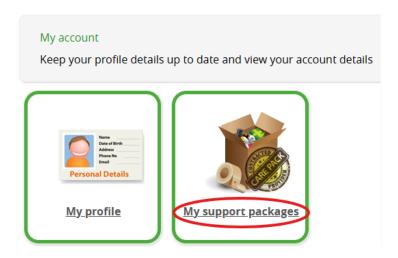
## **Connect To Support - Support Packages**

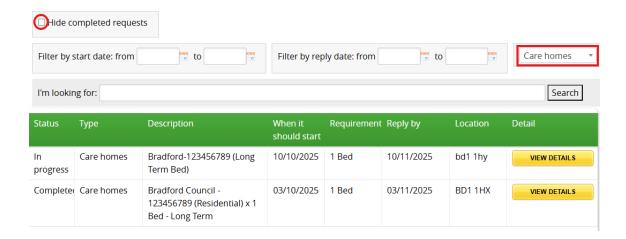
- When Support Options add a new placement request you will receive an email notification Any subsequent communication will be via the platform
- Use the Login link provided
- Enter the username and password issued



• On the main dashboard, select My Support Packages to view placements of care



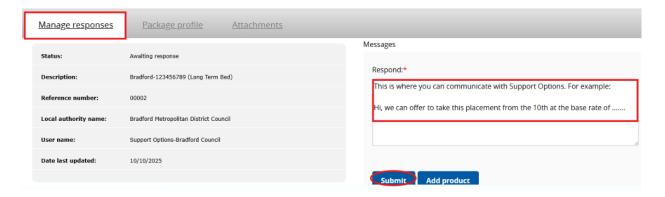
- A list of available placements will be detailed
- To only see active requests, tick the box to **Hide Completed Requests**
- Filter options are available to return results for specific date ranges
- You can select the applicable type e.g. Care Homes



- Basic information is provided about each placement of care including:
  - a) Whether it is funded by the Local Authority or the Integrated Care Board (ICB)
  - b) NHS Number
  - c) The date the placement was added to the system
  - d) Type of placements i.e. long term/short term or discharge to assess
  - e) Postcode of service user
- To access more information about the placement of care, click on View Details



- The page defaults to the Manage Responses tab
- Here you can communicate with Support Options via the built in messaging system
- Type any applicable message and click Submit
- NOTE You would confirm if you can accept the placement in the messages



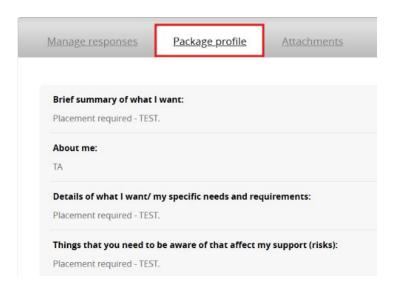
- On the My Support Packages home page, you will see the response(s) under the detail column
- Click the button to view the response(s)



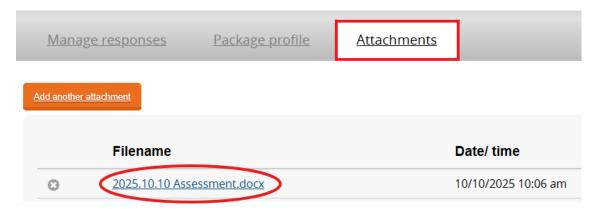
• You will be taken to the Manage My Responses screen. Details of the conversation will be shown



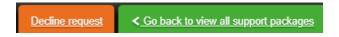
- There are additional tabs on this page to help organise all of the information about the package
- The **Package Profile** tab provides additional information about the person



- The Attachments tab will include any supporting documentation including the assessment
- Clicking on the assessment will offer full details and a breakdown of the support requirements which will allow you to proceed with completing your own assessment



- If you are unable to accept the placement, please send a message giving reason(s) why
- There is a button to **Decline Request** at the bottom of the **Manage My Responses** page



You will receive the following message asking if you're sure – click Ok if you're sure



- If you accept the placement, when it's awarded you will receive a message from Support Options
- This is the only notification so it's important you check Connect To Support regularly for updates

From: Support Options-Bradford Council

Date: 16/10/2025 11:49 am

You have been awarded this placement.

• The status will update to show that it is completed

Status	Туре	Description
Completed	Care homes	Bradford Council - 123456789 (Residential) x 1 Bed - Long Term

## **Important to note:**

- The Connect To Support platform should be frequently checked each day by a member of your organisation
- Placements of care will be made available regularly by the Support Options Team
- If you have messaged the Support Options Team with regards to a placement it is important that you check the platform more frequently

## Timescales to respond by:

- Long term: two working days
- **DTA**: 12 hours (or where referrals are received after 5pm, by 12pm noon the next working day Monday to Friday)
- **Short term**: 12 hours (or where referrals are received after 5pm, by 12am noon on the next working day Monday to Friday)