

Care Home Placements (Older Peoples) - Provider Queries Guidance

This document is designed to inform care home providers on who to contact for any queries around care home placements they have. The queries can range from information about a placement or any costs associated with a placement.

Care Home Brokerage Team:

This team can be contacted for queries **post 3rd November 2025** relating to:

- Incorrect or general start date queries for a processed placement
- Incorrect service level for a processed placement
- Incorrect weekly payment for a processed placement
- Care Home Placement started but no receiving no placements.
- OP Provider disputes weekly payment amount/service type/BMDC funded/Self funder processed by CHB Team.
- Any other queries related to care placement packages on Connect to Support i.e. incorrect documentation, incorrect service user details etc.

Contact Details:

Care Home Brokerage Team

e-mail: carehomebrokerage@bradford.gov.uk

Telephone: 01274 434191, select option 3

Financial Support Services (FSS) – Contracts Team

This team can be contacted for queries relating to:

- OP care home placement set up by FSS - Contracts but no payment is being received by the care home.
- All AWD/MH placement queries – FSS Contracts team to deal with.

Contact Details:

Financial Support Services (FSS) – Contracts Team

e-mail: fss.contractsteam@bradford.gov.uk

Telephone: 01274 432951, select option 1

Support Options – Commissioned Brokerage Services

This team can be contacted for queries relating to:

- If you have a query regarding the existing 1-1 hours for a person and are not receiving payments.

Contact Details:

Support Options

e-mail: support-options@bradford.gov.uk

Telephone: 01274 433191, option 2

Independence Advice Hub (IAH)

This team can be contacted for queries relating to:

- If you are finding a person is not paying their agreed top up.
- If the responsible person is no longer able pay the agreed top up amount.
- A change in care needs has been identified by you or the person.

Contact Details:

Independence Advice Hub (IAH)

e-mail: jahinbox@bradford.gov.uk

Telephone: 01274 435400