



Care Home Brokerage

PUBLIC

Agenda

- Background
- Overview of the process
- Requirements for care homes
- Any questions or feedback?

Background

Aims

- To improve people's experiences of finding care home placements.
- To improve oversight of care home placements, waiting times and costs.
- To improve systems and processes around care home placements.
- To reduce social work time spent on identifying suitable care home placements.

Objectives

- Establish a care home brokerage function within the Support Options service.
- Fully engage the care home market in the process.
- Ensure all staff understand their roles and responsibilities within the new process.

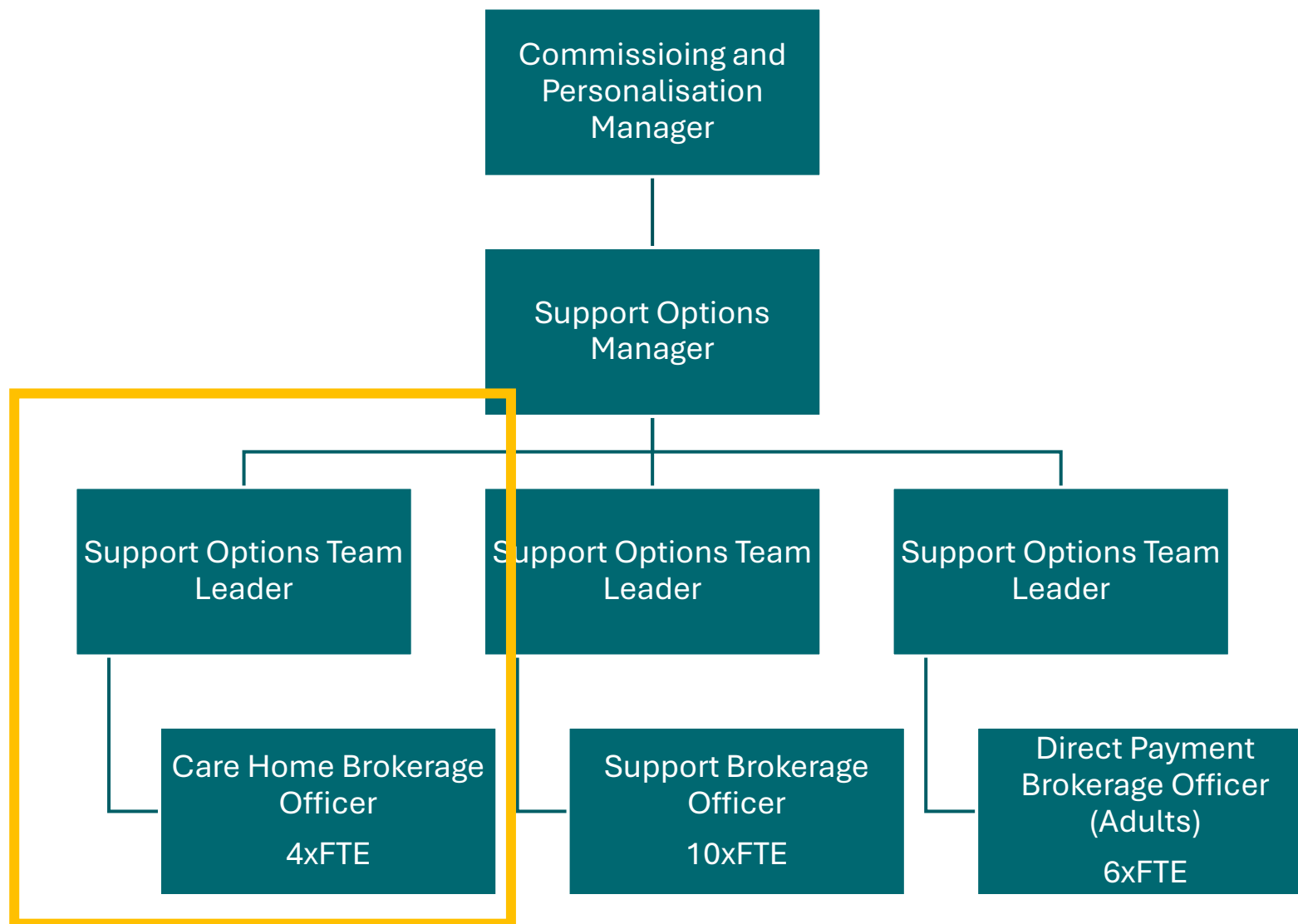
The process – key principles

- Individual choice over care home placements will remain.
- People will be provided with the right information about care home services at the right time.
- Processes will be transparent, accessible and reportable.

Out of scope (currently)

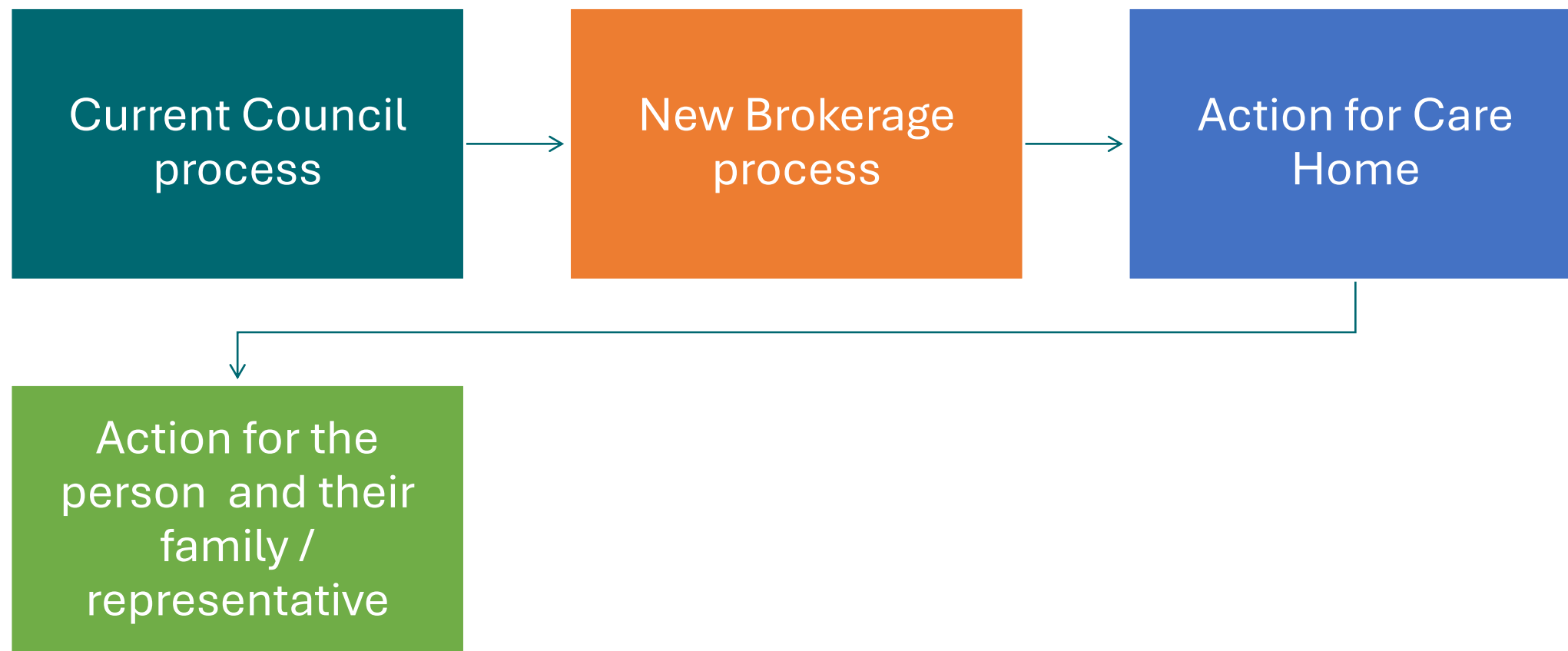
- High cost / complex packages e.g. Transforming Care LD placements

