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Care Direct
0845 1551 007
adult social care information & advice

Devon Partnership
NHS Trust



Devon
County Council

factsheet

www.devon.gov.uk/socialcare

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Factsheet 318 – 01 November 2010 (7 pages)



Guide to Personal Brokerage

Who is personal brokerage for?



Personal brokerage is help that can be used to arrange social and health care for people who have:



Physical disability



Sensory disability



Learning disability

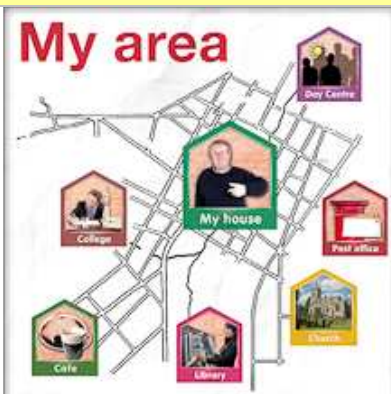


Mental health problems



People who get Direct Payments can also choose to use personal brokerage.

Why we use personal brokerage

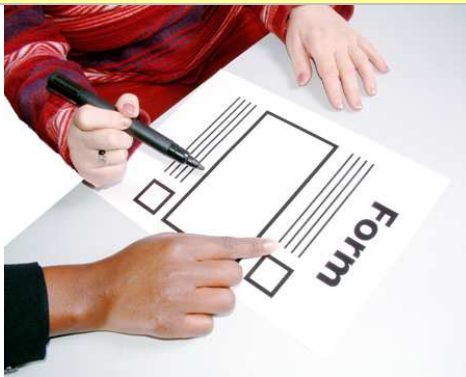


We use personal brokerage so we can try to arrange services for you from your local area.



Your care manager can arrange for you to use personal brokerage.

How you are involved



You will be involved in filling in your Estimated Budget form.



You will be involved in what is written in your Outcome Statement



You will see a list of providers and visit them to decide who you would like to choose.

What is the Estimated Budget form?



This form is used to find out and measure what your needs are.



It makes sure that people using services get a fair share of the budget depending on what their needs are.

What is the Outcome Statement



The Outcome Statement says what you aim to get from your care package.



Your care manager will help you to complete this form.

To: Providers



Your Outcome Statement is sent to your nearest Personal Brokerage Team who then send the information to providers who may be able to provide your care.

How long do providers have to reply



In an emergency, providers have 1 or 2 days to reply.



5 – 15 days

For other care packages they can have from 5 days to reply depending on when the service needs to start.

What is the shortlist?



The personal broker will look at the replies from providers and decide which 3 are the best to provide the service for you.



If the provider you have already replies, they can also go on the shortlist.



If there is a provider who you would especially like to be considered let us know and we will talk to them about being added to our shortlist.



You will be able to visit the providers on the short-list to decide who you would like to choose. Your care manager will help you with this.



When you have chosen which provider you want you need to tell your care manager.



Your care manager and personal broker will then arrange for the service to start.

For more information



If you need to know more you can ask your care manager or email the Personal Brokerage Team at acspersonalbrokerage-mailbox@devon.gov.uk



or you can ring Care Direct on 0845 1551 007

Further factsheets can be found online at www.devon.gov.uk/factsheets
Also see the Learning Disability Devon website:
www.learningdisabilitydevon.org.uk/

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

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