London Borough of Haringey Brokerage Procedures

**1. Using this Procedure**

This procedure should be used by all adult social care practitioners, with the exception of:

1. Practitioners arranging assistive technology or Telecare;
2. Practitioners arranging minor adaptations or low level equipment;
3. Occupational Therapy practitioners arranging equipment or a major adaptation.

[**Click here**](https://www.proceduresonline.com/haringey/adults/p_arr_serv_assist_tech.html) to access the Assistive Technology and Telecare procedure.

[**Click here**](https://www.proceduresonline.com/haringey/adults/chapters/default_chapters/p_minor_works.html) to access the Minor Adaptations and Low Level Equipment procedure.

[**Click here**](https://www.proceduresonline.com/haringey/adults/chapters/occup_therapy/_occupational_therapy.html) to access Occupational Therapy procedures for arranging equipment or a major adaptation.

Although this procedure may be helpful to those people based within Commissioning or the Brokerage team, it does not provide specific guidance about arranging, monitoring, or reviewing contracts, or any other associated actions that may be required. The contract monitoring and quality assurance could be referred to the Quality Assurance Team

**Care Authorisation Panel –** Haringey adult social care operates a multi-disciplinary authorisation panel that considers all packages of care without exception. No care package could be commissioned without an approval from a care authorisation panel.

The brokerage service offers a service finding which is open to all residents of Haringey including self-funders.

**2. Home Support**

Arranging Home support

The London Borough of Haringey uses a Dynamic Purchasing System (DPS) for all home support , whether generic or specialist in nature. It should be noted that reablement services are brokered differently. See below.

All Home support services managed by local authority must be sourced through the Brokerage team without exception.

Full details of the needs of the customer and service user including specific or complex needs must be provided to the Brokerage team to assist them in identifying an appropriately skilled or suitable provider.

The following workflow applies to all services referred to the brokerage team

1. Once the Social worker has completed the service users needs assessment a clear and written care and support plan which sets out how the care should be delivered and must be drafted and authorised by the relevant manager; Some departments may operate a pre-panel step, that the brokerage service will support.
2. The social worker could make a referral to the brokerage team through a Mosaic workflow to identify possible services / or initial costing.
3. The social worker will send a financial assessment team request to a financial assessment.
4. The relevant Mosaic workflow contact with the care and support plan will be allocated to a brokerage officer to source a provider or to cost the service to deliver the care stated in the plan.
5. The brokerage officer will use the DPS or DPS bundled hours to source / cost the provision. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
6. The social worker, with support from the brokerage team, will present the case and the costing to the Care Authorisation Panel (CAP) to obtain funding agreement;
7. Once funding has been confirmed, the Care and Support Plan will be updated if required and be sent to Brokerage via a workflow on mosaic by the CAP.
8. The Care and Support plan may be reallocated to a brokerage officer to finalise / source a provider to deliver the care stated in the plan in light of CAP recommendations.
9. Brokerage officer may use the DPS as required to source or finilase the service.
10. Once the bidding process on DPS has ended, the brokerage officer will review all potential bids by reviewing the price and scoring the outcome statements on DPS;
11. The brokerage officer is to confirm the selected provider on the DPS platform and create a service agreement;
12. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
13. The brokerage officer is to then send the person's details, package of care details and Care and Support plan (via encryption) to the selected provider; notifying the social worker so they are aware a provider has been sourced.
14. The brokerage officer will record the service on Mosaic care record system and ensure that the cost-code and budget is accurate and will send the request for finance authorisation to the finance authoriser (budget holder) for agreement.
15. Once the package of care is authorised financially the brokerage officer will send a notification to the review team for six weeks review and a referral is made to the financial assessment team for the service user to be financially assessed and charged accordingly.
16. The brokerage officer will update the Mosaic accordingly and issue the provider with a purchase order.
17. The brokerage officer will set up the service agreement to complete the contract with the successful provider on DPS and will send the request to the designated officer to complete and issue the agreement to the provider.
18. Any emergency or out of panel agreement due to urgent cases – must be authorised by the budget holder on Mosaic and brokerage manager and recorded on Mosaic accurately. The out of panel and emergency service should be booked for the next Care Authorisation panel and will be subject to additional audit. **The brokerage officer must report any out of panel activity to the brokerage manager on daily basis.** **See below (New Out of panel / emergency brokerage procedure).**
19. On a rate occasion that we must use a provider out of area and outside of the DPS system, the request must go the head of Brokerage with details and rationale for request to be agreed. The provider should be encouraged to sign up on DPS for contractual purposes.

Varying Home support

**Note**: Where suspending or reducing the service will place the person or carer at risk you should not make any changes until risk management strategies highlighted in the care and support plan and have been agreed by the relevant social care manager.

