

Guide to Personal Brokerage

Who is Personal Brokerage for?

Personal Brokerage is used to commission long term, respite and emergency care packages for people with complex, unstable and unpredictable needs and risks, in the following service areas.

- Physical Disability (including Acquired Brain Injury)
- Sensory Disability
- Learning Disability
- Mental Health Problems

The process will be used to commission both social and health care placements where appropriate. Some people who have Direct Payments can also choose to use Personal Brokerage to help find care package providers.

Why we use this method

We aim to achieve the provision of effective outcomes for people using services in their preferred local area. Providers registered with Personal Brokerage are able to see what care is required and where, so locally available services may be developed.

How will you be involved in the process?

- By being involved in completing your Estimated Budget form.
- By being involved in what is written in your Outcome Statement.
- By visiting the providers who are short-listed and deciding who you would like to choose.

What is the Estimated Budget form?

This is a form that is used to assess your level of need for services. This level of need is measured as a number of points that is converted to an Estimated Budget allocation. The allocation ensures that people using services receive a fair share of the total budget available, based on their assessed need.

What is the Outcome Statement?

The Outcome Statement is a summary of your assessed needs, described as individual outcomes that you wish to achieve. Your Care Manager will help you complete the following six areas within your Outcome Statement; physical health and well-being, emotional well-being and mental health, activities of daily living, social well-being, medication, and safety and risk. There are three types of outcome:-

- Maintenance – this describes your day to day requirements.
- Development – this describes outcomes designed to improve your independence.
- Transitional – this describes any extra support that you may need when moving from one care provision to another.

What happens to your Outcome Statement?

Once you have completed your Outcome Statement it is sent to the Personal Brokerage team. The Personal Brokers take out any information that may identify you personally, then send your Outcome Statement to those providers who are registered with Personal Brokerage.

How long do Providers have to respond?

For an emergency placement the providers have either 24 hours or 48 hours to reply. For all other cases the provider's response time depends on when your care package is required to start. If care is required to start within 28 days of the end of your assessment the providers are given five working days to respond and for each additional 28 days to the start of service provision they are given a further five days to respond.

For example:

- Care is required to start within 28 days from assessment – 5 days response time
- Care is required to start within 56 days from assessment – 10 days response time

How do the Personal Brokers shortlist?

The Personal Brokers appraise each of the provider's responses to check which ones most closely match what you have asked for in your Outcome Statement. The brokers score every response based upon the quality and then match the responses to your indicative budget. They look for the three highest scoring responses in terms of a balance of quality and price and these providers go onto your short list. If you have a preferred provider, they will be contacted but will only be short listed if their response puts them in this top three.

What happens once you have received the shortlist?

On receiving the detail of short listed providers, you can read how they will provide services to meet your assessed needs. You can arrange to visit each of these providers to help you to make your decision – your Care Manager can help you to arrange this. Once you have chosen a provider you can let your Care Manager know and they will inform the successful provider and the Personal Brokers. The Personal Brokers may need to negotiate with your chosen Provider to ensure that the amount of payment to the provider for your package is in line with your Estimated Budget. Once an agreement has been made with the provider, your Care Manager and the Personal Brokers complete the necessary paperwork and arrange a date for your service to start.

Where is the Personal Brokerage team?

The Personal Brokerage Team is based in County Hall, Exeter and their e-mail contact is:

acspersonalbrokerage-mailbox@devon.gov.uk

If you have any questions please contact your Care Manager or **Care Direct 0845 1551 007**

A large print version of this fact sheet is available on

www.devon.gov.uk/largeprint-factsheets

If you would like a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or e-mail customer@devon.gov.uk.

Factsheet 18 - 01 November 2010 (2 Pages)