Brokerage Team

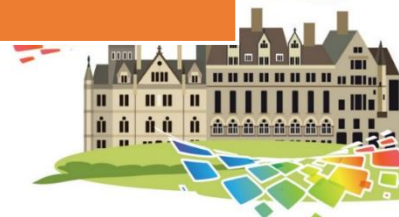
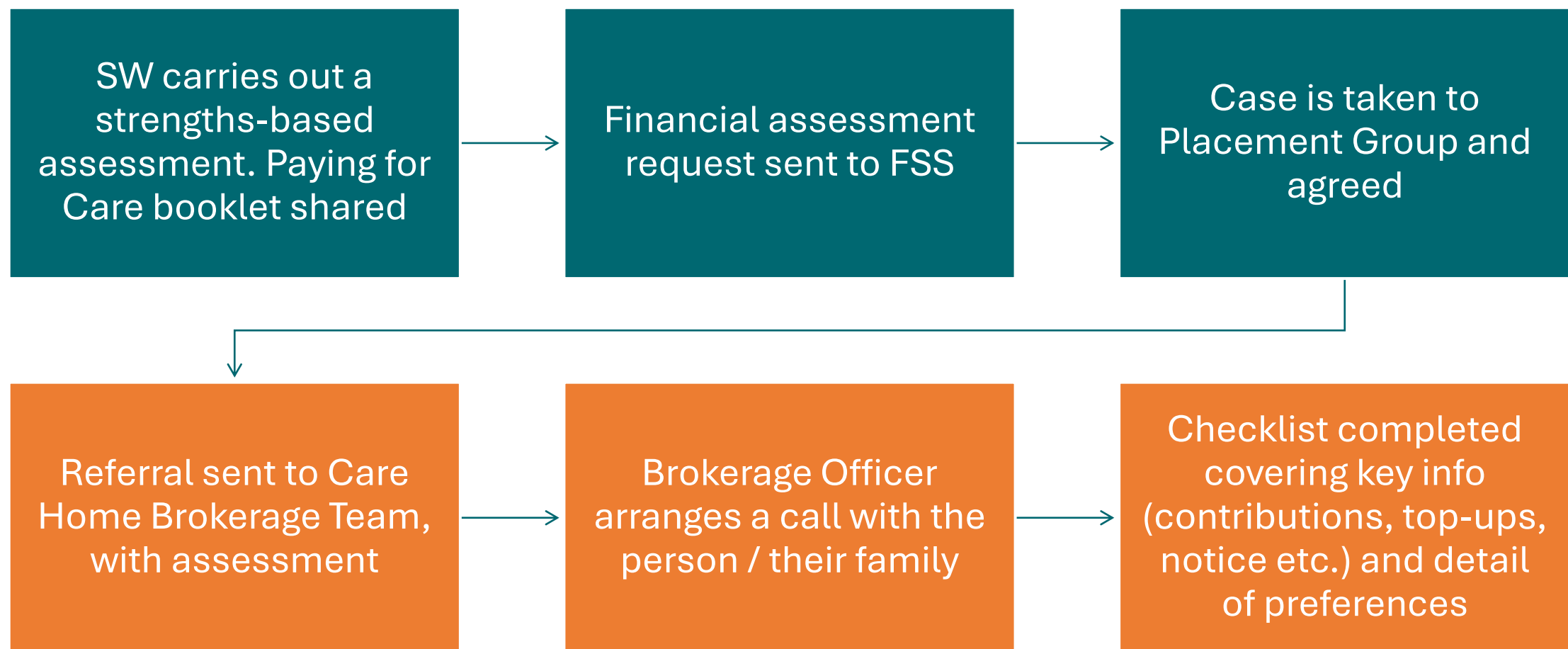