Suspending a service

1. Person/family/ provider notifies social worker of any reason the service requires to be suspended e.g. hospital admission, going away on holiday etc;
2. Any notification directly to the brokerage will be noted on Mosaic and referred to the social worker if allocated or First Response if not allocated.
3. Social worker will review the information and create a Brokerage contact on mosaic with information as to when the services need to be suspended from and, if known the date that services need to recommence;
4. Brokerage will update Mosaic using a temporary suspension element on Mosaic and notify provider with the new PO.
5. Social Worker / First Response will inform the client (or their representative) of the suspension (and re-commencement) arrangements.

Reducing a service (Brokerage officers)

1. Following a review of the care and support plan, the Social worker will consult the client, family and the provider as appropriate and will update the support plan and risk assessment and seek authorisation from their manager and will send the brokerage team a request to reduce the service via Mosaic workflow.
2. Brokerage will update the mosaic system and will notify the provider and issue a new purchase order.
3. If the provider raises any concerns in relation to any risk due to the proposed reduction the brokerage team will notify the relevant social worker/team manager.
4. If the risk and discussion around the reduction becomes protracted, the brokerage officer will send the detail to the social worker and will close the referral and a new contact will be required for brokerage to action
5. Once the reduction has been agreed and noted on Mosaic, the brokerage officer will update Mosaic finance and service and issue an updated PO to the provider.
6. The brokerage officer will set up a 6 week review or 12 months (or sooner as appropriate) review and task it to the review team and send a new Financial assessment request to review the charges on mosaic.
7. If the decrease is temporary the start and end date should be recorded on Mosaic and a new Purchase Order must be issued to the provider with the specific dates.

Increasing a service (Brokerage Officers)

1. Social worker to complete a needs assessment and a Care and Support plan which clearly sets out how the increase in care should be delivered;
2. Social worker to present the case at the Care Authorisation Panel to obtain funding agreement;
3. Once funding has been confirmed, the Care and Support plan will be sent to Brokerage via a workflow on mosaic to notify them of the change and the date it is to take effect;
4. Brokerage will liaise with the provider to increase the service;
5. Brokerage will make the necessary changes on mosaic and issue an updated purchase order
6. Workflow a 6 week review or 12 month (or sooner as appropriate) on Mosaic to the social worker who requested the increase in care.
7. If the increase is temporary the start and end date should be recorded on Mosaic and a new Purchase Order must be issued to the provider with the specific dates.

Change of Provider due to a Breakdown of Care

1. In the rare occasion that the brokerage has been notified of breakdown of care, the allocated brokerage officer should establish the exact reason for the breakdown and evaluate the risk.
2. The Brokerage officer will work with the provider to see if the care package could be maintained and stabilized.
3. If the brokerage officer, in consultation with the s senior brokerage officers / manager, come to the conclusion that the package of care is not sustainable then a referral is made to the social work / first response team.
4. The brokerage officer will notify the relevant social worker or the first response team as well as Quality and Contract mentoring team.
5. Any changes to the provision will follow the standard procedure for change in package of care. See above.
6. The brokerage officer will keep the provider informed of the development.
7. The brokerage officer is to then update mosaic accordingly.

**3. Reablement**

Arranging Reablement

The London Borough of Haringey uses a Dynamic Purchasing System (DPS) for all reablement whether generic or specialist in nature.

All reablement service requests have to come to Brokerage to process via the Hospital and Reablement Team – All reablement services managed by local authority must be sourced through the Brokerage team without exception.

1. Once the SPA has receive and screened a pathway referral via the hospital then a reablement and care plan will be created by the same service
2. SPA to make a referral to the brokerage team through a relevant Mosaic workflow notifying the care plan; number of hours per week and a breakdown of a daily care plan with a start date
3. The requested reablement service will be allocated to a brokerage officer to source a provider.
4. The brokerage officer will use the DPS or DPS bundled hours to source the support. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
5. If the required POC can not be sourced through the Bundle Hours provisions due to lack of capacity, out of locality, etc then DPS will be used
6. Once the bidding process on DPS has ended, the brokerage officer will review all potential bids by reviewing the price and scoring the outcome statements on DPS;
7. The brokerage officer is to confirm the selected provider on the DPS platform and create a service agreement;
8. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
9. The brokerage officer is to then send the person's details, package of care details and Care and Support plan (via encryption) to the selected provider; notifying the reablement team so they are aware a provider has been sourced.
10. The brokerage officer will record the service on Mosaic care record system and ensure that the cost-code and budget is accurate and will send the request for finance authorisation to the finance authoriser (budget holder) for agreement.
11. The brokerage officer will update the Mosaic accordingly and issue the provider with a purchase order.
12. The brokerage officer will set up the service agreement to complete the contract with the successful provider on DPS and will send the request to the designated officer to complete and issue the agreement to the provider.
13. On a rate occasion that we must use a provider out of area and outside of the DPS system, the request must go the head of Brokerage with details and rationale for request to be agreed. The provider should be encouraged to sign up on DPS for contractual purposes.

