Brokerage Support Plan Process - HOMECARE Social Worker/ACW Manager **Brokerage** 1. Create Draft SP. Add detailed comments in 'Important Information'. Add comments in 'Care Support' of start times, length of times of calls and service requested. Add comments in 'Access' i.e. Keysafe No etc. NB Check that text and time schedule times correspond 2. Select a required Start Date. Reassign to 'Brokerage Draft Support Plan Home Care Tray'. Re-assign and add in 'Task Comments' what SP is, i.e. HC/ Outreach. New POC, HOSP or change to POC - increase/decrease/ Reablement/D2A/change of provider/ same - change of time. Additional POC 3. Brokerage will source Provider via duplicate of HC/Outreach DPS. Provision Draft SP and reassign to SW to seek authorisation. 5. Manager Authorises. SP 4. Check plan and enter correct sum 'Finalise and Send for Authorisation'. generates back to SW Select Manager. Add Case Note -Budgetary Decision. 6. SW Complete 'Next Action' and schedule review date. Re-assign 'Service Provision' to 'Brokerage Next Action Tray'. NB Please do not process 'Service Provision' yourself as Brokerage need to CONFIRM date that the Provider can start and then email them PAPERWORK which is confirmation of POC to start 7. Will email Provider FACE Assessment and Support Plan for the Provider to start the service. If Start Date has lapsed they will confirm new Start Date with Provider 8. Brokerage will add a Case Note for a letter and Support Plan to be sent to the SU and 'Notify' Brokerage Admin Team to process. 14. Brokerage Admin will send letter and SP to SU. END