Overview of the standard process

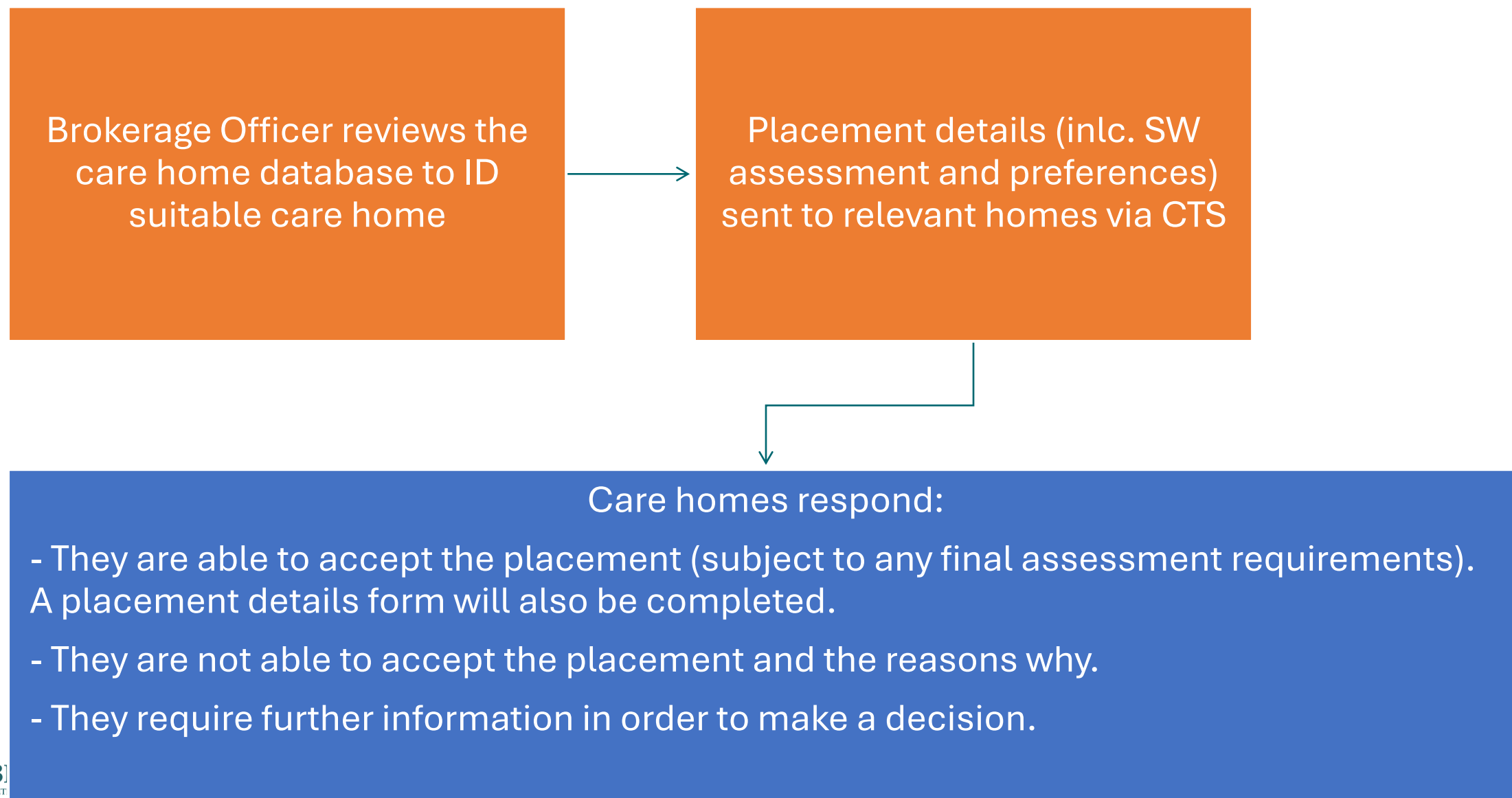
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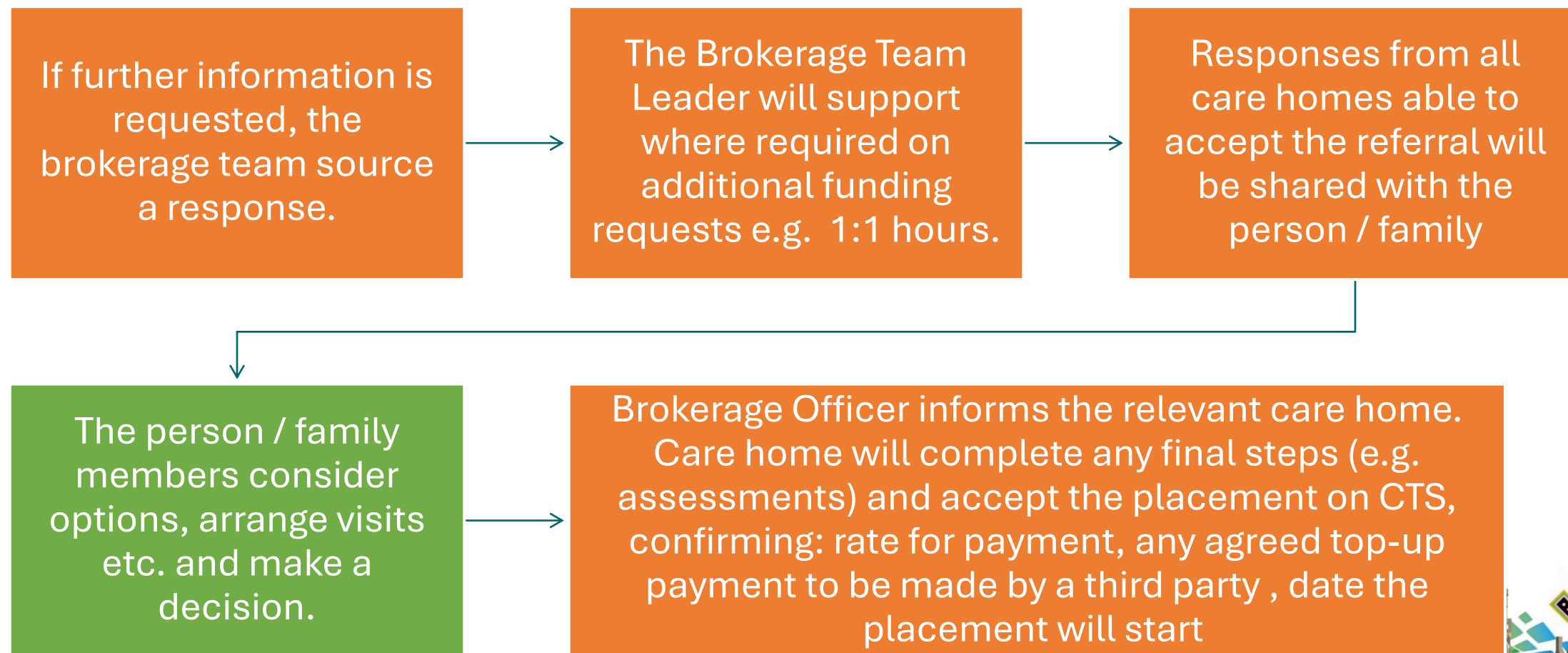
Care home brokerage process (1)



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 will be paid gross. Care Homes will no longer collect client contribution for new placements.

Care Home will arrange collection of Third Party top-ups

Any questions before we move on?

What is required from care homes?

- Please provide an email address for your Connect to Support Brokerage account.
- Please complete the Care Home Brokerage Information Form
- Please review the updated contract documents
- The brokerage service will then launch on 3rd November.
- Care homes will get a notification when new placements are added to CTS. The team will also call homes initially to help ensure placements are reviewed in a timely way. Care homes need to respond to all referrals
- Homes will need to keep vacancy and home information up to date.
- If homes are approached directly by social workers after 3rd November – please direct them back to the brokerage team.

Any questions or feedback?