

### **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 3<sup>rd</sup> 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](mailto: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](mailto: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](mailto: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: [iahinbox@bradford.gov.uk](mailto:iahinbox@bradford.gov.uk)

Telephone: 01274 435400