Varying Reablement (Brokerage Officers)

Increasing/decreasing reablement

**Note**: An increase or decrease in the reablement service should only be requested following a proportionate review or re-assessment. Reductions should only be made when there is evidence that a reduced service will continue to be sufficient to enable to person to achieve their baseline level of independence.

Suspending a service

1. Person/family/ provider notifies Single Point of Access of any reason the service requires to be suspended e.g. hospital admission, going away on holiday, refusal of support, etc;
2. Any suspension notifications directly to the brokerage will be noted on Mosaic and referred to the Single Point of Access for reviewing
3. SPA will review the information and create a Brokerage contact on mosaic with information as to when the services need to be suspended from and, if known the date that services need to recommence;
4. Brokerage will update Mosaic using a temporary suspension element on Mosaic and notify provider with the new PO.
5. SPA will inform the client (or their representative) of the suspension.
6. SPA to send the apropriate mosaic contact to reinstate temporarily suspended reablement POCs
7. Brokerage will amend mosaic and will send the purchase order

Terminating reablement (Brokerage Officers)

All requests for terminating reablement must come via the single point of access team.

Reablement should be terminated when a review or re-assessment has established that the person has returned to their baseline level of independence or when they have been admitted/re-admitted into hospital for a period of a week or longer (with no estimated date of discharge).

1. SPA OT/PT to do a review of person's needs;
2. Workflow to brokerage to notify them of the date reablement needs to be terminated;
3. Brokerage to liaise with the provider regarding the date to terminate reablement;
4. Brokerage to make necessary changes on mosaic;
5. Brokerage to inform SPA that reablement has been terminated.

Reducing a Reablement service (Brokerage officers)

1. Following a review by the SPA OT/PT, the worker will consult the client, family and the provider as appropriate and will update the support plan and seek authorisation from their manager and will send the brokerage team a request to reduce the service via Mosaic workflow.
2. Brokerage will update the mosaic system and will notify the provider and issue a new purchase order.
3. If the provider raises any concerns in relation to any risk due to the proposed reduction the brokerage team will notify the SPA team/team manager.
4. If the risk and discussion around the reduction becomes protracted, the brokerage officer will send the detail to the SPA and will close the referral and a new contact will be required for brokerage to action
5. Once the reduction has been agreed and noted on Mosaic, the brokerage officer will update Mosaic finance and service and issue an updated PO to the provider.
6. If the decrease is temporary the start and end date should be recorded on Mosaic and a new Purchase Order must be issued to the provider with the specific dates.

Increasing a Reablement service (Brokerage Officers)

1. The SPA OT/PT worker to complete support plan which clearly sets out how the increase in care should be delivered;
2. Once the proposed increase has been authorised by the SPA manager, the support plan will be sent to Brokerage via a workflow on mosaic to notify them of the change in support and the date it is to take effect from;
3. Brokerage will liaise with the provider to increase the service;
4. Brokerage will make the necessary changes on mosaic and issue an updated purchase order
5. If the increase is temporary the start and end date should be recorded on Mosaic and a new Purchase Order must be issued to the provider with the specific dates.

Change of Provider due to a Breakdown of Care

1. In the rare occasion that the brokerage has been notified of breakdown of care, the allocated brokerage officer should establish the exact reason for the breakdown and evaluate the risk.
2. The Brokerage officer will work with the provider to see if the care package could be maintained and stabilized.
3. If the brokerage officer, in consultation with the senior brokerage officers / manager, come to the conclusion that the package of care is not sustainable then a referral is made to the SPA team.
4. The brokerage officer will notify the SPOA as well as Quality and Contract monitoring team.
5. Any changes to the provision will follow the standard procedure for change in package of care. See above.
6. The brokerage officer will keep the provider informed of the development.
7. The brokerage officer is to then update mosaic accordingly.

**4. Residential and Nursing Care Placements**

The London Borough of Haringey uses a Dynamic Purchasing System (DPS) for all residential and nursing placements whether generic or specialist in nature.

All residential and nursing placements managed by local authority must be sourced through the Brokerage team without exception.

Full details of the needs of the customer and service user including specific or complex needs must be provided to the Brokerage team to assist them in identifying an appropriately skilled or suitable provider.

