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

Username

[*************@bradford.gov.uk]

Password

[•••••••••••••••]

[Login]   Forgot your password?

- 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

Status	Type	Description	When it should start	Requirement	Reply by	Location	Detail
In progress	Care homes	Bradford-123456789 (Long Term Bed)	10/10/2025	1 Bed	10/11/2025	bd1 1hy	VIEW DETAILS
Completed	Care homes	Bradford Council - 123456789 (Residential) x 1 Bed - Long Term	03/10/2025	1 Bed	03/11/2025	BD1 1HX	VIEW DETAILS

- 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**

In progress	Care homes	Bradford-123456789 (Long Term Bed)	10/10/2025	1 Bed	10/11/2025	bd1 1hy	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 <u>can</u> accept the placement in the messages**

| Manage responses | Package profile | Attachments |

		Messages
Status:	Awaiting response	Respond:*
Description:	Bradford-123456789 (Long Term Bed)	This is where you can communicate with Support Options. For example:
Reference number:	00002	Hi, we can offer to take this placement from the 10th at the base rate of ....
Local authority name:	Bradford Metropolitan District Council	
User name:	Support Options-Bradford Council	
Date last updated:	10/10/2025	Submit Add product

- 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)

Status	Type	Description	When it should start	Requirements	Reply by	Location	Detail
In progress	Care homes	Bradford Council - 123456789 (Residential) x 1 Bed - Long Term	17/10/2025	1 Bed	10/11/2025	BD1 1HX	2 NEW RESPONSES

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

From:	Support Options-Bradford Council
Date:	16/10/2025 11:48 am

Can you tell me if its a single or double bed?

From:	Care Home Brokerage Care Home
Date:	13/10/2025 04:44 pm

This is where you can communicate with Support Options. For example: Hi, we can offer to take this placement from the 10th at the base rate of ....

- 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	Type	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)