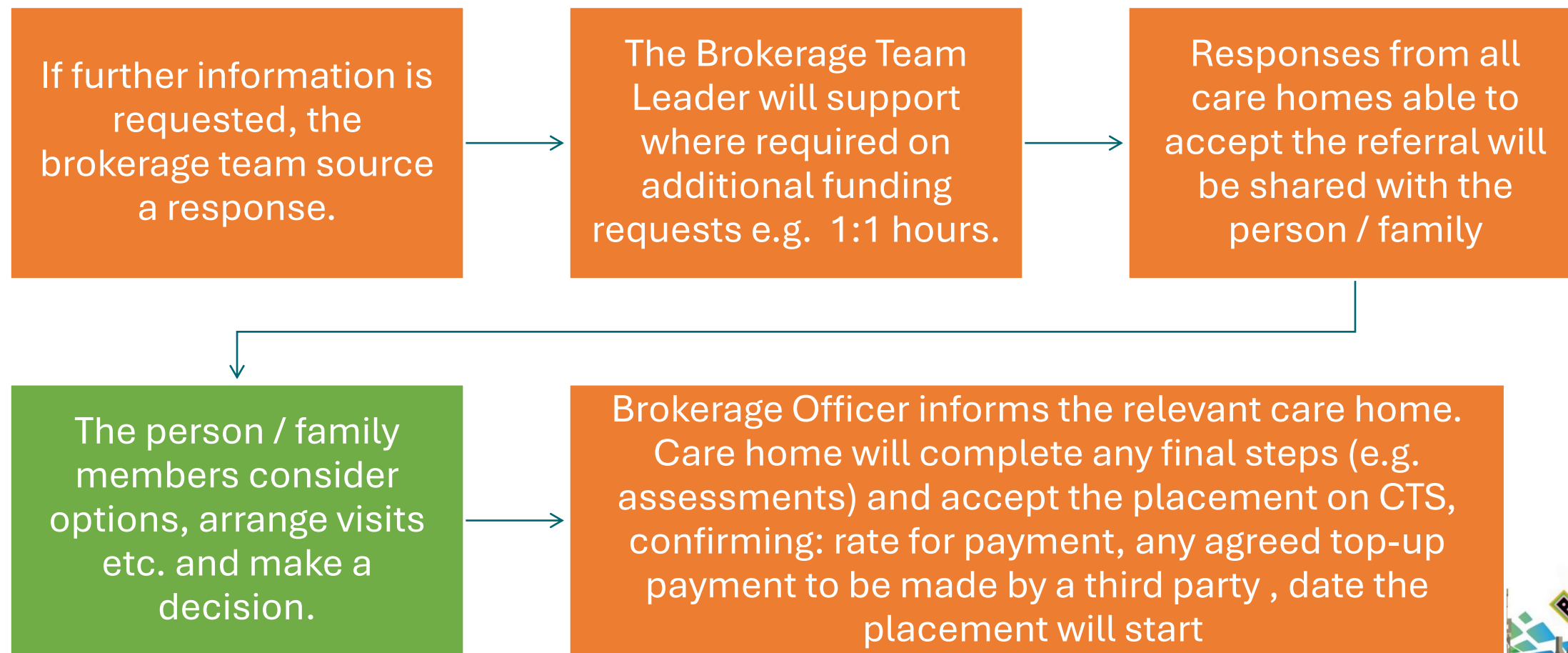
Care home brokerage process (1)



Care home brokerage process (2)



Care home brokerage process (3)



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 top-ups