The following workflow applies to all services referred to the brokerage team

1. Once the Social worker has completed the service users needs assessment a clear and written care and support plan which sets out how the care should be delivered and must be drafted and authorised by the relevant manager; Some departments may operate a pre-panel step, that the brokerage service will support.
2. The social worker could make a referral to the brokerage team through a Mosaic workflow to identify possible services / or initial costing.
3. The social worker will send a financial assessment team request to a financial assessment.
4. The relevant Mosaic workflow contact with the care and support plan will be allocated to a brokerage officer to source a provider or to cost the service to deliver the care stated in the plan.
5. The brokerage officer will use the DPS or DPS block beds to source / cost the provision. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
6. The social worker, with support from the brokerage team, will present the case and the costing to the Care Authorisation Panel (CAP) to obtain funding agreement;
7. Once funding has been confirmed, the care and support plan will be updated if required and be sent to Brokerage via a workflow on mosaic by the CAP.
8. The Care and Support plan may be reallocated to a brokerage officer to finalise / source a provider to deliver the care stated in the plan in light of CAP recommendations.
9. Brokerage officer may use the DPS as required to source or finilase the service.
10. Once the bidding process on DPS has ended, the brokerage officer will review all potential bids by reviewing the price and scoring the outcome statements on DPS;
11. The brokerage officer is to confirm the selected provider on the DPS platform and create a service agreement;
12. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
13. The brokerage officer is to then send the person's details, package of care details and Care and Support plan (via encryption) to the selected provider; notifying the social worker so they are aware a provider has been sourced.
14. The brokerage officer will record the service on Mosaic care record system and ensure that the cost-code and budget is accurate and will send the request for finance authorisation to the finance authoriser (budget holder) for agreement.
15. Once the service is authorised financially the brokerage officer will send a notification to the review team for six weeks review and a referral is made to the financial assessment team for the service user to be financially assessed and charged accordingly.
16. The brokerage officer will update the Mosaic accordingly and issue the provider with a purchase order.
17. The brokerage officer will set up the service agreement to complete the contract with the successful provider on DPS and will send the request to the designated officer to complete and issue the agreement to the provider.
18. Any emergency or out of panel agreement due to urgent nature of the cases – must be authorised by the budget holder on Mosaic and brokerage manager and recorded on Mosaic accurately. In the event of an emergency placement being requested the social worker must complete the Out of Panel Agreement workflow under the approval from a head of service for the placement being requested. The out of panel and emergency service should be booked for the next Care Authorisation panel and will be subject to additional audit. **The brokerage officer must report any out of panel activity to the brokerage manager on daily basis.** **See below (New Out of panel / emergency brokerage procedure).**
19. On the occasion that we must use a provider out of area and outside of the DPS system, the request must go the head of Brokerage with details and rationale for request to be agreed. The provider should be encouraged to sign up on DPS for contractual purposes.

**5. Supported Living**

The London Borough of Haringey uses a Dynamic Purchasing System (DPS) for all supported living placements whether generic or specialist in nature.

All Supported Living placements managed by local authority must be sourced through the Brokerage team without exception.

Full details of the needs of the customer and service user including specific or complex needs must be provided to the Brokerage team to assist them in identifying an appropriately skilled or suitable provider.

The following workflow applies to all services referred to the brokerage team

1. Once the Social worker has completed the service users needs assessment a clear and written care and support plan which sets out how the care should be delivered and must be drafted and authorised by the relevant manager; Some departments may operate a pre-panel step, that the brokerage service will support.
2. The social worker could make a referral to the brokerage team through a Mosaic workflow to identify possible services / or initial costing.
3. The social worker will send a financial assessment team request to a financial assessment.
4. The relevant Mosaic workflow contact with the care and support plan will be allocated to a brokerage officer to source a provider or to cost the service to deliver the care stated in the plan.
5. The brokerage officer will use the DPS to source / cost the provision. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
6. Once the bidding process on DPS has ended, the brokerage officer will review all potential bids by reviewing the price and scoring the outcome statements on DPS;
7. Once the provider has completed their assessment; they are to send a breakdown of the proposed cost – including core cost of the supported living as well as any 1:1 hours and the cost to the brokerage officer;
8. The brokerage officer and social worker will review the proposed costing including 1:1 hours and any other cost;
9. The brokerage officer will accompany the social worker to the pre-panel meeting with the budget holder and other professionals to discuss the proposal
10. Once the negations are complete, the social worker will accompany the person to see the provision;
11. The social worker, with support from the brokerage team, will present the case and the costing to the Care Authorisation Panel (CAP) to obtain funding agreement;
12. Once funding has been confirmed, the care and support plan will updated if required and be sent to Brokerage via a workflow on mosaic by the CAP.
13. The Care and Support plan may be reallocated to a brokerage officer to finalise / source a provider to deliver the care stated in the plan in light of CAP recommendations.
14. Brokerage officer may use the DPS as required to source or finalise the service.
15. The brokerage officer is to confirm the selected provider on the DPS platform and create a service agreement;
16. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
17. The brokerage officer is to then send the person's details, package of care details and Care and Support plan (via encryption) to the selected provider; notifying the social worker so they are aware a provider has been sourced.
18. The brokerage officer will record the service on Mosaic care record system and ensure that the cost-code and budget is accurate and will send the request for finance authorisation to the finance authoriser (budget holder) for agreement.
19. Once the package of care is authorised financially the brokerage officer will send a notification to the review team for six weeks review and a referral is made to the financial assessment team for the service user to be financially assessed and charged accordingly.
20. The brokerage officer will update the Mosaic accordingly and issue the provider with a purchase order.
21. The brokerage officer will set up the service agreement to complete the contract with the successful provider on DPS and will send the request to the designated officer to complete and issue the agreement to the provider.
22. Any emergency or out of panel agreement due to urgent nature of the cases – must be authorised by the budget holder on Mosaic and brokerage manager and recorded on Mosaic accurately. In the event of an emergency placement being requested the social worker must complete the Out of Panel Agreement workflow under the approval from a head of service for the placement being requested. The out of panel and emergency service should be booked for the next Care Authorisation panel and will be subject to additional audit. **The brokerage officer must report any out of panel activity to the brokerage manager on daily basis.** **See below (New Out of panel / emergency brokerage procedure).**
23. On the occasion that we must use a provider out of area and outside of the DPS system, the request must go the head of Brokerage with details and rationale for request to be agreed. The provider should be encouraged to sign up on DPS for contractual purposes.

