

# Adult Care Fact sheet

## The Adult Care Brokerage Service

The Adult Care Brokerage Service, part of Derbyshire County Council's Adult Care department, has information about a wide range of care service providers - which offers people choice in who provides any care or support they may require. This supports people to stay in control and to assist them to organise services to meet their individual needs.

The service spans the whole of Derbyshire, is free of charge and can provide information to those living outside of the county potentially needing help when in Derbyshire.

A person may call Brokerage directly to assist them or they may be referred through a Social Worker or other Derbyshire County Council professional.

### The Brokerage Service provides:

- Assistance to find a specific care/support package required by the person and to offer these options to them or their representative to consider.
- Information about service providers (costs of the service, registration details and whether the provider can meet specific care/support preferences).
- Information about different types of support available from the statutory, independent and voluntary sector.
- Information about a range of different services, for example day care services, care in your own home and residential home and nursing care home vacancies, in your area.

### Contact Details:

Requests for Brokerage service can be made by via:

- Telephone 01629 537744 or 01629 537755 (Monday to Friday from 9am to 5pm)
- Derbyshire website [www.derbyshire.gov.uk](http://www.derbyshire.gov.uk) - completing a call back request from a broker.
- Internal systems available to DCC staff.

Brokers aim to start work on each new request within two hours and to respond within one working day. For more complex cases, the timescale may increase, or for urgent cases the response time may be less. Responses can be by telephone, email, and occasionally by post. Brokers do not conduct home visits.

## **Service providers mainly fall into three categories:**

### **1. Approved Providers**

Also known as accredited or contracted providers – these agencies are approved and are signed up to contracting terms and conditions with Derbyshire County Council (DCC). If services are contracted by DCC the contract is between DCC and the provider and DCC will pay the contractor directly. If a person has been assessed as eligible for social care, their assessed budget will be used as payment for the provision of the care and support that they require.

### **2. Preferred Providers/ Trusted Traders**

DCC cannot check or monitor the quality of these providers, but on the DCC website you can see a satisfaction rating for all registered Trusted Traders which includes comments from customers who have used the trader. The experience of other customers may help you decide which Trusted Trader to use.

### **3. Any Other Provider**

There are many other care and support providers who are not contracted with the Council but are used by many people in Derbyshire, and therefore may be used by the Brokerage Team.

To select a wide range of service providers it is suggested you use:

- The Derbyshire Directory - [www.derbyshire.gov.uk/directory](http://www.derbyshire.gov.uk/directory) where you can search online alphabetically, by category, by area or by using the advanced search option.
- The Care Services Directory (Care Choices guide): [www.carechoices.co.uk/region/east-midlands/derbyshire/](http://www.carechoices.co.uk/region/east-midlands/derbyshire/)
- Ring into Brokerage at 01629 537754 and speak to a Broker directly for more information on providers in your locality.
- The Care Quality Commission - [www.cqc.org.uk](http://www.cqc.org.uk)
- Local Magazines and directories i.e. parish newsletters
- Local Professional knowledge – Social Worker, Local Area Coordinator, GP, District Nurses
- Word of mouth

## **Payment for Services**

**Council-funded clients:** If a person has been assessed as having eligible social care needs and has a virtually managed budget, this can be used only with providers that directly contract with Derbyshire County Council (Accredited providers).

**Self-funding clients and Direct Payment clients:** If a person has been assessed as self-funding their care and support they can choose from both accredited and non-accredited providers. This option is also available to people choosing to take their County assessed budget as a Direct Payment.

Their social worker or a broker can guide them to which service providers are available to them. Payment for services is the responsibility of the person or their nominated administrator.