

<b>Extra Care Provider Access and Referral Internal Process</b>		
Final	04/02/2019	Version 9

Operational Staff want to refer to Extra Care

Social Worker to ensure Service User and Family have looked at schemes and all agree to pursue an application

Operational staff complete an extra care application form. The application form must be completed with/or on behalf of the individual, ensuring the individual understands and accepts the privacy notice or if no capacity, someone accepts on their behalf. They must also be made aware of how they can remove consent at any time. Social worker to include an application form, the care hours from the individuals support plan.

Operational staff to upload completed extra care application form to the clients record and add a notification alert to the nominated person (Paula Meyrick). No copies of the application form to be saved in any other place.

Nominated Person will receive a notification in LAS worktray. Nominated person to access application form to extract information and populate the waiting list spreadsheet

Nominated person to send application form to relevant landlords of the schemes being applied for as soon as possible after receiving the completed application form

Nominated person to use case note "extracare application" to provide updates to operational staff on status and priority of application

Nominated Person to hold waiting list information and update as necessary when contacted by operational leads. Application form needs to be saved and waiting list spreadsheet in a secure location with restricted access following retention policies.

Nominated person to receive void information from providers.

Nominated person to consult the waiting list and send top 3 priority appropriate referrals to the extra care provider as soon as possible after receiving the void notification form. Nominated person to update case notes to inform the SW that application has been put forward for the void property.

Landlord to consider LA referrals with aim of accepting LA top priority referral (in line with nominations agreements)

If a top priority referral is not accepted landlord to contact the LA team leader listed on the referral form to discuss mitigations

If due to a lack of hours under a block contract service or lack of availability of hours from on site provider in non block service, SW to clarify if provider is willing to deliver additional hours under spot contract or if other provider to be used. SW to send Support Plan to brokerage for additional hours and flag as urgent

Conversation between social worker, brokerage, applicant and landlord/care provider to discuss and clarify care needs  
Can care needs be met?

If due to service being not appropriate and this is agreed by all stakeholders, refer back to waiting list for next priority applicant. Landlord to notify LA nominated person.

Tenancy Offered

Landlord to notify LA nominated person of successful/unsuccessful applicants. LA nominated person to instruct landlord to remove Service user records if successfully accommodated at an alternative acheme.

Nominated person to update the case notes in LAS to notify the SW that a place has been offered.

SW to send Support Plan to brokerage if care needs to be brokered. This would be in a non-block contracted service or due to a lack of hours in a block contracted service.