**6. Shared Lives**

The London Borough of Haringey manages all its shared lives provision via an outsourced provider, Ategi:

1. Care Manager/ Coordinator to look at ategi Shared Lives Pen Pictures with Service User and discuss suitability of the Carers available.
2. Care Manager / Coordinator to call the ategi Shared Lives Scheme Manager on 02039467240 to discuss the referral and ascertain if the Service User is suitable to a Shared Lives Model (a family environment).
3. Mental Health and/or Learning Disability Care Manager/Care Coordinator to discuss case at pre panel meeting.
4. Care Manager/ Coordinator to fill in the ategi Shared Lives Referral along with the Care Act Assessment.
5. The case manager/referrer to take the case to LBH authorisation panel.
6. Carer Manager/ Coordinator to arrange and participate the Video Call/face to face Introduction meeting with ategi Shared Lives Carer, Service User and ategi staff.
7. Care Manager/ Coordinator to confirm the funding agreement and agree a tea visit/one overnight stay for the Service User and the Carer.
8. Carer Manager/ Coordinator to agree/ arrange a move in day and sign the relevant paperwork

The specific processes for arranging a Shared Lives placement with ategi can be found at their website by [**clicking here**](https://ategi.org.uk/services/shared-lives/)

**7. Respite**

The brokering of the respite provisions will follow the same as any other provisons– see above for residential and nursing and supported living for LD clients.. The London borough of Haringey commissions all respite placements on a spot contract basis, whether generic or specialist in nature.

The following workflow applies to all services referred to the brokerage team

1. Once the Social worker has completed the service users needs assessment a clear and written care and support plan which sets out how the care should be delivered and must be drafted and authorised by the relevant manager; Some departments may operate a pre-panel step, that the brokerage service will support.
2. The social worker could make a referral to the brokerage team through a Mosaic workflow to identify possible services / or initial costing.
3. The social worker will send a financial assessment team request to a financial assessment.
4. The social worker must secure an initial respite budget from the care authorisation panel (CAP)
5. The relevant Mosaic workflow contact with the care and support plan will be allocated to a brokerage officer to source a provider or to cost the service to deliver the care stated in the plan.
6. The brokerage officer will use the DPS to source / cost the provision if appropriate. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
7. Once the bidding process on DPS has ended, the brokerage officer will review all potential bids by reviewing the price and scoring the outcome statements on DPS;
8. Once the provider has completed their assessment; they are to send a breakdown of the proposed respite cost – including core cost of the supported living as well as any 1:1 hours and the cost to the brokerage officer;
9. The brokerage officer and social worker will review the proposed costing including 1:1 hours and any other cost;
10. The brokerage officer will accompany the social worker to the pre-panel meeting with the budget holder and other professionals to discuss the proposal
11. The social worker, with support from the brokerage team, will present the case and the costing to the Care Authorisation Panel (CAP) to obtain funding agreement;
12. Once funding has been confirmed, the care and support plan will updated if required and be sent to Brokerage via a workflow on mosaic by the CAP.
13. The Care and Support plan may be reallocated to a brokerage officer to finalise / and set the agreed annual budget on Mosaic.
14. Brokerage officer may use the DPS as required to source or finalise the service.
15. The brokerage officer is to confirm the selected provider on the DPS platform and create a service agreement;
16. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
17. The brokerage officer is to then send the person's details, package of care details and Care and Support plan (via encryption) to the selected provider; notifying the social worker so they are aware a provider has been sourced.
18. The brokerage officer will record the service on Mosaic care record system and ensure that the cost-code and budget is accurate.
19. A request to financial assessment must be sent to FA team to ensure correct billing for the cost of care and client contribution as the conribution is charged according to each respite episode.
20. Once the respite is recorded on Mosaic the brokerage officer will send a Purchase Order to the provider for the specific respite service.
21. The brokerage officer will set up the service agreement to complete the contract with the successful provider on DPS and will send the request to the designated officer to complete and issue the agreement to the provider.
22. Any emergency or out of panel agreement due to urgent nature of the cases – must be authorised by the budget holder on Mosaic and brokerage manager and recorded on Mosaic accurately. In the event of an emergency placement being requested the social worker must complete the Out of Panel Agreement workflow under the approval from a head of service for the placement being requested. The out of panel and emergency service should be booked for the next Care Authorisation panel and will be subject to additional audit. **The brokerage officer must report any out of panel activity to the brokerage manager on daily basis.** **See below (New Out of panel / emergency brokerage procedure).**
23. On the occasion that we must use a provider out of area and outside of the DPS system, the request must go the head of Brokerage with details and rationale for request to be agreed. The provider should be encouraged to sign up on DPS for contractual purposes.
24. **Note**: Before arranging respite make sure that the person has not exceeded the amount of respite set out in their Care and Support Plan.

**8. Day Services**

The London borough of Haringey has a number of in house day provisions with a range of services for people with a physical and/or learning disabilities or mental health issues. They also commission external providers to provide day opportunities.

Social worker to complete a referral form and to send directly to the providers ;

1. Day Care providers will review the referral submitted to the specific extra care scheme for consideration;
2. Day Care providers will review the referral and if suitability is met they will inform the social worker for further consideration.
3. Social worker to present the case at the Care Authorisation Panel to obtain funding agreement;
4. Once funding has been confirmed, the Care and Support plan will be sent to Brokerage via a workflow on mosaic;
5. The brokerage officer is to then update mosaic accordingly and issue the provider with a purchase order to include the agreed cost

Information about available day services can be found by [**clicking here**](https://haricare.haringey.gov.uk/day-opportunities/).

**9. Extra Care Services**

The London borough of Haringey manages all its Extra Car provisions via two providers – One Housing and the Trees. Social worker to complete a referral form and to send directly to the providers ;

1. One Housing / The Trees will review the referral submitted to the specific extra care scheme for consideration;
2. One Housing / The trees will arrange through the social worker for the person to sign the tenancy agreement.
3. Social worker to present the case at the Care Authorisation Panel to obtain funding agreement;
4. Once funding has been confirmed, the Care and Support plan will be sent to Brokerage via a workflow on mosaic;
5. The brokerage officer is to then update mosaic accordingly and issue the provider with a purchase order to include Core Cost and additional 1:1 support

Please refer to separate referral process document for One Housing and the Trees.

One Housing

* Age – 55 plus (Slightly younger referrals can be considered dependant on care needs)
* Minimum care need of 16.5 hrs per week (Lower care needs can be considered dependant on current care hours being delivered within the scheme)
* All referrals need to be made directly to the scheme of choice. It is advisable that potential customers view the scheme before the referral is made to ensure they wish to live there.
* Social Workers should only refer to one scheme to prevent duplicate assessments being carried out.
* Once referral is received – OHG care manager will arrange an appointment for a care needs assessment to be carried out.
* Care needs assessment will take place at the scheme, this enables customer to choose a flat if the scheme can meet their needs. The assessment to be completed by OHG and care to be agreed with SW and OHG representative.
* SW to present case to CAP for authorisation for funding.
* Once agreed notice to be sent to OHG to arrange tenancy and signing.
* Housing verification Documents need to be provided at the care needs assessment. ( Please see separate document for details of documents)
* Once a care needs assessment has been carried out and HV authorised a Tenancy Sign up date will be arranged.
* All tenancies start on a Monday
* Flats are unfurnished apart from Carpets and white Goods
* From Referral being made to date of tenancy start can be up to 28 days , this allows for care assessment and Housing Verification to be completed. Careplans and risk assessments to be written. Customers Care calls to be added to Care schedules.

Scheme contact details .

|  |
| --- |
| Protheroe House.  General Manager – 0208 821 2010  Registered Care Manager – 0208 821 4365 |
| Lorenco House  General Manager- 0207 428 5559  Registered Care Manager- 0208 821 2011 |
| Roden Court  General Manager –0208 821 4501  Registered Care Manager- 0207 272 2735 |

Information , brochures and costs for each scheme can be downloaded at [**Senior living | OneHousing**](https://www.onehousing.co.uk/find-a-home/our-care-schemes)

The Trees

The London Borough of Haringey manages its Extra Care provisions via the Trees. Social worker to complete a Hill Homes application form and send over the applicant’s social services assessment and or support plan directly to the providers:

1. The Trees will review the referral submitted to the specific extra care scheme for consideration;
2. The Trees will arrange their own assessment through the social worker for the person to attend the Trees for a housing/care assessment and viewing
3. The Trees will arrange through the social worker for the person to sign the tenancy agreement and other necessary paperwork
4. Social worker to present the case at the Care Authorisation Panel to obtain funding agreement.
5. Once funding has been confirmed, the Care and Support plan will be sent to Brokerage via a workflow on Mosaic;
6. The brokerage officer is to then update mosaic accordingly and issue the provider with a purchase order to include Core Cost and additional 1:1 support. All core charges are to be paid from tenancy start date. The POC charges are to be paid from move in date.

The specific processes for arranging an Extra Care placement with The Trees can be found at their website by [**clicking here**](https://hillhomes.co.uk/trees#apply-pricing) (correct link to be added)

**10. Carers First**

As part of our commitment to improving the health and wellbeing of our residents, the London Borough of Haringey has recently commissioned a new provider of carer support services.

Carers FIRST provide a service dedicated to increasing the reach and provision that is available to unpaid adult carers in the borough. The charity has been delivering services to carers for 27 years and currently supports over 20,000 carers across England.

Carers can access information, advice and guidance by telephone, online and in person in the community. A focus for the service is to reach 'hidden or disengaged' carers, ensuring that they have access to appropriate support at an early stage to prevent crisis and enable them to continue to care with confidence.

They will also manage the carers register to ensure carers receive accurate and up-to date information about services in the borough. This includes but is not limited to:

* Emotional support and guidance;
* Peer support groups providing mutual support;
* Advice and assistance;
* Face to face, drop in and telephone appointments;
* Training courses;
* Workshops;
* Newsletter.

Locally based teams of carer support volunteers will work with carers to increase their access and connectivity to the local community and sources of support.

For further information or to find out more, please call 0300 303 1555 or [**click here**](https://www.carersfirst.org.uk/haringey).

**11. Self Funders**

Brokerage Duty to Arrange/Manage Services

An individual who has been financially assessed as able to afford the full cost of the services to meet their eligible needs (self-funding) can choose to arrange and manage those services without the involvement of the Local Authority unless:

1. They lack capacity to do so; and
2. There is no other appropriate person to make and manage the arrangements on their behalf.

If an individual does not wish to arrange/ manage the services they can request the Local Authority do so for a fee. In these circumstances the Local Authority has a duty to arrange/manage the services as requested with one exception: the service to be arranged is a residential or nursing placement.

In the case of residential or care home placements the Local Authority can decide whether or not to arrange or manage the services *unless*:

1. The person lacks capacity; and
2. There is no other appropriate person to arrange/ manage the placement on their behalf; in which case
3. The Local Authority must arrange and manage the placement.

Arranging Services Only

Sometimes an individual may request support to arrange services, but feel able to manage them when they are in place.

If the Local Authority has agreed to (or has a duty to) arrange the services a Care and Support Planning process is not required and your role may involve things like:

1. Facilitating communication between the individual and a service provider;
2. Communicating with a service provider on the individual's behalf; and
3. Supporting the individual to complete any paperwork required to arrange the service.

A record of the support provided in arranging the service should be made in the individual's electronic file.

When the service is arranged you must explain to the individual what steps they should take if:

1. They feel unable to manage their service in the future; or
2. They require further support from the Local Authority to arrange a different service; or
3. Their financial circumstances change.

Arranging and Managing Services

If an individual requests the Local Authority both arranges and manages their services, and the Local Authority agrees to do so (or has a duty to do so) those services must be arranged and managed as per any other service.

This means a Care and Support Plan must be developed and reviewed.

If at any time the individual becomes unhappy or concerned about the manner in which the Local Authority is managing their services you should explain to them the option to manage the service independently still exists, so long as:

1. They continue to be self funding; and
2. There is no legal obligation for the Local Authority to manage the service.

Charging to Arrange Services

The Local Authority is legally entitled to charge an administration fee for making arrangements for self funders when:

1. Asked to do so by the individual; and
2. The individual has capacity to make the request; and
3. The services are not care home provision.

The London Borough of Haringey charges an annual administration fee of £650 where it arranges care and payment of for self-funders who have assets, properties and savings over £23,250.

**12. Out of Area Services**

When Out of Area Services can be Arranged

Out of area services can be arranged when:

1. There are no appropriate services locally; or
2. In the case of a permanent placement, the person with care and support needs has made a request that has been agreed under the Wellbeing principle; or
3. The person with care and support needs lacks capacity and an out of area placement has been agreed as in their best interests.

Continuity of Care

When people move from one area to another area the continuity of care arrangements set out in the Care Act apply.

[**Click here**](https://www.proceduresonline.com/haringey/adults/chapters/default_chapters/p_cont_care_arrang.html) to access the Continuity of Care Arrangements procedure.

Arranging Temporary or Permanent Out of Area Services by Brokerage

Where Continuity of Care applies then All Out of Area placements either temporary or permanent must be managed by local authority and must be sourced through the Brokerage team without exception.

Full details of the needs of the customer and service user including specific or complex needs must be provided to the Brokerage team to assist them in identifying an appropriately skilled or suitable provider

The following workflow applies to all services referred to the brokerage team

1. Once the Social worker has completed the service users needs assessment a clear and written care and support plan which sets out how the care should be delivered and must be drafted and authorised by the relevant manager; Some departments may operate a pre-panel step, that the brokerage service will support.
2. The social worker should make a referral to the brokerage team through a Mosaic workflow to identify possible services / or initial costing.
3. The social worker will send a financial assessment team request to a financial assessment.
4. The relevant Mosaic workflow contact with the care and support plan will be allocated to a brokerage officer to source a provider or to cost the service to deliver the care stated in the plan.
5. The brokerage officer will use the DPS or DPS block beds to source / cost the provision. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
6. The social worker, with support from the brokerage team, will present the case and the costing to the Care Authorisation Panel (CAP) to obtain funding agreement;
7. Once funding has been confirmed, the care and support plan will updated if required and be sent to Brokerage via a workflow on mosaic by the CAP.
8. The Care and Support plan may be reallocated to a brokerage officer to finalise / source a provider to deliver the care stated in the plan in light of CAP recommendations.
9. Brokerage officer may use the DPS as required to source or finalise the service.
10. Once the bidding process on DPS has ended, the brokerage officer will review all potential bids by reviewing the price and scoring the outcome statements on DPS;
11. The brokerage officer is to confirm the selected provider on the DPS platform and create a service agreement;
12. The Brokerage officer will make a note and record any relevant correspondence – including email correspondence with the providers on Mosaic.
13. The brokerage officer is to then send the person's details, package of care details and Care and Support plan (via encryption) to the selected provider; notifying the social worker so they are aware a provider has been sourced.
14. The brokerage officer will record the service on Mosaic care record system and ensure that the cost-code and budget is accurate and will send the request for finance authorisation to the finance authoriser (budget holder) for agreement.
15. Once the package of care is authorised financially the brokerage officer will send a notification to the review team for six weeks review and a referral is made to the financial assessment team for the service user to be financially assessed and charged accordingly.
16. The brokerage officer will update the Mosaic accordingly and issue the provider with a purchase order.
17. The brokerage officer will set up the service agreement to complete the contract with the successful provider on DPS and will send the request to the designated officer to complete and issue the agreement to the provider.
18. Any emergency or out of panel agreement due to urgent nature of the cases – must be authorised by the budget holder on Mosaic and brokerage manager and recorded on Mosaic accurately. In the event of an emergency placement being requested the social worker must complete the Out of Panel Agreement workflow under the approval from a head of service for the placement being requested. The out of panel and emergency service should be booked for the next Care Authorisation panel and will be subject to additional audit. **The brokerage officer must report any out of panel activity to the brokerage manager on daily basis.** **See below (New Out of panel / emergency brokerage procedure).**
19. On the occasion that we must use a provider out of area and outside of the DPS system, the request must go the head of Brokerage with details and rationale for request to be agreed. The provider should be encouraged to sign up on DPS for contractual purposes.

Sometimes a person with care and support needs is ordinarily resident in the Local Authority area but spends regular time staying in another area. For example:

1. The person may be a University student;
2. The person may stay with family in another area to give their normal carer a break.

If the person has an eligible need during the time that they are away you must ensure that this need is met.

The Impact on Ordinary Residence

The following is brief guidance to the possible impact on ordinary residence of out of area placement or support.

[**Click here**](https://www.proceduresonline.com/haringey/adults/chapters/default_chapters/p_ordinary_resid.html) to access the full ordinary residence procedure.

**Temporary homecare or respite**

Providing homecare or respite support on a temporary basis in another area has no impact on ordinary residence status.

**Permanent residential care, nursing care, supported living or shared lives**

Placing a person with care and support needs into residential care, nursing care, supported living or a shared lives scheme has **no impact** on ordinary residence when:

1. There were no appropriate or available local services; or
2. The person lacks capacity and the Local Authority decided it was in their Best Interests to be placed out of area; or
3. Regardless of local services, the Local Authority has deemed the out of area placement to be crucial to promoting the person's Wellbeing.

The person's ordinary residence may be affected when:

1. There **are** appropriate and available local services; or
2. The person has capacity to decide where to live; or
3. The person lacks capacity and the decision to place them out of area was made by a Deputy or Donee of a Lasting Power of Attorney with the authority to make the decision.